Solicitation RFP OSI 0530-208

Child Welfare Services Web Solution (CWS/Web)

State of California

Bid RFP OSI 0530-208
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Bid Number	RFP OSI 0530-208
Bid Title	Child Welfare Services Web Solution (CWS/Web)
Bid Start Date	Nov 5, 2009 9:48:01 AM PST
Bid End Date	Oct 17, 2011 1:15:00 PM PDT
Bid Contact	Rhonda Smith 916-375-4502 Rhonda.Smith@dgs.ca.gov
Pre-Bid Conference	Nov 30, 2009 1:30:00 PM PST Attendance is optional Location: Office of Systems Integration 2525 Natomas Park Drive, Suite 100 Sacramento, CA 95833
Standard Disclaimer	The State of California advises that prospective bidders periodically check the websites, including but not limited to Bidsync, and/or other state department links for modifications to bid documents. The State of California is not responsible for a prospective bidder's misunderstanding of the bid solicitation or nonresponsive bid due to failure to check these websites for updates or amendments to bid documents, and/or other information regarding the bid solicitations. Failure to periodically check these websites will be at the bidder's sole risk. The information published and/or responded to on these websites is public information. Confidential questions/issues/concerns should be directed to the contact on the ad.

Description

The purpose of this Request for Proposal (RFP) OSI-0530-208 (hereafter called the RFP) is to solicit proposals that will provide the California Department of Social Services (CDSS) with a new, web-based child welfare services case management system (hereinafter called the "CWS/Web") that will meet State and county needs in the administration and provision of child welfare services and comply with federal regulations related to Statewide Automated Child Welfare Information Systems (SACWIS).

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I.1 PURPOSE OF THIS REQUEST FOR PROPOSAL

The purpose of this Request for Proposal (RFP) OSI-0530-208 (hereafter called the RFP) is to solicit proposals that will provide the California Department of Social Services (CDSS) with a new, web-based child welfare services case management system (hereinafter called the "CWS/Web") that will meet State and county needs in the administration and provision of child welfare services and comply with federal regulations related to Statewide Automated Child Welfare Information Systems (SACWIS). The award**,** if made, will be to the responsive Bidder with the highest point total as calculated in accordance with the methodology defined in RFP Section IX, Proposal Evaluation, of this RFP.

I.2 BACKGROUND

The Child Welfare Services (CWS) program is a federally mandated program operated by each of the 50 states. California is one of 11 states that operate within the framework of a state supervised, county-administered model of governance for the CWS program. Under this model, each of California's 58 individual counties administers its own child welfare program. The CDSS is responsible for the overall guidance, monitoring, and support of the counties through regulatory oversight, administration, and input on the development of program policies and laws, as well as administration of regional adoptions offices.

The current automated system, the Child Welfare Services/Case Management System (CWS/CMS) was originally implemented in 1997, with continued development through rollout in 1998. Currently the State is in the Maintenance and Operations (M&O) phase of the project, with only minimal new development activities occurring, and with over 22,500[1] users identified, the CWS/CMS supports all 58 California counties, and the CDSS. The current CWS/CMS has incorporated a majority of the required federal SACWIS requirements, yet four (4) of the most significant and critical components of SACWIS functionality remain unfulfilled, specifically:

- Adoption case management
- Interfaces for Title IV-A (California Work Opportunity and Responsibility to Kids (CalWORKs), Title IV-D (Child Support), and Title XIX (Medi-Cal) systems
- Automated foster care eligibility determination
- Financial management

The State of California has determined that the future technology direction for the CWS/CMS must be tied to the business challenge of enabling the delivery of effective services and improving outcomes for the State's at-risk children. In other

[1] County Information CWS/CMS Usage Statistics from the CWS/CMS website located (http://www.hwcws.cahwnet.gov/CountyInfo/UsageStatistics/default.asp)

words, the needs of the children drive the practices of current service delivery organization and provide the target for strategic deployment of technologies.

Since CWS/CMS was designed and implemented in 1997, social work practice, regulations, and program needs have changed significantly. In addition, the productivity demands of a more mobile and technologically proficient workforce require new tools to be implemented and leveraged for the growing skills and capabilities of CWS workers. Consequently, the current CWS/CMS is perceived as cumbersome by CWS workers and does not support service delivery practices in an efficient and effective manner. In fact, many CWS workers report that the current CWS/CMS limitations inhibit the amount of time they can spend in the field serving children, families, and communities.

I.2.1 Strategic Goals

The following strategic goals for the CWS/Web Project have been developed by the project stakeholders:

- **Support Services to Children and Families** – The CWS/Web will support CWS workers with an automated system that eliminates duplication of effort, streamlines routine work tasks, and facilitates service delivery to troubled families and abused or neglected children.
- **Support Policy and Decision Making** – The CWS/Web will provide decision makers at all levels with the information they need to make policy, program, and funding decisions. Further, the CWS/Web will provide them information to better assess the outcomes achieved by the CWS program, to inform key stakeholders and the public regarding child welfare issues.
- **Support Inter-Agency Collaboration** – The CWS/Web will support collaboration and information sharing among agencies and partners to ultimately provide a comprehensive “one-stop resource” for CWS workers and other users.

I.2.2 Business Need

The business need for a CWS/Web arises from the current challenges and opportunities listed below:

- **Untimely System Updates** – The CWS/CMS Project Office receives a variety of system change requests from federal, State, and county sources to perform modification of the CWS/CMS to meet legislative, regulatory, and program needs. The following factors affect the deployment cycle:
    - The CWS/CMS release cycle currently takes a minimum of six months. Once State and federal approval is received for a release, project management follows a structured development lifecycle (i.e., design, program, test, training, and release).
    - The size, complexity, and tightly interwoven nature of the application results in an increase in application development time.

- The effort to integrate existing web-based services or commercial-off-the-shelf (COTS) solutions into the CWS/CMS is more difficult.
- The counties must go through a time-consuming effort to update their data marts and query mechanisms whenever a change is made to the CWS/CMS database schema. All of these factors result in time-consuming development and, at times, legislation is in effect before the appropriate programmatic changes are updated in the application.

- **Limited Remote System Access** – The end users currently have limited access to CWS/CMS while in the field. If there is access, the processing time is very slow. Timely remote access would allow the CWS worker to use CWS/CMS while away from the traditional office environment.
- **External System Access and Information Exchange** – With the overall child welfare program moving to a more collaborative nature and inclusive casework model, a more diverse group of end users needs the ability to exchange information with an increased variety of external systems. Providing the ability to exchange information (e.g., a two-way interface that sends and receives information) would result in improved availability of case data.
- **Document Storage** – The need will exist to store multiple documents per Referral[2]l while also providing the ability to store multiple electronic document types. The CWS/CMS system only supports the storage of some types of electronic documents in a Case, which does not include Referrals. The CWS/CMS also has a maximum size limitation per Case. With improved technology, the ability to store and retrieve all types of electronic documents (e.g., pictures, scanned images, signatures, etc.) in a Referral along with increased storage size can be achieved.
- **Case Collaboration** – The current process of sharing information and collaborating on cases between agencies/departments is inefficient and subject to multiple errors. The process is as follows:
  - The CWS worker prints the case/client information.
  - The case information is then faxed or mailed to the recipient.
  - The recipient of the information re-keys the information into another system.
  - Because of time and job pressures, the information is sometimes not entered into the system timely, is lost, or does not arrive timely to destination causing delays.
- **Data Access and User Groups** – As the child welfare program moves toward a more inclusive casework model, the need exists to provide multiple agencies (e.g., private, public, and county) with the ability to access information. In addition, the need exists to provide layers of access to specific groups of users. The current design of CWS/CMS does not provide a robust

[2] Certain words that are capitalized are used as a term of art and have a special meaning for this RFP. Refer to Appendix G – Acronyms and Glossary for specific definitions.

access model allowing differing levels of data viewing and security for specific user groups.

- **Data Entry and Workflow** – End users must perform data entry tasks that are redundant and lack support for workflow functions. In particular, the technical architecture is designed such that concurrent or simultaneous data updates to the same case record are difficult to achieve (optimistic concurrency). In addition, data entered in one area of the application does not consistently populate the same data fields in other areas causing having to enter data multiple times. The technical architecture also lacks support for automating workflow. This results in a decrease in user efficiency and successful case management.
- **Promising Practices** – Through research, program evaluation, and consensus building, child welfare leaders continue to identify and test innovative and effective practices that best serve their clients. However, these practices are primarily manual processes today and can vary in implementation from one county to another.
- **Training and User Support** – Adequate CWS/CMS help tools are currently not available. The opportunity exists for improvement to assist the end-user in learning.
- **Standardized Reporting** – End users of the CWS/CMS require a variety of reports to assist in trend analysis, supervise and assist CWS workers, assist key stakeholders in overall project vision, and provide the ability to analyze and report on outcome measures. End users require both standard and ad hoc reports.
- **Resources vs. Workload** – The current CWS worker's workload is greater than a standard eight-hour day. If a more efficient child welfare system is implemented, this will reduce the workload of the CWS workers and allow them to provide better quality service to children. Better quality of service to children will result in a higher chance of obtaining a successful outcome.
- **Other Languages** – With the diversity of the population of California, the need to communicate, generate notices, generate forms (e.g., case plans, placement agreement forms), and produce reports in multiple languages is consequently increasing.
- **Optimistic Concurrency** – The CWS/CMS was not designed to allow concurrent update access to the same case data; the optimistic concurrency design causes occasional loss of data. Typically, there are manual activities to ensure that multiple users are not simultaneously accessing the same data. For additional information on the current business needs, see RFP Section III, Current Environment.

I.3 SCOPE OF REQUESTED SERVICES

The scope of the CWS/Web RFP includes the following:

- **Replacing the current CWS/CMS with a new California SACWIS** – Building a new SACWIS, that incorporates existing and non-compliant functions and services into a solution that is accessible via the Web.
- **Converting existing CWS/CMS data and SACWIS related data from county external systems to be compatible with the CWS/Web.**
- **Developing and deploying the unfulfilled SACWIS requirements –** Based on federal requirements and county input, automation of these business functions is critical to improving the efficiency and effectiveness of county programs and business processes essential to local program administration.
- **Transitioning counties and business processes to the CWS/Web solution** – Developing and delivering training and knowledge transfer to State and county business and technical staff.
- **Developing the Service and Support model** – Developing the Service and Support solutions concurrently with Solution Development**.**
- **Performing Service and Support** – Performing the Service and Support activities through the entire Contract period.

For additional information on the scope of services defined in this RFP, see RFP Section VI, Solution Requirements.

I.4 BIDDER COMPENSATION

A single Bidder must be the prime contractor responsible for the entire project. The prime contractor will be responsible for the design, development, integration, coordination, installation, implementation, management, and service and support of the entire solution as well as for delivery of all proposed elements and results.

The State will use four (4) compensation streams to compensate the winning Bidder. Compensation streams are categories of payment used to compensate the Contractor upon achievement of the Performance Measures established for each stream The four streams are:

- Solution Development and Transition (SD&T)
- Management Performance Balance Scorecard
- Holdback
- Service and Support.

For additional information on the payment schedule see RFP Section VII-B, Compensation Model.

I.5 SCOPE OF THE RFP AND BIDDER ADMONISHMENT

This RFP is being conducted under the policies developed by the Office of the Chief Information Office OCIO) and procedures developed by the Department of General

Services (DGS), as provided under Public Contract Code Section 12102 et seq. This RFP contains the instructions governing the requirements for a firm quotation to be submitted by interested Bidders. The format in which bid information is to be submitted and the material to be included therein follows. This RFP also addresses the requirements Bidders must meet to be eligible for consideration, as well as addressing Bidders' responsibilities before and after installation.

IF A BIDDER EXPECTS TO BE AFFORDED THE BENEFITS OF THE STEPS INCLUDED IN THIS RFP, THE BIDDER MUST TAKE THE RESPONSIBILITY TO:

a) CAREFULLY READ THE ENTIRE RFP AND REVIEW THE CONTENT OF BIDDERS LIBRARY;

b) ASK APPROPRIATE QUESTIONS IN A TIMELY MANNER IF CLARIFICATION IS NECESSARY;

c) SUBMIT ALL REQUIRED RESPONSES, COMPLETE TO THE BEST OF BIDDER'S ABILITY, BY THE REQUIRED DATES AND TIMES;

d) MAKE SURE ALL PROCEDURES AND REQUIREMENTS OF THE RFP ARE ACCURATELY FOLLOWED AND APPROPRIATELY ADDRESSED; AND,

e) CAREFULLY REREAD THE ENTIRE RFP BEFORE SUBMITTING EACH BID.

I.6 DOCUMENT FORMAT

This RFP consists of ten (10) sections and eight (8) appendices. The sections are:

- Section I Introduction and Overview of Requirements – This section contains general information regarding the RFP purpose, format, procurement activities and timelines.
- Section II Rules Governing Competition – This section describes specific language regarding information on laws and regulations with which each Bidder must comply.
- Section III Current Environment – This section describes the current business functions, organizational structure and technical environment supporting the business processes.
- Section IV Proposed Future Environment – This section describes how the delivered solution will meet the business and technical needs of the CWS/CMS Program, both now and in the future.
- Section V Administrative Requirements – This section describes all of the mandated administrative requirements for Bidders.
- Section VI Solution Requirements – This section describes the solution requirements. Requirements range from functional requirements, system capacity requirements and performance level requirements, including architectural design, interfaces, network design, security, reporting, business

rules framework requirements, contractor Statement Of Work (SOW) requirements, proposal requirements, Bidders experience, and staff qualification requirements.

- Section VII A Pricing Proposal – This section contains instructions to the Bidders on how to present pricing and cost information as well as cost sheets to be completed by Bidders for submission with their proposals.
- Section VII B Compensation Model – This section describes the payment structure for the project.
- Section VIII Proposal Format – This section contains instructions to Bidders on how they must format their proposals for submittal to the State.
- Section IX Proposal Evaluation – This section contains a description of how the State will evaluate Bidder proposals.

The appendices are:

- Appendix A - CWS/Web Contract
- Appendix B - System Requirements
- Appendix C - Bid Response Forms
- Appendix D - Product Definitions
- Appendix E - Cost Workbook
- Appendix F1 - Solution Development & Transition Roles and Responsibilities
- Appendix F2 - Service &Support Roles and Responsibilities
- Appendix G - Acronyms and Glossary
- Appendix H – Bidder's Library Table of Contents

I.7 STATE PROCUREMENT OFFICIAL

The State Procurement Official and the mailing address to send proposals, requests for project documents, or questions is:

Rhonda Smith
Department of General Services
Procurement Division
Technology Acquisition Section
707 Third Street, 2nd Floor
West Sacramento, CA 95605

Phone: (916) 375-4502
Fax: (916) 375-4505
Email: Rhonda.Smith@dgs.ca.gov

I.8 BIDDER'S LIBRARY

The CWS/Web Project has compiled a set of documents for Bidders to reference while preparing their responses for this RFP. While most of the information is in the Bidder's Library, some detailed documentation of the current system which includes data, attributes, screens business rules, and training tools must be accessed

through various applications. To gain access to this information, please contact the State Procurement Official for an appointment. All other documents are available in the Bidder's Library.

The Bidder's Library is accessible via the Internet at the following web address:

https://worksite.osi.ca.gov/worksite/

This will take Bidders to Interwoven's WorkSite. To obtain the logon and password to Interwoven's WorkSite, Bidder's must sign and submit a Letter of Intent to Bid provided as Form 1.1 in RFP Appendix C, Bid Response Forms, to the official identified in RFP Section I.7, State Procurement Official. It is the Bidder's responsibility to provide the State Procurement Official the required documentation to obtain the logon and password.

Bidders are encouraged to review the information in the Bidder's Library to gain a thorough understanding of the CWS/Web as well as the CWS/CMS and the business and technical environment in which it operates. It is the Bidder's responsibility to check back frequently for updates to the Bidder's Library.

I.9 KEY ACTION DATES

Table I - 1. Key Action Dates, outlines the schedule for important action dates and times. If the State finds it necessary to change any of the dates prior to Final Proposal submission, it will be accomplished through an addendum to this RFP. All dates subsequent to the Final Proposal submission date are approximate and may be adjusted as conditions dictate without an addendum to RFP OSI- 0530-208.

Table I - 1. Key Action Dates

Item	Action	Date
1	Release RFP	11/5/09
2	Bidders Conference, Office Systems Integration 2525 Natomas Park Drive, Ste 100 Sacramento CA 95833	11/30/09 1:30 PM - 3:30 PM Pacific Standard Time (PST)
3	Last Day to Submit Letter of Intent to Bid, and Signed Confidentiality Statement	12/2/09
4	Last Day to Submit Questions for Q&A #1	12/8/09
5	Pre Draft Confidential Discussion #1	2/9/10 – 2/22/10
6	Office of Technology Services (OTech) Discussion prior to Draft Proposal Submissions	2/18/10 – 2/24/10
7	Last Day to Submit Questions for Q&A #2	7/27/10
8	Last Day to Submit Proposed Contract Language Change Requests	7/27/10

Item	Action	Date
9	Pre-Draft Confidential Discussions #2	9/7/10 – 9/13/10
10	Submission of Draft Proposals	11/8/10 1:00 PM Pacific Standard Time (PST)
11	Draft Proposal Confidential Discussions with Individual Bidders	3/25/11 – 4/8/11
12	OTech Bidders Discussions with Representatives prior to Final Proposal Submissions	4/15/11 – 4/28/11
13	Last Day to Submit Questions for Q&A #3	4/28/11
14	Last Day to Request a Change in the Requirements prior to Final Proposal Submissions	9/7/11
15	Last Day to Protest RFP[3] Requirements prior to Final Proposal Submissions	10/4/11 1:00 PM (PST)
16	Submission of Final Proposals	10/17/11 1:00 PM (PST)
17	Opening of Cost Proposals DGS Auditorium 1st Floor. 707 3rd Street, West Sacramento, CA 95605.	1/26/12
18	Notification of Intent to Award	3/19/12
19	Last Day to Protest Award[4]	3/26/12
20	Award Contract	6/18/12

I.10 PARTICIPATING BIDDER INFORMATION

I.10.1 Intention to Bid

All Bidders shall indicate their intent and identify a contact person by submitting Form 1.1, Letter of Intent to Bid, found in RFP Appendix C, Bid Response Forms, by the date specified in RFP Section I.9, Key Action Dates. There is to be only one (1) point of contact for each bidding firm during the process. Information related to a Bidder will only be given to the designated contact person. It shall be the Bidder's responsibility to immediately notify the State Procurement Official, in writing, regarding any revision to the information pertaining to the designated contact person. The State will not be responsible for proposal correspondence not received by the Bidder, if the Bidder fails to notify the State (in writing) about any changes pertaining to the designated contact person.

[3] See Section II, 5.1., PROTESTS
[4] See Section II, 5.2., ALTERNATIVE PROTEST PROCESS

I.10.2 Confidentiality

To preserve the integrity of the security and confidentiality measures integrated into the State's automated information systems, each Bidder shall sign RFP Appendix C, Bid Response Forms, Form 5.1, Confidentiality Statement, and submit it with the Form 1.1, Letter of Intent to Bid by the date specified in RFP Section I.9, Key Action Dates.

I.10.3 Proposed Contract Language Changes

Bidders proposing changes to the Contract, including the Statement of Work, will be considered per the RFP Key Action Date specified in RFP Section I.9, Key Action Dates. For all proposed Contract changes, the Bidder shall use RFP Appendix C, Bid Response Forms, Form 1.2, Proposed Contract Language Change Form, to describe the desired language changes. Upon receipt of the Form, the State will review it to identify the acceptability of the proposed language.

I.10.4 Requirement Changes

Bidders requesting requirement changes will be addressed per the RFP Key Action Date specified in RFP Section I.9, Key Action Dates. For all proposed Requirement changes, the Bidder shall use RFP Appendix C, Bid Response Forms, Form 1.3, Proposed Requirement Change Form, to describe the desired requirement change. Upon receipt of the Form, the State will review it to identify the acceptability of the proposed requirement change(s).

I.10.5 Questions And Answers

Bidders shall use RFP Appendix C, Bid Response Forms, Form 1.4, Bidder Question Form to submit questions to the State during the CWS/Web procurement. Upon receipt of the form, the State will review the questions, prepare appropriate responses, and publish them as a question and answer set for viewing by all Bidders. Responses that require changes to the RFP will be processed through an RFP addendum. Note: Vendor names will not be disclosed in the question and answer sets released to the Bidders.

I.10.6 Alternative Protest Process

This solicitation is being conducted under the provision of the Alternative Protest Process. By submitting a proposal to this solicitation, the Bidder consents to the Alternative Protest Process. For additional information on this process see RFP Section II.5.2 Rules Governing Competition.

I.11 OFFICE OF TECHNOLOGY SERVICES DISCUSSIONS

The Department of Technology Services (OTech) will be responsible for hosting the CWS/Web System. Please refer to RFP Appendix B, System Requirements for more information. Bidders will be provided the opportunity to meet and discuss their solution approach with the OTech technical representatives to assist Bidders in

understanding the data center's service offerings, rates and constraints. These meetings will be conducted in a confidential manner for all Bidders. In general, the Bidder is responsible for requesting a meeting with the OTech through the individual identified in RFP Section I.7, State Procurement Official by phone or email. The OTech may also initiate discussions with Bidders through the Procurement Official. Discussions with the OTech prior to the submittal of Draft and Final Proposals is defined in RFP Section I.9, Key Action Dates.

During OTech meetings, written notes may be made by both the State and the Bidder. There will not be an official transcript of the proceedings. If a Bidder has any outstanding issues or needs for clarification subsequent to a meeting, the Bidder is advised to submit questions in writing to the State Procurement Official for resolution and/or clarification prior to the submission of the Final Proposal, in accordance with RFP Section II.2.4, Questions Regarding the IFB/RFP. Oral statements made shall not obligate either party.

Bidders should submit questions, diagrams, etc. to the Procurement Official in advance of the scheduled discussion date to facilitate productive sessions with OTech. Bidders meetings with OTech will be scheduled in advance for a block of four (4) hours. Each Bidder will be notified by email or phone with their assigned date and time. Bidders may request a follow up meeting with OTech, if needed.

Bidders may request meeting with the OTech prior to the Final Proposal due date. These sessions generally focus on Bidders' draft cost worksheets **(without cost figures**). Bidders should submit questions to the Procurement Official in advance of the scheduled OTech discussion date. For additional information on OTech, see RFP Section IV, 6.2.3 Environments and OTech Hosting.

I.12 AMERICANS WITH DISABILITIES ACT COMPLIANCE STATEMENT

To comply with the nondiscrimination requirements of Americans with Disabilities Act (ADA), it is the policy of the State to make every effort to ensure that its programs, activities, and services are available to all persons, including persons with disabilities.

For persons with a disability needing a reasonable accommodation to participate in the procurement process, or for persons having questions regarding reasonable accommodations of the procurement process, you may contact the State Procurement Official identified in RFP Section I.7. You may also contact the State at the numbers listed below.

IMPORTANT: TO ENSURE THAT WE CAN MEET YOUR NEED, IT IS BEST THAT WE RECEIVE YOUR REQUEST FOR REASONABLE MODIFICATION AT LEAST TEN (10) WORKING DAYS BEFORE THE SCHEDULED EVENT (i.e., MEETING, CONFERENCE, WORKSHOP, etc.) OR DEADLINE DUE DATE FOR PROCUREMENT DOCUMENTS.

The Procurement Division TTY telephone numbers are:

- Sacramento Office: (916) 376-1891

The California Relay Service Telephone Numbers are:

- Voice: 1-800-735-2922 or 1-888-877-5379
- TTY: 1-800-735-2929 or 1-888-877-5378
- Speech to Speech: 1-800-854-7784

II. RULES GOVERNING COMPETITION

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II.1 IDENTIFICATION AND CLASSIFICATION OF RFP REQUIREMENTS

This section is intended to provide the overall process for information technology "formal" procurements. The Key Action Dates in Section I identify the specific phases required for this procurement. See Section II.3 below.

II.1.1. Requirements

The State has established certain requirements with respect to bids to be submitted by prospective contractors. The use of "shall," "must," or "will" (except to indicate simple futurity) in the Information for Bid/Request for Proposal (IFB/RFP) indicates a requirement or condition which is mandatory. A deviation, if not material, may be waived by the State. A deviation from a requirement is material if the deficient response is not in substantial accord with the IFB/RFP requirements, provides an advantage to one bidder over other bidders, or has a potentially significant effect on the delivery, quantity or quality of items bid[1], amount paid to the supplier, or on the cost to the State. Material deviations cannot be waived.

II.1.2. Desirable Items

The words "should" or "may" in the IFB/RFP indicate desirable attributes or conditions, but are non-mandatory in nature. Deviation from, or omission of, such a desirable feature, even if material, will not in itself cause rejection of the proposal.

II.2 BIDDING REQUIREMENT AND CONDITIONS

II.2.1 General

This IFB/RFP, the evaluation of responses, and the award of any resultant contract shall be made in conformance with current competitive bidding procedures as they relate to the procurement of goods and services by public bodies in the State of California. A bidder's Final Proposal is an irrevocable offer for 180 days following the scheduled date for contract award specified in Section I. A bidder may extend the offer in the event of a delay of contract award.

II.2.2. IFB/RFP Documents

This IFB/RFP includes, in addition to an explanation of the State's needs which must be met, instructions which prescribe the format and content of bids to be submitted and the model(s) of the contract(s) to be executed between the State and the successful bidder(s).

If a bidder discovers any ambiguity, conflict, discrepancy, omission, or other error in this IFB/RFP, the bidder shall immediately notify the State Procurement Official

[1] If this solicitation document is an RFP, the word "bid" as used throughout is intended to mean "proposed," "propose" or "proposal" as appropriate.

identified in Section I of such error in writing and request clarification or modification of the document.

Modifications will be made by addenda issued pursuant to Section II.2.7, Addenda, below. Such clarifications shall be given by written notice to all parties who have identified themselves as bidders to the State Procurement Official identified in Section I, without divulging the source of the request for same. Insofar as practicable, the State will give such notices to other interested parties, but the State shall not be responsible therefore.

If the IFB/RFP contains an error known to the bidder, or an error that reasonably should have been known, the bidder shall bid at its own risk. If the bidder fails to notify the State of the error prior to the date fixed for submission of bids, and is awarded the contract, the bidder shall not be entitled to additional compensation or time by reason of the error or its later correction.

II.2.3. Examination of the Work

The bidder should carefully examine the entire IFB/RFP and any addenda thereto, and all related materials and data referenced in the IFB/RFP or otherwise available to the bidder, and should become fully aware of the nature and location of the work, the quantity of the work, and the conditions to be encountered in performing the work. Specific conditions to be examined may be listed in the IFB/RFP section on ADMINISTRATIVE REQUIREMENTS and/or the section on SOLUTION REQUIREMENTS.

II.2.4. Questions Regarding the IFB/RFP

Bidders requiring clarification of the intent or content of this IFB/RFP or on procedural matters regarding the competitive bid process may request clarification by submitting questions, in an email or envelope clearly marked "Questions Relating to IFB/RFP 0530-208", to the State Procurement Official listed in Section I. To ensure a response, questions must be received in writing by the scheduled date(s) given in Section I. Question and answer sets will be provided to all bidders without identifying the submitters. At the sole discretion of the State, questions may be paraphrased by the State for clarity.

A bidder who desires clarification or further information on the content of the IFB/RFP, but whose questions relate to the proprietary aspect of that bidder's proposal and which, if disclosed to other bidders, would expose that bidder's proposal, may submit such questions in the same manner as above, but also marked "CONFIDENTIAL," and not later than the scheduled date specified in Section I to ensure a response. The bidder must explain why any questions are sensitive in nature. If the State concurs that the disclosure of the question or answer would expose the proprietary nature of the proposal, the question will be answered and both the question and answer will be kept in confidence. If the State does not

concur with the proprietary aspect of the question, the question will not be answered in this manner and the bidder will be so notified.

If the bidder believes that one or more of the IFB/RFP requirements is onerous, unfair, or imposes unnecessary constraints to the bidder in proposing less costly or alternate solutions, the bidder may request a change to the IFB/RFP by submitting, in writing, the recommended change(s) and the facts substantiating this belief and reasons for making the recommended change. Such request must be submitted to the State Procurement Official by the date specified in Section I for submitting a request for change. Oral answers shall not be binding on the State.

II.2.5. Bidders' Conference

A Bidders' Conference may be held, during which suppliers will be afforded the opportunity to meet with State personnel and discuss the content of the IFB/RFP and the procurement process. Suppliers are encouraged to attend the Bidders' Conference. The time, date and place of such conference, if held, is included in the Key Action Dates specified in Section I. Written questions received prior to the cutoff date for submission of such questions, as noted in Section I, will be answered at the conference without divulging the source of the query *and posted to the web as a question and answer set.*.

The State may also accept oral questions during the conference and will make a reasonable attempt to provide answers prior to the conclusion of the conference. A transcript of the discussion, or those portions which contain the questions and appropriate answers, will be transmitted within approximately ten (10) working days to all suppliers who have submitted an intention to bid and those who have submitted a written request to receive the information. Written requests are to be submitted to the State Procurement Official identified in Section I. If questions asked at the conference cannot be adequately answered during the discussion, answers will be provided with the transcribed data *and will be posted to the e-procurement website and posted within approximately ten (10) workdays.* Oral answers shall not be binding on the State.

II.2.6. Supplier's Intention to Submit a Proposal

Suppliers who want to participate in the bidding process are asked to state their intention by the date specified in RFP Section I, KEY ACTION DATES, with respect to submission of proposals. The State is also interested as to a supplier's reasons for not submitting a proposal as, for example, requirements that cannot be met or unusual terms and conditions which arbitrarily raise costs. Suppliers are asked to categorize their intent as follows:

a. Intends to submit a proposal and has no problem with the IFB/RFP requirements.

b. Intends to submit a proposal, but has one or more problems with the IFB/RFP requirements for reasons stated in this response.

c. Does not intend to submit a proposal, for reasons stated in this response, and has no problem with the IFB/RFP requirements.

d. Does not intend to submit a proposal because of one or more problems with the IFB/RFP requirements for reasons stated in this response.

If a supplier intends to submit a proposal, the letter should include additional information identified in *Section I.10.1,* INTENTION TO BID. If suppliers have indicated significant problems with the IFB/RFP requirements, the State will examine the stated reasons for the problems and will attempt to resolve any issues in contention, if not contrary to the State's interest, and will amend the IFB/RFP if appropriate. All suppliers who have submitted an intention will be advised by the State of any actions taken as a result of the suppliers' responses. If after such actions, a supplier determines that the requirements of the IFB/RFP unnecessarily restrict its ability to bid, the supplier is allowed five (5) working days to submit a protest to those IFB/RFP requirements or the State's action, according to the instructions contained in Section II.5.2.1 of this Section.

Hereafter, for the purposes of the instructions of this IFB/RFP, all suppliers who have indicated their intent to submit a Final Proposal are called bidders until such time that the bidder withdraws or other facts indicate that the bidder has become nonparticipating. Should a bidder not participate in a bid step, the State reserves the right to drop them from the participating bidder list and they will not receive any further correspondence until they contact the State Procurement Official to indicate that they would like further correspondence.

II.2.7. Addenda

The State may modify the IFB/RFP prior to the date fixed for Contract Award by issuance of an addendum to all bidders who are participating in the bidding process at the time the addendum is issued, unless the amendments are such as to offer the opportunity for nonparticipating bidders or suppliers that submitted an intention to become participating, in which case the addendum will also be sent to those parties. Addenda will be numbered consecutively. If any supplier determines that an addendum unnecessarily restricts its ability to bid, the supplier is allowed five (5) working days to submit a protest to the addendum according to the instructions contained in Section II.5.2.1 of this Section.

II.2.8. Plastic Trash Bag Certification Violations

Public Resources Code Section 42290 et seq. prohibits the State from contracting with any supplier, manufacturer, or wholesaler, and any of its divisions, subsidiaries, or successors that have been determined to be noncompliant to the recycled content plastic trash bag certification requirements. This includes award of a State contract or subcontract or renewal, extension, or modification of an existing contract or subcontract. Prior to award the State shall ascertain if the intended awardee or proposed subcontractor is a business identified on the current California Integrated Waste Management Board noncompliant list(s). In the event of any doubt of the

status or identity of the business in violation, the State will notify the Board of the proposed award and afford the Board the opportunity to advise the State. No award will be made when either the bidder or a subcontractor has been identified either by published list or by advice from the Board, to be in violation of certification requirements.

II.2.9. Bonds

The State reserves the right to require a faithful performance bond or other security document as specified in the IFB/RFP from the supplier in an amount not to exceed the amount of the contract. In the event a surety bond is required by the State which has not been expressly required by the specification, the State will reimburse the supplier, as an addition to the purchase price, in an amount not exceeding the standard premium on such bond.

II.2.10. Discounts

In connection with any discount offered, except when provision is made for a testing period preceding acceptance by the State, time will be computed from date of delivery of the supplies or equipment as specified, or from date correct invoices are received in the office specified by the State if the latter date is later than the date of delivery. When provision is made for a testing period preceding acceptance by the State, date of delivery shall mean the date the supplies or equipment are accepted by the State during the specified testing period. Payment is deemed to be made, for the purpose of earning the discount, on the date of mailing the State warrant or check.

Cash discounts offered by bidders for the prompt payment of invoices will not be considered in evaluating offers for award purposes; however, all offered discounts will be taken if the payment is made within the discount period, even though not considered in the evaluation of offers.

II.2.11. Air or Water Pollution Violations

Unless the contract is less than $25,000 or with a non-competitively bid contractor, Government Code Section 4477 prohibits the State from contracting with a person, including a corporation or other business association, who has been determined to be in violation of any state or federal air or water pollution control law.

Prior to an award, the State shall ascertain if the intended awardee is a person included in notices from the Boards. In the event of any doubt of the intended awardee's identity or status as a person who is in violation of any state or federal air or water pollution law, the State will notify the appropriate Board of the proposed award and afford the Board the opportunity to advise the Department that the intended awardee is such a person.

No award will be made to a person who is identified either by the published notices or by advice, as a person in violation of state or federal air or water pollution control laws.

II.2.12. Fair Employment and Housing Commission Regulations

The California Government Code Section 12990 requires all State contractors to have implemented a Nondiscrimination Program before entering into any contract with the State. The Department of Fair Employment and Housing (DFEH) randomly selects and reviews State contractors to ensure their compliance with the law. DFEH periodically disseminates a list of suppliers who have not complied. Any supplier so identified is ineligible to enter into any State contract.

II.2.13. Exclusion for Conflict of Interest

No consultant shall be paid out of State funds for developing recommendations on the acquisition of information technology (IT) products or services or assisting in the preparation of a feasibility study, if that consultant is to be a source of such acquisition or could otherwise directly and/or materially benefit from State adoption of such recommendations or the course of action recommended in the feasibility study. Further, no consultant shall be paid out of State funds for developing recommendations on the disposal of State surplus IT products, if that consultant would directly and/or materially benefit from State adoption of such recommendations.

II.2.14. Seller's Permit

This IFB/RFP is subject to all requirements set forth in Sections 6452, 6487, 7101 and 18510 of the Revenue and Taxation Code, and Section 10295 of the Public Contract Code, requiring suppliers to provide a copy of their retailer's seller's permit or certification of registration, and, if applicable, the permit or certification of all participating affiliates issued by the State of California's Board of Equalization. Unless otherwise specified in this IFB/RFP, a copy of the retailer's seller's permit or certification of registration, and, if applicable, the permit or certification of all participating affiliates, must be submitted within five (5) State business days of the State's request. Failure of the supplier to comply by supplying the required documentation will cause the supplier's bid to be considered nonresponsive and the bid rejected.

II.2.15. Disclosure of Financial Interests

Proposals in response to State procurements for assistance in preparation of feasibility studies or the development of recommendations for the acquisition of IT products and services must disclose any financial interests (i.e., service contract, Original Equipment Manufacturer (OEM) agreements, remarketing agreements, etc.) that may foreseeably allow the individual or organization submitting the proposal to materially benefit from the State's adoption of a course of action recommended in the feasibility study or the acquisition recommendations. If, in the State's judgment, the financial interest will jeopardize the objectivity of the recommendations, the State may reject the proposal.

II.2.16. Unfair Practices Act and Other Laws

Bidder warrants that its bid complies with the Unfair Practices Act (Business and Professions Code Section 17000 et seq.) and all applicable State and Federal laws and regulations.

II.3 BIDDING STEPS

This section is intended to provide the overall process for information technology "formal" procurements.

II.3.1. General

The procurement process to be used in this acquisition is composed of at least one phase of proposal development. **REFER TO SECTION I TO DETERMINE WHICH PHASES AND STEPS ARE INCLUDED IN THIS IFB/RFP. REFERENCES IN THIS SECTION II TO STEPS NOT INCLUDED IN SECTION I ARE NOT APPLICABLE TO THIS IFB/RFP.** There is always a Final Phase, which may include a Draft Proposal and revisions, and will always include a Final Proposal. Prior to the Final Phase, there may be a Compliance Phase. The possible steps of the Compliance Phase are a Conceptual Proposal, Detailed Technical Proposal and revisions of either or both. A description of these phases and their steps follows.

The Final Proposal is a mandatory step for all bidders; all other steps are optional. However, all bidders are strongly encouraged to follow the scheduled steps of this procurement to increase the chance of submitting a compliant Final Proposal. **Cost submitted in any submission other than the Final Proposal may preclude the bidder from continuing in the process.**

II.3.2. Compliance Phase

The Compliance Phase is an iterative, conversational mode of proposal and contract development. It requires the State, working together in confidence with each bidder, to assess and discuss the viability and effectiveness of the bidder's proposed methods of meeting the State's needs as reflected in the IFB/RFP. It is a departure from the rigid "either accept or reject" philosophy of traditional competitive bidding, yet it is highly competitive in nature. It provides the flexibility needed for the bidder to test a solution prior to formal submittal of the Final Proposal, and it facilitates the correction of defects before they become fatal to the proposal. The steps may include the submission of a Conceptual Proposal and/or a Detailed Technical Proposal by the bidder, Confidential Discussions of the bidder's proposal(s) and written Discussion Memorandum as to the correction of defects and the State's acceptance of such changes.

a. Conceptual Proposal

   The Conceptual Proposal may be included for the purpose of allowing each Bidder to provide a general concept of a proposal with just enough detail to enable the evaluators to determine if the bidder is on the right track toward meeting the functional requirements as stated in the

IFB/RFP; and if not, where the bidder must change a concept. This step invites the bidder to be as innovative as the IFB/RFP requirements allow in eliminating unnecessary constraints.

b. Detailed Technical Proposal

The Detailed Technical Proposal may be included for the purpose of allowing each bidder to provide a detailed technical description of its proposal to determine at an early stage whether the proposal is totally responsive to all the requirements of the IFB/RFP, and if not, which elements are not responsive and what changes would be necessary and acceptable.

c. Evaluation of Proposals and Discussion Agenda

Upon receipt of the Conceptual and Detailed Technical Proposals, the evaluation team will review each proposal in accordance with the evaluation methodology outlined in the IFB/RFP section on PROPOSAL EVALUATION for the purpose of identifying areas in which the proposal is nonresponsive to a requirement, is otherwise defective, or in which additional clarification is required in order that the State may fully understand the ramifications of an action proposed by the bidder. As a result of this evaluation, the evaluation team will prepare an agenda of items to be discussed with the bidder, and will normally transmit the agenda to the bidder at least two working days before the scheduled meeting. The agenda may also include, in addition to the identification of discovered defects, a discussion of the bidder's proposed supplier support, implementation plans, validation plans, demonstration plans and proposed contracts, as appropriate.

d. Confidential Discussion with Each Bidder

In accordance with the discussion agenda, the evaluation team will meet with each bidder for the purpose of discussing the Conceptual Proposal or Detailed Technical Proposal (as the case may be) in detail. The bidder may bring to the discussion those persons who may be required to answer questions or commit to changes. As the first order of business, the bidder may be asked to give a short proposal overview presentation. To the maximum extent practical, the bidder will address the major concerns of the evaluation team, as expressed in the Discussion Agenda, and should be prepared to answer any questions that may arise as a result of the presentation. The participants will then proceed to discuss each of the agenda items.

The State will not make counter proposals to a bidder's proposed solution to the IFB/RFP requirements. The State will only identify its concerns, ask for clarification, and express its reservations if a particular requirement of the IFB/RFP is not, in the opinion of the State, appropriately satisfied. The

primary purpose of this discussion is to ensure that the bidder's Final Proposal will be responsive.

If any contractual items have a bearing on, or are affected by, the content of the proposal, such matters may be discussed in an effort to reach agreement. (As a concurrent activity when identified in KEY ACTION DATE steps in Section I, the bidder and the State may have been working together to negotiate the proposed contract(s) which will become operative if the bidder's Final Proposal is accepted by the State. Further discussion of the contractual aspect of this procurement is contained in Section II.4, CONTRACTUAL INFORMATION.)

Note: In lieu of, or in addition to these Confidential Discussions, Confidential Discussions may be included in the Final Phase. Confidential Discussions will be identified in Section I, KEY ACTION DATES.

e. Discussion Memorandum

Throughout the Confidential Discussion a written record will be kept of all items discussed, their resolution, and any changes the bidder intends to make and the State's acceptance of such changes. If the bidder's proposal, with the agreed-to changes, is acceptable to the State, such acceptance shall be noted. If agreement has not been reached on all matters during the initial discussion, such will be noted with a specific plan for resolution before the next step. These resolutions and agreements will be prepared in final form as a Discussion Memorandum (which will be the official State documentation of the discussion), and will be mailed to the bidder normally within two work days of the discussion. If the discussion is not completed in one meeting and is continued in subsequent meetings, the Discussion Memoranda will follow the meeting at which the discussion is concluded. If a bidder discovers any discrepancy, omission, or other error in the memorandum, the bidder shall immediately notify the State Procurement Official in Section I of such error in writing and request clarification or correction. **Oral statements made by either party shall not obligate either party**.

f. Rejection of Bidder's Proposal

If, after full discussion with a bidder, the State is of the opinion that the bidder's proposal (Conceptual Proposal or Detailed Technical Proposal, as the case may be) cannot be restructured or changed in a reasonable time to satisfy the needs of the State, and that further discussion would not likely result in an acceptable proposal in a reasonable time, the bidder will be given written notice that the proposal has been rejected and that a Final Proposal submitted along such lines would be nonresponsive.

g. Submission of Amended Proposal

If, at the conclusion of the Confidential Discussion, the State determines that required and agreed-to changes can only be fully confirmed through the submission of an amended proposal (Conceptual Proposal or Detailed Technical Proposal, as the case may be), the State may require the submission of an addendum consisting only of those pages which were in doubt or a complete resubmittal. Similarly, if the bidder wishes confirmation that the changes the bidder intends to make, in accordance with the Discussion Memorandum, are acceptable to the State, the bidder may request and receive permission, if the time permits, to submit such addendum within a reasonable time after the conclusion of the Confidential Discussion. In either event, the State will advise the bidder as to the acceptability of the amended proposal, or may schedule another discussion period, if in the State's opinion, such a discussion is desirable.

II.3.3. Final Phase

The purpose of the Final Phase is to obtain bids that are responsive in every respect. This phase may include a Draft Proposal and will always include a Final Proposal, as described below:

a. Draft Proposal

The purpose of the Draft Proposal is to provide the State with an "almost final" proposal in order to identify any faulty administrative aspect of the proposal which, if not corrected, could cause the Final Proposal to be rejected for ministerial reasons.

The Draft Proposal should correspond to submittals and agreements of the Compliance Phase, if required, and must be complete in every respect as required by the IFB/RFP section on PROPOSAL FORMAT, except cost. **The inclusion of cost information in the Draft Proposal may be a basis for rejecting the proposal and notifying the bidder that further participation in the procurement is prohibited.**

REVIEW OF THE DRAFT BID BY THE STATE MAY INCLUDE CONFIDENTIAL DISCUSSIONS WITH INDIVIDUAL BIDDERS AND WILL PROVIDE FEEDBACK TO THE BIDDER PRIOR TO SUBMITTAL OF THE FINAL PROPOSAL. IF NO SUCH DISCUSSION STEP IS INCLUDED IN THE KEY ACTION DATES THEN THE REVIEW OF THE DRAFT BID DOES NOT INCLUDE ANY ASSESSMENT OF THE BID'S RESPONSIVENESS TO THE SOLUTION REQUIREMENTS OF THE IFB/RFP. Regardless of the inclusion of a confidential discussion, the State will notify the bidder of any defects it has detected in the Draft Proposal, or of the fact that it did not detect any such defects. Such notification is intended to minimize the risk that the Final Proposal will be deemed defective; however, THE STATE WILL NOT PROVIDE ANY

WARRANTY THAT ALL DEFECTS HAVE BEEN DETECTED AND THAT SUCH NOTIFICATION WILL NOT PRECLUDE REJECTION OF THE FINAL BID IF SUCH DEFECTS ARE LATER FOUND.

If the State finds it necessary, the State may call for revised Draft Proposal submittals, or portions thereof. The bidder will be notified of defects discovered in these submittals as well. Again THE STATE WILL NOT PROVIDE ANY WARRANTY THAT ALL DEFECTS HAVE BEEN DETECTED AND THAT SUCH NOTIFICATION WILL NOT PRECLUDE REJECTION OF THE FINAL BID IF SUCH DEFECTS ARE LATER FOUND.

b. Final Proposal

The Final Proposal must be complete, including all cost information, required signatures, contract language changes agreed to in writing and corrections to those defects noted by the State in its review of the Draft Proposal. If required in the IFB/RFP section PROPOSAL FORMAT, cost data (as identified in the above referenced section) must be submitted under separate, sealed cover. CHANGES THAT APPEAR IN THE FINAL BID, OTHER THAN CORRECTION OF DEFECTS, INCREASE THE RISK THAT THE FINAL BID MAY BE FOUND DEFECTIVE.

II.3.4. Confidentiality

FINAL BIDS ARE PUBLIC UPON OPENING; HOWEVER, THE CONTENTS OF ALL PROPOSALS, DRAFT BIDS, CORRESPONDENCE, AGENDA, MEMORANDA, WORKING PAPERS, OR ANY OTHER MEDIUM WHICH DISCLOSES ANY ASPECT OF A BIDDER'S PROPOSAL SHALL BE HELD IN THE STRICTEST CONFIDENCE UNTIL NOTICE OF INTENT TO AWARD. BIDDERS SHOULD BE AWARE THAT MARKING A DOCUMENT "CONFIDENTIAL" OR "PROPRIETARY" IN A FINAL BID MAY EXCLUDE IT FROM CONSIDERATION FOR AWARD AND WILL NOT KEEP THAT DOCUMENT FROM BEING RELEASED AFTER NOTICE OF INTENT TO AWARD AS PART OF THE PUBLIC RECORD, UNLESS A COURT HAS ORDERED THE STATE NOT TO RELEASE THE DOCUMENT. THE CONTENT OF ALL WORKING PAPERS AND DISCUSSIONS RELATING TO THE BIDDER'S PROPOSAL SHALL BE HELD IN CONFIDENCE INDEFINITELY UNLESS THE PUBLIC INTEREST IS BEST SERVED BY AN ITEM'S DISCLOSURE BECAUSE OF ITS DIRECT PERTINENCE TO A DECISION, AGREEMENT OR THE EVALUATION OF THE BID. ANY DISCLOSURE OF CONFIDENTIAL INFORMATION BY THE BIDDER IS A BASIS FOR REJECTING THE BIDDER'S PROPOSAL AND RULING THE BIDDER INELIGIBLE TO FURTHER PARTICIPATE. ANY DISCLOSURE OF CONFIDENTIAL INFORMATION BY A STATE EMPLOYEE IS A BASIS FOR DISCIPLINARY ACTION, INCLUDING DISMISSAL FROM STATE EMPLOYMENT, AS PROVIDED BY GOVERNMENT CODE Section 19570 ET SEQ. TOTAL CONFIDENTIALITY IS PARAMOUNT; IT CANNOT BE OVER EMPHASIZED.

II.3.5. Submission of Proposals and Bids

The instructions contained herein apply to the Final Proposal. They also apply to the Conceptual Proposal, Detailed Technical Proposal, and Draft Proposal, except as noted.

a. Preparation

Proposals and bids are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this IFB/RFP. Expensive bindings, colored displays, promotional materials, etc., are not necessary or desired. EMPHASIS SHOULD BE CONCENTRATED ON CONFORMANCE TO THE IFB/RFP INSTRUCTIONS, RESPONSIVENESS TO THE IFB/RFP REQUIREMENTS, AND ON COMPLETENESS AND CLARITY OF CONTENT.

As stated above, the State's evaluation of Conceptual and Detailed Technical Proposals is preliminary, and the review of Draft Proposals is cursory. Therefore, bidders are cautioned to not rely on the State, during these evaluations and reviews, to discover and report to the bidders all defects and errors in the submitted documents. Before submitting each document, the bidder should carefully proof it for errors and adherence to the IFB/RFP requirements.

b. Bidder's Cost

Costs for developing proposals and bids are the responsibility entirely of the bidder and shall not be chargeable to the State.

c. Completion of Proposals and Bids

Proposals and bids must be complete in all respects as required by the IFB/RFP section on PROPOSAL FORMAT. A Final Proposal may be rejected if it is conditional or incomplete, or if it contains any alterations of form or other irregularities of any kind. A Final Proposal must be rejected if any such defect or irregularity constitutes a material deviation from the IFB/RFP requirements. The Final Proposal must contain all costs required by the IFB/RFP sections on PRICING and PROPOSAL FORMAT, setting forth a unit price and total price for each unit price item, and a total price for each lump sum price item in the schedule, all in clearly legible figures. If required in the IFB/RFP section PROPOSAL FORMAT, cost data (as identified in the above referenced section) must be submitted under separate, sealed cover. Draft Proposals must contain all information required in the Final Proposal **except cost**. Exhibit II-A at the end of this Section II entitled COMPETITIVE BIDDING AND BID RESPONSIVENESS emphasizes the requirements of competitive bidding and contains examples of common causes for rejection of bids. Bidders are encouraged to review this exhibit.

d. False or Misleading Statements

Proposals which contain false or misleading statements, or which provide references which do not support an attribute or condition claimed by the bidder, may be rejected. If, in the opinion of the State, such information was intended to mislead the State in its evaluation of the proposal, and the attribute, condition, or capability is a requirement of this IFB/RFP, it will be the basis for rejection of the proposal.

e. Signature of Proposal

A cover letter (which shall be considered an integral part of the Final Proposal) and Standard Agreement Form 213 (if directed in APPENDIX A, CONTRACTS TO BE SUBMITTED IN THE PROPOSAL), or a Bid Form shall be signed by an individual who is authorized to bind the bidding firm contractually. The signature block must indicate the title or position that the individual holds in the firm. An unsigned Final Proposal shall be rejected.

The Draft Proposal must also contain the cover letter and Form 213, or Bid Form, similarly prepared, including the title of the person who will sign, but need not contain the signature. The Conceptual Proposal and Detailed Technical Proposal need not contain the cover letter and Form 213, or Bid Form.

f. Delivery of Proposals and Bids

Mail or deliver proposals and bids to the State Procurement Official listed in RFP Section I.7. If mailed, it is suggested that you use certified or registered mail with return receipt requested as delivery of documents is at the Bidder's own risk of untimely delivery, lost mail, etc.

Proposals and bids must be received in the number of copies stated in the IFB/RFP section on PROPOSAL BID FORMAT and not later than the dates and times specified in Section I and in the individual schedules provided the Bidders. One copy must be clearly marked "Master Copy." All copies of proposals and bids must be under sealed cover which is to be plainly marked "CONCEPTUAL PROPOSAL," "DETAILED TECHNICAL PROPOSAL," "DRAFT BID," or "FINAL BID" for "IFB/RFP 0530-208 (use IFB/RFP identification number from the IFB/RFP title page). Also, the sealed cover (envelope) of all submittals, except the Final Proposal, should be clearly marked "CONFIDENTIAL," and shall state the scheduled date and time for submission. Bidders should be aware that marking the Final Proposal "confidential" or "proprietary" may exclude it from consideration for award. Proposals and Draft Proposals not submitted under sealed cover will be returned for sealing. Final Proposals not received by the date and time specified in Section I, or not sealed, will be rejected. **If required in the IFB/RFP section PROPOSAL FORMAT, all cost data (as identified in the above referenced section) must be submitted under separate, sealed cover and clearly marked**

"COST DATA." If cost data is required to be submitted separately sealed, and is not submitted in this manner, the proposal will be rejected. Proposals and bids submitted under improperly marked covers may be rejected. If discrepancies are found between two or more copies of the proposal or bid, the proposal or bid may be rejected. However, if not so rejected, the Master Copy will provide the basis for resolving such discrepancies. If one copy of the Final Proposal is not clearly marked "Master Copy," the State may reject the proposal; however, the State may at its sole option select, immediately after proposal opening, one copy to be used as the Master Copy.

g. Withdrawal and Resubmission/Modification of Proposals and Proposals

A Bidder may withdraw its Conceptual Proposal, Detailed Technical Proposal or Draft Proposal at any time by written notification. A Bidder may withdraw its Final Proposal at any time prior to the proposal submission date and time specified in Section I by submitting a written notification of withdrawal signed by the Bidder authorized in accordance with Section II.3.5.e, Signature of Proposal. The Bidder may thereafter submit a new or modified proposal prior to such proposal submission date and time. Modification offered in any other manner, oral or written, will not be considered. Other than as allowed by law, Final Proposals cannot be changed or withdrawn after the date and time designated for receipt, except as provided in Section II.3.7.d of this Section.

II.3.6. Rejection of Proposals

The State may reject any or all bids and may waive any immaterial deviation or defect in a proposal. The State's waiver of any immaterial deviation or defect shall in no way modify the IFB/RFP documents or excuse the Bidder from full compliance with the IFB/RFP specifications if awarded the contract.

II.3.7. Evaluation and Selection Process

a. General

Proposals and bids will be evaluated according to the procedures contained in the IFB/RFP section on PROPOSAL EVALUATION. Special instructions and procedures apply to Conceptual Proposals, Detailed Technical Proposals, and Draft Proposals.

b. Evaluation Questions

During the evaluation and selection process, the State may desire the presence of a Bidder's representative for answering specific questions, orally and/or in writing. During the evaluation of Final Proposals, the State may ask the Bidder to clarify their submitted information but will not allow the Bidder to change their proposal.

c. Demonstration

This procurement may require a demonstration of the Bidder's response to specific requirements (including benchmark requirements) before final selection in order to verify the claims made in the proposal, corroborate the evaluation of the proposal, and confirm that the hardware and software are actually in operation; in which case prior notice will be given. The Bidder must make all arrangements for demonstration facilities at no cost to the State. The location of the demonstration will be determined by the Bidder; however, its performance within California is preferred and will be attended at the State's expense. Demonstration outside California will be attended only if approved by the State and the Bidder agrees to reimburse the State for travel and per diem expenses. The State reserves the right to determine whether or not a demonstration has been successfully passed. See Section on DEMONSTRATIONS for additional information.

d. Errors in the Final Proposal

An error in the Final Proposal may cause the rejection of that proposal; however, the State may at its sole option retain the proposal and make certain corrections.

In determining if a correction will be made, the State will consider the conformance of the proposal to the format and content required by the IFB/RFP, and any unusual complexity of the format and content required by the IFB/RFP.

(1) If the Bidder's intent is clearly established based on review of the complete Final Proposal submittal, the State may at its sole option correct an error based on that established intent.

(2) The State may at its sole option correct obvious clerical errors.

(3) The State may at its sole option correct discrepancy and arithmetic errors on the basis that if intent is not clearly established by the complete proposal submittal the Master Copy shall have priority over additional copies, the proposal narrative shall have priority over the contract, the contract shall have priority over the cost sheets, and within each of these, the lowest level of detail will prevail. If necessary, the extensions and summary will be recomputed accordingly, even if the lowest level of detail is obviously misstated. The total price of unit-price items will be the product of the unit price and the quantity of the item. If the unit price is ambiguous, unintelligible, uncertain for any cause, or is omitted, it shall be the amount obtained by dividing the total price by the quantity of the item.

(4) The State may at its sole option correct errors of omission, and in the following four situations, the State will take the indicated actions if the

Bidder's intent is not clearly established by the complete proposal submittal.

(a) If an item is described in the narrative and omitted from the contract and cost data provided in the proposal for evaluation purposes, it will be interpreted to mean that the item will be provided by the Bidder at no cost.

(b) If a minor item is not mentioned at all in the Final Proposal and is essential to satisfactory performance, the proposal will be interpreted to mean that the item will be provided at no cost.

(c) If a major item is not mentioned at all in the Final Proposal, the proposal will be interpreted to mean that the Bidder does not intend to supply that item.

(d) If a major item is omitted, and the omission is not discovered until after contract award, the Bidder shall be required to supply that item at no cost.

The determination of whether an item is minor or major is the responsibility of the State.

(5) If a Bidder does not follow the instructions for computing costs not related to the contract (e.g., State personnel costs), the State may reject the proposal, or at its sole option, recompute such costs based on instructions contained in the IFB/RFP.

If the recomputations or interpretations, as applied in accordance with this section, subparagraph d, result in significant changes in the amount of money to be paid to the Bidder (if awarded the contract) or in a requirement of the Bidder to supply a major item at no cost, the Bidder will be given the opportunity to promptly establish the grounds legally justifying relief from its proposal.

IT IS ABSOLUTELY ESSENTIAL THAT BIDDERS CAREFULLY REVIEW THE COST ELEMENTS IN THEIR FINAL BID, SINCE THEY WILL NOT HAVE THE OPTION TO CORRECT ERRORS AFTER THE TIME FOR SUBMITTAL.

(6) In the event an ambiguity or discrepancy between the general requirements described in Section IV (Proposed FUTURE ENVIORMENT) and the specific technical requirements set forth in Section VI (SOLUTIONS REQUIREMENTS) is detected after the opening of bids, Section VI, and the Bidder's response thereto, shall have priority over Section IV, and the Bidder's response thereto. Refer to Paragraph 2.2 regarding immediate notification to State contact when ambiguities, discrepancies, omissions, etcetera are discovered.

(7) At the State's sole discretion it may declare the Final Proposal to be a Draft Proposal in the event that the State determines that Final Proposals from all Bidders contain material deviations. Bidders may not protest the State's determination that all bids have material deviations. If all bids are declared noncompliant, the State may issue an addendum to the IFB/RFP. Should this occur, confidential discussions will be held with Bidders who are interested in continuing to be considered. Each Bidder will be notified of the due date for the submission of a new Final Proposal to the State. This submission must conform to the requirements of the original IFB/RFP as amended by any subsequent addenda. The new Final Proposals will be evaluated as required by Section IX, PROPOSAL EVALUATION.

II.3.8. Award of Contract

Award of contract, if made, will be in accordance with the IFB/RFP section on PROPOSAL EVALUATION to a responsible Bidder whose Final Proposal complies with all the requirements of the IFB/RFP documents and any addenda thereto, except for such immaterial defects as may be waived by the State. Award, if made, will be made one hundred eighty (180) days after the scheduled date for Contract Award specified in Section I; however, a Bidder may extend the offer beyond 180 days in the event of a delay of contract award.

The State reserves the right to determine the successful Bidder(s) either on the basis of individual items or on the basis of all items included in its IFB/RFP, unless otherwise expressly provided in the State's IFB/RFP. Unless the Bidder specifies otherwise in its proposal the State may accept any item or group of items of any proposal. The State reserves the right to modify or cancel in whole or in part its IFB/RFP.

Written notification of the State's intent to award will be made to all Bidders submitting a Final Proposal. If a Bidder, having submitted a Final Proposal, can show that its proposal, instead of the proposal selected by the State, should be selected for contract award according to the rules of Paragraph 3.7, the Bidder will be allowed five (5) working days to submit a protest to the Intent to Award, according to the instructions contained in Paragraph 5.1. of this section.

II.3.9. Debriefing

A debriefing may be held after contract award at the request of any Bidder for the purpose of receiving specific information concerning the evaluation. The discussion will be based primarily on the technical and cost evaluations of the Bidder's Final Proposal. A debriefing is not the forum to challenge the IFB/RFP specifications or requirements.

II.4 CONTRACTUAL INFORMATION

II.4.1. Contract Form

The State has model contract forms to be used by State agencies when contracting for information technology (IT) goods and services. The model contract(s) appropriate for the specific requirements of this IFB/RFP are included in the IFB/RFP.

Specific Terms and Conditions (See Appendix A for contract instructions that supersede this paragraph.)

In traditional competitive bidding, the contract to be awarded is included in the solicitation document in its final form, and any alteration by a Bidder will result in rejection of its proposal. The State recognizes, however, that the various suppliers of IT goods and services have developed pricing structures and procedures that differ from each other, and that, if the State were to specify the exact language of the contract to be executed, it could result in firms being unwilling to do business with the State of California because of contract statements which are incompatible with their business methods. In recognition of the above, the form of the contract(s) contained in the attached Appendices permit, where appropriate, the substitution and/or insertion of supplier-specified language by the Bidder. All such substitutions and insertions must be approved by the Department of General Services. The Department of General Services may request the Department of Finance's concurrence on the approval of changes involving significant issues. Terms and conditions which do not comply in substance with all material requirements of the IFB/RFP, which are contrary to the best interests of the State, or which are in opposition to State policy will not be accepted.

The State will prenegotiate repetitively used terms and conditions with suppliers at their request. These prenegotiated terms and conditions will be kept on file and Bidders may refer to them as their proposed contract language for individual solicitations.

Approval of Proposed Contract (See Appendix A for contract instructions that supersede this paragraph.)

To comply with the requirements of competitive bidding procedures, the contract must be fixed prior to the submission of the Final Proposals; other than as allowed by law no negotiation is permissible after that time. It is required, therefore, that any supplier who intends to bid on this IFB/RFP submit its proposed contract to the State in accordance with the schedule contained in Section I. If a Bidder has prenegotiated language with the State, the Bidder may indicate that this is the language proposed and submit only changes to any language that has not been prenegotiated. (For a particular IFB/RFP it is possible that prenegotiated language will not be acceptable due to special circumstances. The State will notify the Bidder if this is the case and will renegotiate that language for this procurement.) For language that has not been prenegotiated, the proposed contract, or portions

thereof, must be submitted in the form of the prescribed model(s), and deviations from the exact language contained in the model(s) must conform to the guidance therein stated. The proposed contract must contain all proposed terms and conditions, and with all blanks filled in, but it must not contain (other than in sample form) any identification of proposed goods or cost data. (Note, however, that the Draft Proposal must contain the approved contract with all the blanks filled in except for cost data, as specified in Paragraph 3.3 above.) The proposed contract must be clearly labeled "Proposed Contract" with the IFB/RFP identification from the IFB/RFP title page. The State will notify the Bidder as to which, if any, terms and conditions are not acceptable to the State and will arrange an appropriate meeting at a mutually satisfactory time to resolve any differences.

Each appendix contains a set of instructions to guide the Bidder through a step-by-step procedure to develop proposed new language or changes to model contract language, negotiating contract language and securing State approval. Proposed contract language which is not prepared in accordance with these instructions may be returned to the Bidder without review by the State.

IT IS ESSENTIAL THAT THE BIDDER'S PROPOSED CONTRACT BE ACCEPTABLE TO THE STATE PRIOR TO THE FINAL PROPOSAL SUBMISSION DATE. SUCH ACCEPTANCE DOES NOT RELIEVE THE BIDDER OF PROVIDING OTHER NECESSARY INFORMATION REQUIRED IN THE CONTRACT. IF A PROPOSAL CONTAINS UNAPPROVED CONTRACT LANGUAGE, THE POTENTIAL FOR PROPOSAL REJECTION IS SUBSTANTIALLY INCREASED.

APPROVED CONTRACT LANGUAGE FOR THIS PARTICULAR IFB/RFP WHICH IS NOT PROPRIETARY TO THE BIDDER WILL BE AVAILABLE TO ALL BIDDERS SHORTLY AFTER THE LAST DAY TO NEGOTIATE CONTRACT LANGUAGE.

PRENEGOTIATED TERMS AND CONDITIONS ARE AVAILABLE AT ANY TIME.

II.4.2. Term of Contract

The State intends to retain the required goods and services for at least the period specified elsewhere in this IFB/RFP. Ideally, the term of the contract will be for the specified period. If the State requires the contract to be terminated during the contract period, such a requirement will be specified in the IFB/RFP section on ADMINISTRATIVE REQUIREMENTS. The State will accept a contract for a longer period than specified if, at the sole option of the State, the contract may be terminated at the end of the period specified with or without the payment of termination charges. Such termination charges, if any, must be included in the evaluated cost of the proposal.

II.5 OTHER INFORMATION

II.5.1 Protests

Before a protest is submitted regarding any issue other than selection of the "successful bidder," the bidder must make full and timely use of the procedures

described in this Section II to resolve any outstanding issue(s) between the bidder and the State. The procurement procedure is designed to give the bidder and the State adequate opportunity to submit questions and discuss the requirements, proposals and counter proposals before the Final Proposal is due. The protest procedure is made available in the event that a bidder cannot reach a fair agreement with the State after exhausting these procedures. There two types of protests: requirements (initial) protests and award protests. A protest shall be submitted according to the procedure below. Protests regarding any issue other than selection of the "successful bidder" are requirements protests and will be heard and resolved by the Deputy Director of the Department of General Services, Procurement Division, whose decision will be final.

An award protest is where a bidder has submitted a proposal which it believes to be totally responsive to the requirements of the IFB/RFP and to be the proposal that should have been selected according to the evaluation procedure in the Section on EVALUATION and the bidder believes the State has incorrectly selected another bidder for award. For this situation, the bidder may submit a protest of the selection as described below.

II.5.2 Alternative Protests Process

This solicitation/acquisition is being conducted under the provisions of the Alternative Protest Process (Public Contract Code Section 12125, et seq.) By submitting a bid or proposal to this solicitation, the bidder consents to participation in the Alternative Protest Process, and agrees that all protests of the proposed award shall be resolved by binding arbitration pursuant to the California Code of Regulations, Title 1, Division 2, Chapter 5. The link to the regulations is:

http://www.oah.dgs.ca.gov/laws/bidprotestRegs.htm#1400

A Notice of Intent to Award for this solicitation will be publicly posted in the Procurement Division reception area and sent via facsimile to any bidder who submits a written request for notice and provided a facsimile number.

During the protest period, any participating bidder may protest the proposed award on the following grounds:

1. For major information technology acquisitions – that there was a violation of the solicitation procedure(s) and that the protesting bidder’s proposal should have been selected; or
2. For any other acquisition – that the protesting bidder’s bid or proposal should have been selected in accordance with the selection criteria in the solicitation document.

A written Notice of Intent to Protest the proposed award of this solicitation must be received (facsimile acceptable) by the Coordinator before the close of business 5 p.m. PST/PDT on the **five (5)** working day after issuing the notice of intent, as

specified in the solicitation. Failure to submit a timely, written Notice of Intent to Protest waives bidder's right to protest.

Bidder is to send the notice of protest to:

Alternative Protest Process Coordinator/Dispute Resolution
Department of General Services
Procurement Division
Purchasing Authority Management Section
707 Third Street, 2nd Floor South
West Sacramento, CA 95605
Fax: 916 / 375-4611

Within seven (7) working days after the last day to submit a Notice of Intent to Protest, the Coordinator must receive from the protesting bidder the complete protest filing including the signed, written detailed statement of protest including exhibits, filing fee and deposit or small business certification as applicable. Untimely submission of the complete protest filing waives the bidder's right to protest.

Protest bond requirement: bond amount for this Alternative Protest Process shall be **ten (10)** percent of the contract amount as specified in the solicitation. See California Code of Regulations, Title 1, Section 1418.

II.5.2.1. Requirement Protests

Protests regarding any issue other than selection of the successful bidder are "requirements protests" and will be heard and resolved by the Deputy Director of the Department of General Services, Procurement Division, whose decision will be final. Before a requirements protest is submitted, the bidder must make full and timely use of the procedures described in Section II.2.4 Questions Regarding the RFP" to resolve any outstanding issue(s) between the bidder and the State. This procurement procedure is designed to give the bidder and the State adequate opportunity to submit questions and discuss the requirements, proposals and counter proposals before the Final Proposal is due. The protest procedure is made available in the event that a bidder cannot reach a fair agreement with the State after exhausting these procedures.

All protests to the RFP requirements must be received by the Deputy Director of the Procurement Division as promptly as possible, but not later than the respective time and date in the Key Action Dates in Section I for such protests. Requirements protests must be mailed or delivered to:

Street Address:
Deputy Director
Procurement Division
707 Third Street, 2nd Floor
West Sacramento, CA 95605

Mailing Address:
Deputy Director
Procurement Division
P.O. Box 989052
Sacramento, CA 95798-9052

All protests to the IFB/RFP requirements or procedures must be received by the Deputy Director of the Procurement Division as promptly as possible, but not later than the respective time and date in the Key Action Dates in Section I for such protests. Protests concerning the evaluation, recommendation, or other aspects of the selection process must be received by the Deputy Director of the Procurement Division as promptly as possible, but not later than the respective time and date specified in Section I for such protests or the respective date of the Notification of Intent to Award, whichever is later. Certified or registered mail should be used unless delivered in person, in which case the protester should obtain a receipt of delivery.

II.5.3. Disposition of Proposals and Bids

All materials submitted in response to this IFB/RFP will become the property of the State of California and will be returned only at the State's option and at the bidder's expense. At a minimum, the Master Copy of the Final Proposal shall be retained for official files and will become a public record after the Notification of Intent to Award as specified in Section I, KEY ACTION DATES. However, materials the State considers confidential information (such as confidential financial information submitted to show bidder responsibility) will be returned upon request of the bidder.

II.5.4. Contacts for Information

Bidders may contact the Department Contact listed in Section I for visits to the physical installation for purposes of familiarization and evaluation of the current processes. Visits shall be made by appointment only, during normal business hours, and will be limited to the Department Contact listed in Section I or the Contact's designee. Visits shall be permitted to the extent that they do not unduly interfere with the conduct of State business.

Oral communications of department officers and employees concerning this IFB/RFP shall not be binding on the State and shall in no way excuse the bidder of any obligations set forth in this IFB/RFP.

Exhibit II–A

Exhibit II - A - COMPETITIVE BIDDING AND BID RESPONSIVENESS

The purpose of competitive bidding is to secure public objectives in the most effective manner and avoid the possibilities of graft, fraud, collusion, etc. Competitive bidding is designed to benefit the public body (the State, in the present context), and is not for the benefit of the bidders. It is administered to accomplish its purposes with sole reference to the public interest. It is based upon full and free bidding to satisfy State specifications, and acceptance by the State of the most effective solution to the State's requirements, as determined by the evaluation criteria contained in the IFB/RFP.

Competitive bidding is not defined in any single statute but is more in the nature of a compendium of numerous court decisions. From such court decisions, the following rules have evolved, among others:

1. Request for Proposals must provide a basis for full and fair competitive bidding among bidders on a common standard, free of restrictions tending to stifle competition.

2. The State may modify the IFB/RFP, prior to the date fixed for Contract Award, by issuance of an addendum to all parties who are bidders.

3. To have a valid bid, the bid must respond and conform to the invitation, including all the documents which are incorporated therein. A bid which does not literally comply may be rejected.

4. For a variance between the request for bids and the bid to be such as to preclude acceptance (the bid must be rejected), the variance or deviation must be a material one.

5. State agencies usually have the express or implied right to reject any and all bids in the best interests of the State. Bids cannot, however, be selectively rejected without cause.

6. Bids cannot be changed after the time designated for receipt and opening thereof. Other than allowed by law, no negotiation as to the scope of the work, amount to be paid, or contractual terms is permitted. However, this does not preclude the State from clarifying the bidder’s intent by asking questions and considering answers.

7. A competitive bid, once opened and declared, is in the nature of an irrevocable option and a contract right of which the public agency cannot be deprived without its consent, unless the requirements for rescission are present. All bids become public documents.

8. Bids cannot be accepted "in part," unless the invitation specifically permits such an award.

9. Contracts entered into through the competitive bidding process cannot later be amended, unless the Invitation for Bids includes a provision, to be incorporated in the contract awarded, providing for such amendment.

Exhibit II–A
(Continued)

Since competitive procurement became the required method for securing certain IT goods or services, the State has received a number of bids which were deemed to be nonresponsive to the Invitation for Bids or which could not be considered as valid bids within the competitive bidding procedures. Nonresponsive bids or bids which contain qualifications must be rejected. Many of the causes for rejection arise from either an incomplete understanding of the competitive bidding process or administrative oversight on the part of the bidders. The following examples are illustrative of more common causes for rejection of bids. These examples are listed to assist potential bidders in submission of responsive bids.

1. A bid stated, "The prices stated within are for your information only and are subject to change."

2. A bid stated, "This proposal shall expire thirty (30) days from this date unless extended in writing by the ____ Company." (In this instance award was scheduled to be approximately 45 days after bid submittal date.)

3. A bid for lease of IT equipment contained lease plans of a duration shorter than that which had been requested in the IFB/RFP.

4. A personal services contract stated, "__ , in its judgment, believes that the schedules set by the State are extremely optimistic and probably unobtainable. Nevertheless, _ will exercise its best efforts..."

5. A bid stated, "This proposal is not intended to be of a contractual nature."

6. A bid contained the notation "prices are subject to change without notice."

7. A bid was received for the purchase of IT equipment with unacceptable modifications to the Purchase Contract.

8. A bid for lease of IT equipment contained lease plans of a duration longer than that which had been requested in the IFB/RFP with no provision for earlier termination of the contract.

9. A bid for lease of IT equipment stated, "...this proposal is preliminary only and the order, when issued, shall constitute the only legally binding commitment of the parties."

10. A bid was delivered to the wrong office.

11. A bid was delivered after the date and time specified in the IFB/RFP.

12. An IFB/RFP required the delivery of a performance bond covering 25 percent of the proposed contract amount. The bid offered a performance bond to cover "x" dollars which was less than the required 25 percent of the proposed contract amount.

13. A bid did not meet contract goal for DVBE participation and did not follow the steps required by the bid to achieve a "good faith effort."

14. A bid appeared to meet contract goal for DVBE participation with the dollars submitted, but the supplier had miscalculated the bid costs. When these corrections were made by the State, the supplier's price had increased and the dollars committed for DVBE participation no longer met goal. The supplier had not followed the steps to achieve a "good faith effort."

Exhibit II - B - California Code of Regulations

Title 1, Division 2.

Chapter 5. Procedures for Conducting Protests Under the Alternative Protest Process

Article 1. General Provisions

§1400. Purpose; Scope of Chapter.

Protests under the Alternative Protest Pilot Project (AB 1159, Chapter 762 of 1997 Statutes, Public Contract Code Division 2, Part 2, Chapter 3.6 (sections 12125-12130)) shall be resolved by arbitration as defined and established by this chapter.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New chapter 5 (articles 1-3), article 1 (sections 1400-1404) and section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1402. Definitions.

(a) Arbitration, as used in this chapter, means a dispute resolution procedure in which the Department of General Services, Office of Administrative Hearings provides a neutral third party who decides the merits of a protest and issues a binding decision to the Parties.

(b) Awardee includes Proposed Awardee and means the person or entity that was a successful bidder to a Solicitation and has been, or is intended to be, awarded the contract.

(c) Close of Business, as used in this chapter, means 5p.m. Pacific Standard Time (PST) or Pacific Daylight Time (PDT), as applicable.

(d) Contracting Department means either Procurement or the department which has applied and been approved by the Department of General Services to conduct the Solicitation under the Alternative Protest Pilot Project (Public Contract Code sections 12125-12130.).

(e) Coordinator means the person designated as the Alternative Protest Pilot Project Coordinator by the Department of General Services, Procurement Division, to coordinate all aspects of the Solicitation under the Alternative Protest Pilot Project (Public Contract Code sections 12125-12130).

(f) Estimated Contract Value means the value of Protestant's bid.

(g) Frivolous means a protest with any or all of the following characteristics:

(1) It is wholly without merit.

(2) It is insufficient on its face.

(3) The Protestant has not submitted a rational argument based upon the evidence or law which supports the protest.

(4) The protest is based on grounds other than those specified in section 1410.

(h) Major Information Technology Acquisition means the purchase of goods or services, or both, by a state agency, through contract, from non-governmental sources, that has significant mission criticality, risk, impact, complexity, or value attributes or

characteristics. Pursuant to subdivision (e) of Section 11702 of the Government Code, these purchases shall include, but not be limited to, all electronic technology systems and services, automated information handling, system design and analysis, conversion of data, computer programming, information storage and retrieval, telecommunications that include voice, video, and data communications, requisite system controls, simulation, electronic commerce, and all related interactions between people and machines.

(i) OAH means the Department of General Services, Office of Administrative Hearings.

(j) Party means the Procurement Division of the Department of General Services, the Contracting Department, the Awardee, and Protestant(s).

(k) Procurement means the Procurement Division of the Department of General Services.

(l) Protestant means a person or entity that was an unsuccessful bidder to a Solicitation under the Alternative Protest Pilot Project (Public Contract Code sections 12125-12130) and that protests the award.

(m) Small Business means a Certified California Small Business, pursuant to Government Code Division 3, Part 5.5, Chapter 6.5 (commencing with section 14835) and Title 2, California Code of Regulations, section 1896.

(n) Solicitation means the document that describes the goods or services to be purchased, details the contract terms and conditions under which the goods or services are to be purchased, and establishes the method of evaluation and selection.

(o) Solicitation File means the Solicitation and the documents used by the Contracting Department in the Solicitation process, including documents used to evaluate bidders and select a Proposed Awardee. The Solicitation File shall remain available to the public except information that is confidential or proprietary.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Section 11702, Government Code; and Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1404. Notice of Intent to Award Contract.

The Contracting Department shall post a Notice of Intent to Award Contract in a public place specified in the Solicitation, send rejection facsimiles to rejected bidders, and send Notice of Intent to Award Contract facsimiles to any bidder who made a written request for notice and provided a facsimile number. The Contracting Department shall indicate that the Solicitation File is available for inspection. The Contracting Department has the discretion to award a contract immediately, upon approval by the Director of the Department of General Services and, if the Solicitation was for a Major Information Technology Acquisition, the Director of the Department of Information Technology.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

Article 2. Protest Procedure

§1406. Notice of Intent to Protest; Service List.

(a) An unsuccessful bidder who intends to protest the awarded contract pursuant to this chapter must inform the Coordinator. The Notice of Intent to Protest must be in writing and must reach the Coordinator within the number of days specified in the Solicitation, which shall be not less than 1 working day and not more than 5 working days after the posting of the Notice of Intent to Award Contract, as specified in the Solicitation. Failure to give written notice by Close of Business on that day shall waive the right to protest.

(b) On the day after the final day to submit a Notice of Intent to Protest, the Coordinator shall make a service list consisting of those bidders who did submit a Notice of Intent to Protest, the Awardee, and the Contracting Department. The Coordinator shall include addresses and facsimile numbers on this list and shall forward this service list to those bidders who submitted a Notice of Intent to Protest.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New article 2 (sections 1406-1418) and section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1408. Filing a Protest.

(a) A protest is filed by the submission of: the Detailed Written Statement of Protest and any exhibits specified in section 1412; a check or money order made payable to the Office of Administrative Hearings for the OAH filing fee of $50; and the arbitration deposit as specified in subsection (c) or (d) to the Coordinator by the Close of Business on the 7th working day after the time specified in the Solicitation for written Notice of Intent to Protest under section 1406. A copy of the Detailed Written Statement of Protest and exhibits must also be served on all Parties named in the service list as specified in section 1406. A Protestant who fails to comply with this subsection waives Protestant's right to protest.

(b) Protestant(s) must provide a FAX (facsimile) number. Notification by facsimile is sufficient for service. If the Detailed Written Statement of Protest is sent to the Coordinator by facsimile, Protestant must:

(1) Verify that the pages sent were all received by the Coordinator; and

(2) Remit the required deposit and filing fee to Coordinator by any reasonable means. If sending via carrier, the postmark date or equivalent shall be used to determine timeliness.

(c) Each Protestant not certified as a Small Business shall make a deposit of the estimated arbitration costs, by check or money order made payable to the Office of Administrative Hearings, as determined by the Estimated Contract Value.

(1) For contracts up to $100,000.00, the deposit shall be $1500.00.

(2) For contracts of $100,000.00 up to $250,000.00, the deposit shall be $3,000.00.

(3) For contracts of $250,000.00 up to $500,000.00, the deposit shall be $5,000.00.

(4) For contracts of $500,000.00 and above, the deposit shall be $7,000.00.

(5) Failure to remit a timely required deposit waives the right of protest.

(6) Any refund to Protestant(s) shall be made per section 1436.

(d) Each Protestant certified as a Small Business shall submit a copy of the Small Business Certification in lieu of the deposit specified in subsection (c). If Protestant is a Small Business and the protest is denied by the arbitrator, the Contracting Department shall collect the costs of the arbitration from Protestant. If Protestant does not remit the costs due, the Contracting Department may offset any unpaid arbitration costs from other contracts with Protestant and/or may declare Protestant to be a non-responsible bidder on subsequent solicitations.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1410. Grounds for Protest.

(a) The Public Contract Code, at section 12126(d) provides: Authority to protest under this chapter shall be limited to participating bidders.
  (1) Grounds for Major Information Technology Acquisition protests shall be limited to violations of the Solicitation procedures and that the Protestant should have been selected.
  (2) Any other acquisition protest filed pursuant to this chapter shall be based on the ground that the bid or proposal should have been selected in accordance with selection criteria in the Solicitation document.

(b) The burden of proof for protests filed under this chapter is preponderance of the evidence, and Protestant(s) must bear this burden.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1412. Detailed Written Statement of Protest.

(a) The Detailed Written Statement of Protest must include the grounds upon which the protest is made, as specified in 1410(a).

(b) The Detailed Written Statement of Protest shall contain reasons why Protestant should have been awarded the contract.
  (1) For Major Information Technology Acquisition protests, the Detailed Written Statement of Protest must specify each and every Solicitation procedure which was violated and the manner of such violation by specific references to the parts of the Solicitation attached as exhibits and why, but for that violation, Protestant would have been selected.
  (2) For other acquisition protests, the Detailed Written Statement of Protest must specify each and every selection criterion on which Protestant bases the protest by specific references to the parts of the Solicitation attached as exhibits.
  (3) For all protests, Protestant must specify each and every reason that all other bidders who may be in line for the contract award should not be awarded the contract.

(c) The Detailed Written Statement of Protest must be limited to 50 typewritten or computer generated pages, excluding exhibits, at a font of no less than 12 point or

pica (10 characters per inch), on 8 1/2 inch by 11-inch paper of customary weight and quality. The color of the type shall be blue-black or black. In addition to a paper copy, the arbitrator may request that a Protestant submit such information on computer compatible diskette or by other electronic means if the Protestant has the ability to do so.

(d) Any exhibits submitted shall be paginated and the pertinent text highlighted or referred to in the Detailed Written Statement of Protest referenced by page number, section and/or paragraph and line number, as appropriate.

(e) The Detailed Written Statement of Protest shall not be amended.

(f) Protestant(s) may not raise issues in hearing which were not addressed in the Detailed Written Statement of Protest.

(g) A Protestant who fails to comply with this subsection waives Protestant's right to protest.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1414. Review by Coordinator.

(a) Within 2 working days after receipt of the Detailed Written Statement of Protest, the Coordinator shall notify the Contracting Department and the Awardee of a potential protest hearing.

(b) The Coordinator shall review the Detailed Written Statement of Protest within 5 working days after receipt to preliminarily determine if the protest is Frivolous and notify Protestant of the option to withdraw or proceed in arbitration.

(1) If Protestant withdraws the protest within 2 working days after the notification by the Coordinator of a preliminary determination of Frivolousness, the Coordinator shall withdraw the preliminary finding of Frivolousness and refund Protestant's deposit and filing fee.

(2) If the Protestant previously filed two protests under the Alternative Protest Pilot Project preliminarily determined Frivolous by the Coordinator but then withdrew or waived them before the arbitration decision, the Coordinator shall make final the preliminary determination of Frivolousness for the Department of General Services.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1416. Review and Response by Contracting Department and Awardee.

(a) The Awardee shall have 7 working days after notification by the Coordinator to submit to the Coordinator and Protestant a response to the Detailed Written Statement of Protest.

(b) The Contracting Department, in conjunction with the Coordinator, shall have 7 days after the filing of the Detailed Written Statement of Protest to send a response to Protestant and Awardee.

(c) Responses shall follow the standards set forth in section 1412(c) and (d).

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1418. Bond Requirement.

(a) If the Coordinator has determined that a protest is Frivolous and the Protestant does not withdraw the protest, the Protestant shall be required to post a bond in an amount not less than 10% of the Estimated Contract Value.

(b) The percentage of the bond shall be determined by the Contracting Department and specified in the Solicitation.

(c) Protestant shall post the bond, pursuant to Chapter 2 (commencing with section 995.010) of Title 14 of Part 2 of the Code of Civil Procedure, within 15 working days of the filing of the Detailed Written Statement of Protest or shall be deemed to have waived the right to protest.

(1) If the arbitrator determines that the protest is Frivolous, the bond shall be forfeited to Procurement and the Coordinator will impose Sanctions.

(2) If the arbitrator determines that the protest is not Frivolous, the bond will be returned to the Protestant and no Sanctions imposed.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 995.010 et. seq., Code of Civil Procedure; and Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

Article 3. Arbitration Procedure

§1420. Arbitration Process.

Within 19 calendar days after the Notice of Intent to Award has been posted, the Coordinator shall consolidate all remaining protests under the Solicitation, and send to OAH:

(a) a copy of all Detailed Written Statements of Protest;

(b) OAH filing fees;

(c) arbitration deposits, and/or notice that any Protestant is a Small Business;

(d) Awardee responses;

(e) Coordinator/Contracting Department responses;

(f) the Solicitation File; and

(g) notice to OAH whether interpreter services will be needed for any Protestant or Awardee. OAH shall arrange interpreter services which shall be paid by the Contracting Department.

NOTE:

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New article 3 (sections 1420-1440) and section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1422. Selection of Arbitrator.

(a) Within 2 working days after receipt of the protest from the Coordinator, OAH shall furnish the names of ten arbitrators to Protestant(s), the Awardee, and the Coordinator. The arbitrator list shall include administrative law judges who are employees of OAH and contract private arbitrators who are not employees of the State of California. Protestant(s), the Awardee, and the Coordinator may each strike two of the ten names and notify OAH within 2 working days. Protestant(s) may also indicate if they prefer a contract arbitrator or an OAH administrative law judge. OAH may then select as arbitrator any name not stricken and shall notify Protestant(s), the Awardee, and the Coordinator within 2 working days. If all names are stricken, the Director of OAH shall appoint an arbitrator.

(b) A proposed arbitrator shall be disqualified on any of the grounds specified in Section 170.1 of the Code of Civil Procedure for the disqualification of a judge.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1424. Authority of Arbitrator.

(a) Arbitrators are authorized to
(1) Administer oaths and affirmations;
(2) Make rulings and orders as are necessary to the fair, impartial, and efficient conduct of the hearing; and
(3) Order additional deposits from Protestant(s) to cover additional estimated costs. If OAH does not receive the required deposit(s) in the time specified, the right to protest will be deemed waived.

(b) The arbitrator shall have exclusive discretion to determine whether oral testimony will be permitted, the number of witnesses, if any, and the amount of time allocated to witnesses.

(c) It shall be in the arbitrator's exclusive discretion to determine whether to
(1) Conduct a prehearing conference; and/or
(2) Permit cross-examination and, if so, to what extent; and/or
(3) Review documents alone for all or part of the protest.

(d) It shall be in the arbitrator's exclusive discretion to determine whether additional responses and rebuttals are to be submitted, and the timelines and page limits to be applied.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1426. Decision Based in Whole or in Part on Documents Alone.

Any Party may request that the arbitrator base the arbitrator's decision on documents

alone. It shall be the arbitrator's exclusive discretion to do so.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1428. Prehearing Conference.

(a) If the arbitrator determines that a prehearing conference is necessary, OAH shall set the time and place and notify Protestant(s), the Awardee, and Procurement at least 5 working days prior to the prehearing conference.

(b) The prehearing conference shall be held to identify and define issues in dispute and expedite the arbitration. The parties should be prepared to discuss, and the arbitrator may consider and rule on, any of the following matters applicable to the protest:

(1) Clarification of factual and legal issues in dispute as set forth in the Detailed Written Statement of Protest.

(2) The extent to which testimony shall be permitted and the extent to which cross-examination will be allowed.

(3) Identity of and limitations on number of witnesses, need for interpreters, scheduling and order of witnesses, etc.

(4) Any other matters as shall promote the orderly and efficient conduct of the hearing.

(c) At the prehearing conference, Protestant(s), the Awardee, and Procurement shall deliver a written statement which contains the name of each witness a party wishes to call at hearing along with a brief written statement of the subject matter of the witness's expected testimony. If the arbitrator, in his or her exclusive discretion, allows an expert witness to be called, the party calling the witness shall provide the name and address of the expert along with a brief statement of the opinion the expert is expected to give. The party shall also attach a statement of qualifications for the expert witness.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1430. Scheduling the Hearing.

The arbitrator shall schedule the date, time, and place of hearing and notify all Parties.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1432. Discovery.

The arbitrator has exclusive discretion to issue subpoenas and/or subpoena duces

tecum. There shall be no right to take depositions, issue interrogatories, or subpoena persons or documents.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1434. Attendance at Hearings.

The Arbitration hearings shall be open to the public unless the arbitrator, in his or her exclusive discretion, determines that the attendance of individuals or groups of individuals would disrupt or delay the orderly conduct or timely completion of the proceedings.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1436. Arbitrator's Decision.

(a) The final decision shall be in writing and signed by the arbitrator. It shall include a Statement of the Factual and Legal Basis for the decision, addressing the issues raised in the Detailed Written Statement(s) of Protest, and shall include an order upholding or denying the protest(s). The arbitrator's order shall not award a contract.

(b) A copy of the decision shall be sent by regular mail to Procurement, the Contracting Department, the Awardee, and Protestant(s) within 45 calendar days after the filing of the first Detailed Written Statement of Protest. In the arbitrator's exclusive discretion, this timeline may be extended for an additional 15 calendar days. The arbitrator's failure to issue a decision within the time specified by this section shall not be a ground for vacating the decision.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1437. Costs.

(a) For protests not determined Frivolous by Procurement:

(1) If the arbitrator denies the protest, Protestant(s) will be liable for all costs of the arbitration.

(2) If the arbitrator upholds the protest, the Contracting Department shall pay for all costs of the arbitration and Protestant(s) will be refunded the deposit by OAH.

(b) If Procurement determined that the protest was Frivolous and the arbitrator affirms that the protest is Frivolous, the bond shall be forfeited to Procurement, the protest will be denied, and Protestant(s) will be liable for all costs of the arbitration.

(c) If Procurement determined that the protest was Frivolous and the arbitrator determines that the protest is not Frivolous, any bond(s) posted by Protestant(s)

shall be returned.

(1) If the arbitrator denies the protest, Protestant(s) shall be liable for half of the costs of the arbitration. The Contracting Department shall pay the remaining half of the arbitration costs.

(2) If the arbitrator upholds the protest, the Contracting Department shall pay for all costs of the arbitration and Protestant(s) will be refunded the deposit by OAH.

(d) A Protestant who withdraws his or her protest before the arbitrator's decision has been issued will remain liable for all arbitration costs up to the time of withdrawal. These costs include, but are not limited to, the arbitrator's time in preparation, prehearing conferences, and hearing the protest. If Procurement deemed the protest Frivolous, any bond posted shall be forfeited to Procurement.

(e) Except as provided in (f), if any costs are determined to be payable by Protestant(s), that amount shall be subtracted from deposit(s) of Protestant(s) as ordered by the arbitrator. Any additional costs shall be billed to Protestant(s) and any refunds shall be sent to Protestant(s) by OAH.

(f) If a Protestant is a Small Business, then the Contracting Department shall pay OAH all arbitration costs and collect the amount due from Protestant.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1438. Judicial Review.

The grounds for judicial review shall be as set forth in Chapter 4 of Title 9 of Part III of the Code of Civil Procedure (commencing with section 1285).

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1440. Transcripts.

(a) A party desiring a transcript of the proceedings shall contact the OAH Transcript Clerk to make arrangements to pay for preparation of the transcript. Prior to preparation of the transcript, a deposit equal to the estimated cost of the transcript shall be paid. Preparation of the transcript will be arranged by the OAH Transcript Clerk. The deposit shall be applied to the actual cost and any excess shall be returned to the party that submitted the request. Any balance due shall be paid by the party or a representative on behalf of the party requesting the transcript before the transcript is released to the requesting party.

(b) Unless a record of a proceeding or any portion thereof was sealed, any person may request a transcript or a recording of the proceeding. If a record of a proceeding or any portion thereof was sealed, only parties to the proceeding may request a transcript of the sealed portions, and the sealed portions shall not be disclosed to anyone except in accordance with the order sealing the proceeding or subsequent order.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

III. CURRENT ENVIRONMENT

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III.1. INTRODUCTION

California's child welfare system is the largest and one of the most complex child welfare systems in the nation, with 58 counties and a diverse population. More than 700,000 children come in contact with California's child welfare system each year. This includes children who are the subject of reports of abuse and neglect as well as more than 77,000 children who are in the foster care system. The top priorities for the California Department of Social Services (CDSS) are keeping children safe and families intact.

California has a State supervised/county-administered approach to child welfare services. It provides for overall program management and objectives set by the State and gives counties local control of Child Welfare Services (CWS) program operations to better reflect their communities' child welfare services standards.

California is dedicated to providing a continuum of programs and services aimed at safeguarding the well-being of children and families in ways that strengthen and preserve families, encourage personal responsibility and foster independence. The overall objective of the California's CWS program is that every child in California lives in a safe, stable, permanent home, nurtured by healthy families and strong communities. California's CWS program focuses on:

- Investigating and assessing allegations of child abuse or neglect.
- Having children safely maintained in their homes, whenever possible and appropriate.
- Providing children permanency and stability in their living situations.
- Preserving the continuity of family relationships and connections for children.
- Enhancing families' capacity to provide for their children's needs.
- Ensuring children receive appropriate services to meet their educational, physical developmental and mental health needs.
- Preparing youth emancipating from foster care to transition into adulthood.

This section of the RFP provides an overview of the current Child Welfare Services/Case Management System (CWS/CMS) environment. It provides information on the organizational, business and technical environment. Information is current as of the date of reference source.

III.2. CURRENT ORGANIZATIONAL STRUCTURE

This section describes the organization and governance structure for the Child Welfare Services organizations and the current CWS/CMS Project Maintenance and Operations system, Child Welfare Services/Case Management System.

III.2.1. CHILD WELFARE SERVICES ORGANIZATIONAL STRUCTURE AND GOVERNANCE

The Child Welfare Services program consists of multiple federal, State, and county organizations, juvenile courts, and private social service organizations, all of which share the goal of providing for the safety, permanence, and well-being of children and their families. The framework that governs the roles and responsibilities of the agencies and organizations is described in Figure III - 1. CWS Organization and Governance.

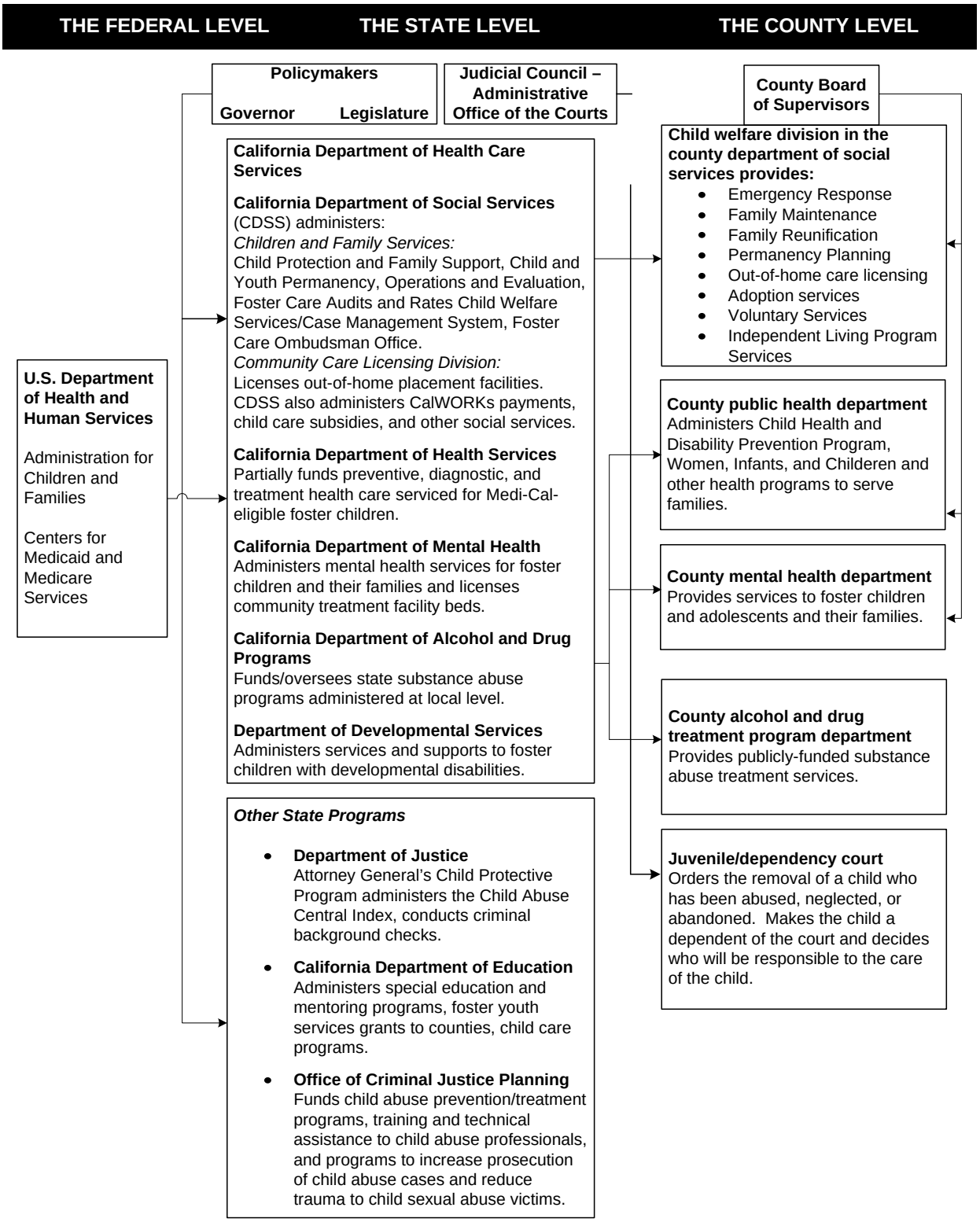

Figure III - 1. CWS Organization and Governance

III.2.1.1. FEDERAL GOVERNMENT

The federal government is responsible for developing and implementing national policy regarding child welfare by issuing regulations, overseeing state performance, and conducting compliance reviews. It also allocates federal funds for child welfare and related programs to state, county, city, tribal governments, and private local agencies.

The Department of Health and Human Services (DHHS) is the principal federal agency that regulates and partially funds services to maltreated children and their families. Within DHHS, the Administration for Children and Families (ACF) and the Centers for Medicare and Medicaid Services (CMS) oversee services provided to children and families involved with the child welfare system. Federal Financial Participation (FFP) for child welfare programs requires state matching funds; states, in turn, may require matching funds from counties.

Responsible for some 60 programs that provide services to children and families, ACF assists state, county, city, tribal governments, and private local agencies providing services through funding allocations, policy direction, and information services. ACF also supports state programs to provide foster care and adoption assistance, and administers the following state-federal welfare programs:

- Temporary Assistance to Needy Families (TANF)
- National Child Support Enforcement System
- Head Start System

In addition, ACF provides funds to assist low-income families to pay for child care. Within ACF, the Children's Bureau funds a number of programs that focus on preventing abuse, protecting children from abuse, and finding permanent placements for children who cannot safely return to their homes.

The Centers for Medicare and Medical Services administers the Medicaid program (known as Medi-Cal in California) that provides health care coverage to children and adults.

III.2.1.2. STATE GOVERNMENT

The California Department of Social Services is the primary entity responsible for the State's child welfare program. Among its many roles, CDSS:

- Receives federal funding that provides partial support for State and county child welfare programs.
- Oversees and regulates the development of programs and services for at-risk children and families.
- Licenses out-of-home care facilities (foster family homes, foster family agencies, group homes, day care facilities, etc.).

- Secures State and county funds for services to children in out-of-home (foster) care.
- Provides direct service adoption programs in some counties.
- Provides oversight and evaluation of local and statewide demonstration projects.
- Provides statewide training for CWS workers.
- Collects and reports statewide CWS data for federally required data systems.

Within CDSS, the Children and Family Services Division (CFSD) is responsible for regulating the child welfare and foster care services, while the Community Care Licensing Division (CCLD) is responsible for the licensing of care providers to support the CWS program.

Children and Family Services Division – The CFSD provides leadership and oversight of county and community agencies in implementing child welfare programs through training, technical assistance, incentives, and program evaluations. The division consists of six sub divisions:

- Child Protection and Family Support Branch develops policy and practices for child abuse prevention, Emergency Response, and Family Maintenance; provides training services to counties; and provides oversight of the Indian Child Welfare Act (ICWA).
- Child and Youth Permanency Branch develops policy and practices for child welfare programs related to permanency, including Family Reunification, guardianship and adoption.
- Children's Services Operations and Evaluation Branch conducts county-level compliance reviews, provides direct services adoption programs for 30 counties, and develops program quality assurance policy.
- Foster Care Audits and Rates Branch audits and sets rates for out-of-home care facilities such as foster family homes, group homes and foster family agencies.
- Case Management System (CMS) Support Branch monitors and supports the centralized statewide computer system with automated case management and information reporting functions that provide data to monitor and evaluate outcomes.
- Office of Foster Care Ombudsman Branch resolves concerns related to the care, placement, and services provided to foster children and youth, providing leadership, direction, and coordination with Ombudsman offices at the county level.

Community Care Licensing Division – The CCLD licenses four different types of out-of-home placement settings for children: foster family homes, foster family agencies, group homes, and community treatment facilities. The CCLD monitors facility safety standards, food storage and preparation, available medical services,

staff qualifications and training, supervision, and documentation requirements. The CCLD also licenses adoption agencies.

III.2.1.3. COUNTY GOVERNMENT

Counties are the primary governmental bodies that directly interact with children and families to address child abuse and neglect. Children and families involved in the child welfare system receive services from several county-level departments:

- The county department or agency of social services administers, partially funds and provides local child welfare and foster care services under Sections 300 et seq. and 16500 et seq. of the California Welfare and Institutions Code. The child welfare division investigates reports of child abuse, screens and assesses safety risk to children, provides case management and other services to help families stay together, places and monitors foster children, and provides adoption services.
- The county public health department provides preventive, diagnostic, and treatment health services for children and adults at county and community-based clinics. Many counties also hire, fund, and supervise public health nurses to oversee the physical health, behavioral, dental, and developmental needs for all children in foster care.
- The county mental health department provides services to children and adolescents who are in the child welfare system.
- The county alcohol and drug treatment services department provides detoxification, outpatient, and residential services through county and/or community-based treatment programs to individuals with substance abuse problems.
- The juvenile dependency court determines whether a child can remain safely at home while the family receives services to help it stay together, or whether to remove a child from their home, offer reunification services, assign custody, and assign the responsibilities for the child's custody and care to the county social services agency.

III.2.2. CWS/CMS PROJECT (MAINTENANCE AND OPERATIONS) ORGANIZATION

The CWS/CMS Project Office is responsible for managing the day-to-day activities of the prime application support vendor, IBM Global Services, and the hosting service provider, the Office of Technology Services (OTech). The Project Office manages the service providers through Service Level Agreements (SLAs). These SLAs are negotiated as part of the prime vendor contract or included as a supplement to an Interagency Agreement (IAA). All activities performed by the Project Office are in support of the CDSS's business and programmatic policies, which ensure the program meets all federal and State regulatory requirements.

III.2.2.1. PROGRAM SPONSOR

The Deputy Director of the CFSD acts as the Program Sponsor and is responsible for defining the business needs and requirements, including legal and legislative requirements that must be included in a system throughout its life cycle.

Approval and funding of the scope, schedule and budget of project activities are established by the Program Sponsor. The Program Sponsor retains ownership and responsibility for the project but has the assistance of the Project Director to ensure the project meets state and federal requirements and is completed according to established scope, schedule, and budget. Material changes to the project scope, schedule, and budget must be reviewed and approved by the Program Sponsor. The Program Sponsor must also approve the projects application update and change plans in response to the Oversight Committee's Strategic Plan and evolving program needs.

III.2.2.2. CFSD CMS SUPPORT BRANCH PROGRAM MANAGER

The Program Manager acts on behalf of the Program Sponsor to ensure program requirements are incorporated into and supported by the CWS/CMS Project Office. The Program Manager also assists in identification of program-related change requirements and coordinates with CDSS program content experts in the development, review and validation of business requirements.

The Program Manager analyzes proposed and chaptered legislation for its impact on CWS/CMS, assesses and evaluates potential changes that may impact service requirements, and communicates proposed technology changes that may impact the program business practices. The Program Manager also assists the Project Director in providing technology briefings to the Program Sponsor.

III.2.2.3. CWS/CMS PROJECT DIRECTOR

The Office of Systems Integration appointed CWS/CMS Project Director is responsible for the day-to-day project management and successful delivery of project services according to the requirements of the IAA with CDSS. Responsibilities include management of resources to accomplish the goals and objectives of the program sponsor and ensuring SLAs are met with the host service provider and prime application support vendor.

III.2.2.4. CWS/CMS MAINTENANCE AND OPERATIONS MANAGER

The CWS/CMS Maintenance and Operations Manager supports the CWS/CMS Project Director by assuming responsibility for the day-to-day maintenance and operation of the CWS/CMS. The Maintenance and Operations Manager also assumes responsibility for project administration and is the CWS/CMS Project office's primary contact for all tactical, fiscal, and administrative activities relating to the host system.

III.2.2.5. CWS/CMS SYSTEMS APPLICATION MANAGER

The CWS/CMS Systems Application Manager supports the CWS/CMS Maintenance and Operations Manager by assuming responsibility for lifecycle support of the prime CWS/CMS Application. The Systems Application Manager manages the lifecycle through the Software Development Lifecycle (SDLC) process.

III.2.3. CWS/CMS Project (Maintenance and Operations) State Governance Structure

Figure III - 2. Governance Flow and Authority displays the essential elements of governance for the CWS/CMS project, emphasizing the relationships among state, county and blended structures. Lines and arrows illustrate affinities and conduits for the exchange of information in support of the project.

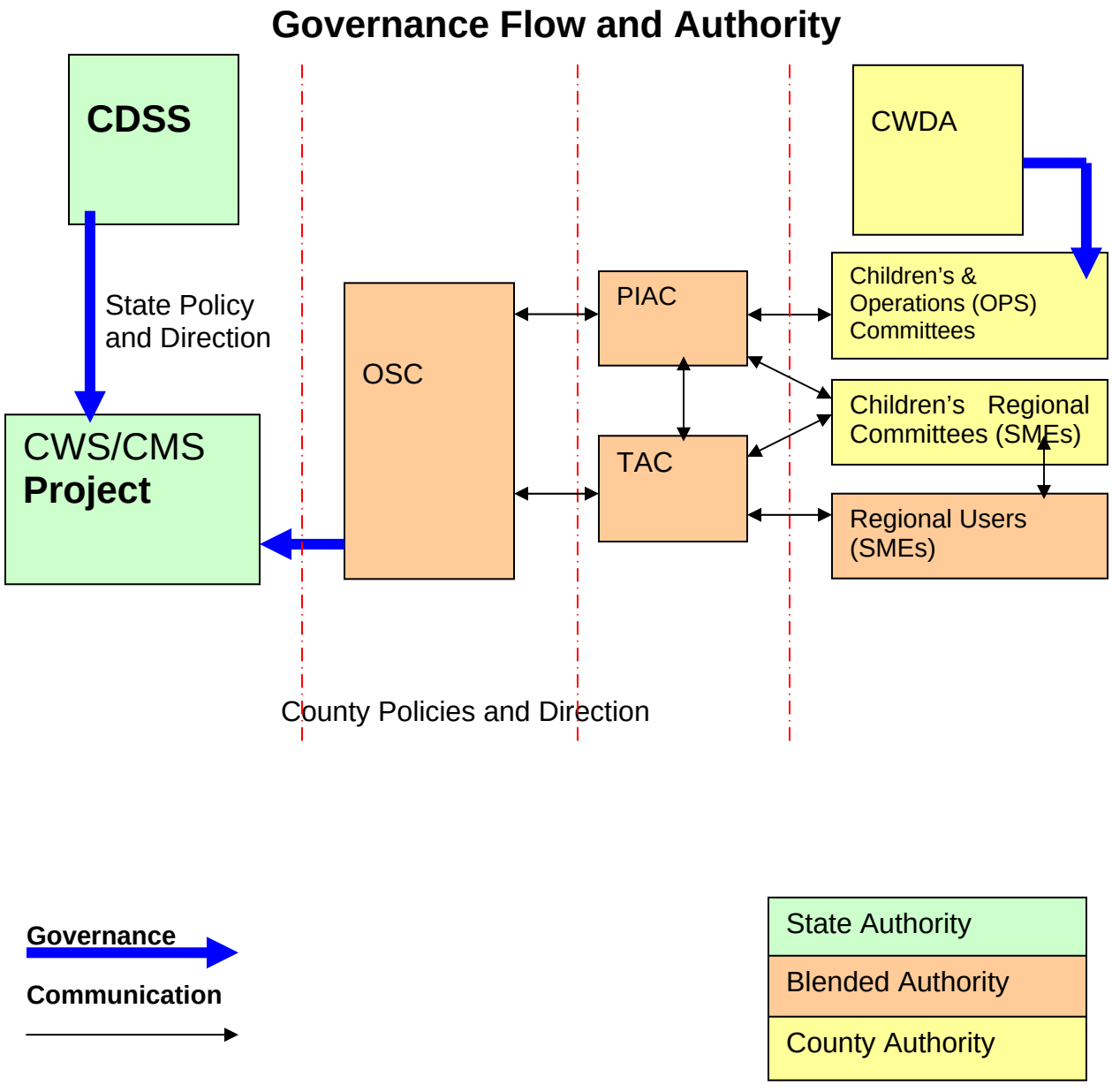

Figure III - 2. Governance Flow and Authority

III.2.3.1. CWS/CMS STATE GOVERNANCE STRUCTURE

The State governance structure provides the CWS/CMS program/project management structure with direction and oversight in the areas of resources, budget and schedule.

III.2.3.2. CWS/CMS BLENDED GOVERNANCE STRUCTURE

The blended governance structure consists of committees that differ in important characteristics from those in the CWS/CMS program/project management structure. They differ in constituency, focus and authority. Where State committees focus on resources, budget and schedule, the blended structures focus on program and policy. Where State structures consist of State executive managers, blended governance structures consist primarily of county representatives and with leadership provided by the Project Sponsor. This configuration places the blended governance structures astride the division between State and county governance.

The blended governance structures promote communication among each other in a system of shared or overlapping membership, chairman responsibilities are shared, and the coordinated participation of CDSS, the Oversight Committee and county users in the broad range of oversight, technical and policy working groups.

III.2.3.3. CWS/CMS COUNTY GOVERNANCE STRUCTURE

The County Welfare Directors Association of California (CWDA) is a nonprofit association representing the human service directors from each of California's 58 counties.

The CWDA Children's & Operations (OPS) Committees are policy committees that meet monthly. They identify and analyze issues, develop program and policy recommendations for consideration by the Board of Directors, and work with State agencies to develop and implement program services.

There are five regional subcommittees of the Children's Services Committee. The regional committees meet monthly and serve as a point to assess and describe how policy or resources facilitate or impede successful practice with children and their families; suggest Children's Services Committee consideration of policy matters; survey regional members response to proposed policy; and disseminate new policy and practice knowledge.

III.2.3.4. CWS/CMS EXECUTIVE BRIEFING COMMITTEE

The Executive Briefing Committee meets quarterly and is responsible for oversight of progress on State strategic goals and any strategic modifications; reviews executive level project status updates including project issues and risks with statewide impact; monitors for achievement of major project milestones; directs State resources to accomplish strategic goals.

The Executive Briefing Committee consists of:

- Health and Human Services Agency Information Officer (Chair)
- Governor's Special Advisor on Information Technology
- Chief Deputy Director, CDSS
- Director, OSI
- County Executive Liaison, (CWDA)
- Budgets, Department of Finance
- Information Technology Consulting Unit (ITCU), Department of Finance
- Office of the State Chief Information Officer (OCIO)
- Procurement Division, Department of General Services
- Governor's Office Representative

III.2.3.5. CDSS EXECUTIVE COMMITTEE

The CDSS Executive Committee meets monthly and manages CDSS political and fiscal issues; provides executive leadership support to the project; monitors the progress and expedites resolution of issues and mitigation of risks to the project and to program objectives.

The CDSS Executive Committee consists of:

- Chief Deputy Director, CDSS
- Deputy Director, CDSS Legal Division
- Assistant Director, (OSI)
- Deputy Director, CDSS Information Systems Division
- Deputy Director, CDSS CFSD
- Deputy Director, CDSS Administration Division

III.2.3.6. CWS/CMS CDSS MANAGEMENT COMMITTEE

The CDSS Management Committee meets weekly and authorizes implementation of project initiatives, deployment of resources, and budget allocations.

The CWS/CMS – CDSS Management Committee consists of:

- CDSS Management
- CWS/CMS Project Management
- County Executive Liaison, CWDA

III.2.3.7. CWS/CMS OVERSIGHT COMMITTEE

The CWS/CMS Oversight Committee (OSC) meets monthly and provides strategic direction for the CWS/CMS based on the input of members of the committee and the

advice of the Program Impact Advisory Committee (PIAC) and the Technical Advisory Committee (TAC). In general, the committee:

- Develops the CWS/CMS Strategic and Annual Updates
- Monitors CWS/CMS progress toward policy and program objectives
- Sets priorities for the CWS/CMS change control process
- Sponsors the TAC
- Sponsors the PIAC
- Communicates CWS/CMS strategic business direction to CWS/CMS customers, and other OSC participants
- Defines communication processes for PIAC and TAC and for their interaction with Children's Regional Committees

The CWS/CMS Oversight Committee consists of the following voting members:

- Deputy Director, CDSS Children and Family Services Division
- CWDA Representatives:
    - Bay Area
    - Mountain Valley
    - Northern
    - Southern
    - Central Valley
    - Los Angeles County
    - 20-Small Counties
- County Social Services Director
- County Executive Liaison, CWDA
- Director, CWS/CMS Project
- Assistant Director, CWS/CMS Project
- Chief, CDSS CMS Support Branch

Non-voting members are:

- University of California at Berkeley Representative
- PIAC Co-Chair
- TAC Co-Chair

III.2.3.8. CWS/CMS PROGRAM IMPACT ADVISORY COMMITTEE

The CWS/CMS Program Impact Advisory Committee (PIAC) meets bi-monthly and is an advisory and consultative body that deals with the area of systems issues related to program and policy. In general, the committee:

- Advises and consults, from a customer perspective, with OSC on systems issues related to program and policy.
- Identifies and refers policy issues to CDSS and the CWDA Children's Services Committee for clarification.
- Facilitates communication among OSC and regional user groups on system issues regarding program and policy direction.
- Serves as a working group on systems-related policy and program issues: Including those related to System Change Requests (SCR), training support, CWS/CMS application maintenance, release, content and forms.
- Advises project staff on county business practices and impacts of proposed changes.
- Prioritizes and recommends changes for inclusion in system change releases by applying the priorities set by CDSS and OSC.
- Provides an assessment of the policy impact of proposed system changes and assures that system change designs comply with policy.
- Coordinates with release sponsors appointed by the CWDA Children's Operations Committee to act as point of contact for policy issues for each major release.

The committee membership consists of the following voting members:

- CWDA Representation:
    - One representative from each of the five CWS/CMS Regional Users Groups
    - One manager or supervisor from each of the five Regional Children's Committees
    - Los Angeles County Representative
    - 20 Small County Representative
    - County Liaison, CWDA
- CDSS Representatives

Non-voting members include:

- CWS/CMS Maintenance and Operations Manager
- Primary Vendor Representative
- CWS/CMS Project Representatives

III.2.3.9. CWS/CMS TECHNICAL ADVISORY COMMITTEE

The CWS/CMS Technical Advisory Committee (TAC) meets bi-monthly and is the technical advisory body that provides statewide user perspective on CWS/CMS technical issues. The TAC is the communication channel between the OSC and the five regional user groups. In general, the committee:

- Serves as a work group to assist planning, design and implementation of technical project solutions.
- Develops proposed technical policy.
- Identifies issues and risks associated with implementation of proposed policy.
- Develops long-range technical strategy to address changes in information technology.
- Analyzes and recommends technical solutions to the OSC regarding current system limitations.

The CWS/CMS Technical Advisory Committee consists of voting members as follows:

- CWDA Representatives:
    - Regional User Group Representatives
    - Los Angeles County Representative
    - 20 Small County Representative
    - County Information Technology Representatives
    - County Executive Liaison, CWDA
- CDSS Representatives

Non-voting members are:

- CWS/CMS Application Support Manager
- CWS/CMS Project Representatives
- Primary Vendor Representative
- OTech Representatives

III.2.3.10. CWS/CMS REGIONAL USER GROUPS

The Regional User Groups meet monthly to share information about CWS/CMS to make it as effective and useful a tool as possible in the individual counties. The Project Office provides updates about the status of the project as well as technical and system-related policy issues related to project operations and CDSS program. The regional user groups communicate their technical and program impact recommendations to OSC for their consideration.

All classifications of users from clerical to child welfare administrators attend the Regional User Group meetings. The meetings generally include the County Single Points of Contact (SPOCs) who are often the communication link between the counties, the Project Office and the prime application vendor.

Five CWS Regional User Groups represents all 58 of California's counties:

- Bay Area Regional Committee

- Northern Regional Committee
- Mountain Valley Regional Committee
- Central Valley Regional Committee
- Southern Regional Committee

III.3. CURRENT BUSINESS STRUCTURE

III.3.1. COUNTY HIGH LEVEL BUSINESS PROCESSES

County welfare departments administer the child welfare services program under federal and State statutes and regulations. Their primary responsibilities, either directly or through providers, are to obtain services and or provide interventions to address child abuse and neglect, with the goals of improving child safety. This is accomplished utilizing four service components, which were established through State legislation (Senate Bill 14) enacted in 1982 as a result of federal requirements under Public Law 96-272: The four (4) service components include:

- Emergency Response (ER)
- Family Maintenance (FM)
- Family Reunification (FR)
- Permanent Placement (PP)

A depiction of the county high level business processes is presented in Figure III - 3. CWS High-Level Business Processes.

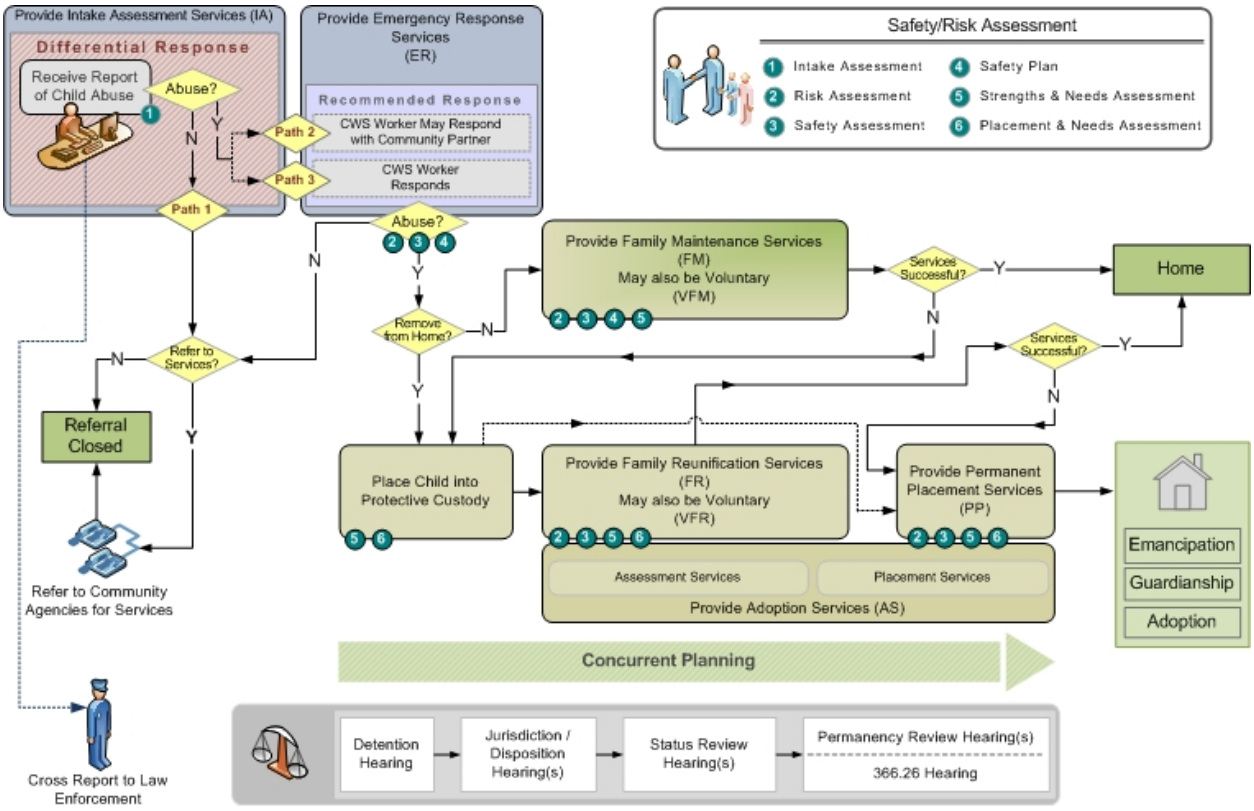

Figure III - 3. CWS High-Level Business Processes

III.3.2. BUSINESS NEEDS

Quality interaction between families, CWS workers and services provided are essential to the achievement of positive outcomes. The problems that State and county workers are experiencing using the current information system directly lead to decreases in the time that could be spent with children and families. Limitations with the current system impact the eligibility worker's ability to administer Title IV-E (including foster care eligibility determination) and Title IV-B (Child Welfare Services) programs as efficiently, effectively, and economically as possible. Further, CWS/CMS users experience problems with the current system because it cannot support evolving requirements for critical interfaces, integrated service delivery, streamlined workflow, outcome-driven planning, management and utilization of mobile technology.

The CWS/CMS began implementation in 1997, with statewide completion in 1998. Since that time, the State has been in the maintenance and operations phase of the project, with only minimal new development activity occurring. The CWS/CMS supports all 58 California counties and the CDSS, and has over 22,500[1] user ids.

[1] County Information CWS/CMS Usage Statistics from the CWS/CMS website located (http://www.hwcws.cahwnet.gov/CountyInfo/UsageStatistics/default.asp)

In the present configuration, CWS/CMS has eleven different functional components that automate all phases of child welfare services for the user. Table III - 1. Current Functional Components of CWS/CMSdescribes these different functional components.

Table III - 1. Current Functional Components of CWS/CMS

Function	Description
Intake	Referral screening, investigation and cross reporting
Client Information	Recording and accessing information about clients
Service Delivery	Recording of services delivered to clients
Case Management	Development of case plans, monitoring service delivery, and progress assessment
Placement	Placement management and matching of children to placement alternatives
Court Processing	Hearing preparation; filing of petitions; generating subpoenas, citations, and notices; recording court actions
Caseload	Assignment and transfer of cases
Resource Management	Information about resources available for CWS (services providers, county staff resources, etc.)
Program Management	Caseload, county, and program-level information for program management purposes
Adoptions	Recording of information for reporting purposes
Licensing	Information about licensees used for placements

III.3.3. CWS/CMS System Challenges

Key business problems include:

- Data entry and workflow inefficiencies
- Limited system access away from workstations
- Unfulfilled SACWIS functionality

III.3.3.1. Data Entry and Workflow Inefficiencies

Currently, CWS workers must manually enter case data into CWS/CMS. CWS case aids, ancillary CWS service providers, and data entry clerks are increasingly employed to enter routine data because data entry is a very time-consuming activity. The technical architecture in the CWS/CMS requires redundant data entry, because data entered in one area of the application does not consistently populate to other areas of the application where the same data is needed.

III.3.3.2. Limited System Access away from Workstations

Users currently have limited access to CWS/CMS while in the field using a Virtual Private Network (VPN) or dial-up based on the current fat-client technology the dial-up connection to the CWS/CMS Application is extremely slow. Opening a case

results in an average of approximately 110,000 bytes of data transferred from the host to the client workstation. Over a best-case 50kbps dial-up connection, the data transfer time for this single transaction could be over 4 minutes (the average user executes 14 CWS/CMS transactions per day (297,000 transactions per day divided by 22,059 active users per CWS/CMS System Performance Report for December 2007). A code update on a user's portable workstation over a dial-up connection sometimes takes several hours to complete. If timely remote/mobile system access were available, CWS workers could use CWS/CMS while away from the normal office environment. This would create a "virtual office" by providing these workers the same access to resources whether at home, or in the field.

Currently, remote access to the CWS/CMS is cumbersome or the ability to connect is not available. CWS workers have identified the need to retrieve and record information while in the field. A few examples of how remote technology could be applied are as follows:

- While in court, case disposition information could be entered.
- While waiting for court hearings or while waiting with a child at a doctor's appointment the CWS worker could enter and update Case or Referral information.
- While in the home performing assessments or follow-up appointments, the CWS worker could enter data during or shortly after the visit.
- While performing after-hours duties, the CWS worker could access Case/Referral data for better planning and assessment of the child and family.
- As information is obtained while out in the field during personal interviews, phone conversations, visits with other organizations, the CWS worker could enter information directly into the CWS/CMS.

The current system also allows 749 concurrent uses to access by means of Server Based Computing (SBC), such as Citrix. While SBC technology is promising, current infrastructure does not allow wider use.

Improved remote access would allow the CWS worker to spend more time in the field with the children and families. In the future, additional types of external users (e.g. Independent Living Program (ILP) service providers, mental health, therapeutic service providers, law enforcement agencies, foster parents, health, and education providers) could enter data into the system.

III.3.3.3. UNFULFILLED SACWIS FUNCTIONALITY

- The Technical Architecture Alternatives Analysis (TAAA) team assessed the business need for the SACWIS functionality. Overall, the users of the CWS/CMS indicated incorporation of the four major unfulfilled areas of SACWIS functionality would provide significant benefits and would result in improved service delivery, more effective use of the CWS workers' time, and

better quality case data collected. The major SACWIS requirements deficiencies of the current system include:

- Adoptions Case Management
- Mandatory Interfaces
  - Title IV-A (TANF)
  - Title IV-D (Child Support Enforcement)
  - Title XIX (Medicaid)
- Title IV-E Automated Eligibility Determination for Foster Care and Adoptions Payments
- Financial Management

III.3.4. TECHNOLOGY CHALLENGES AND OPPORTUNITIES

The business units utilizing the current CWS/CMS experience a range of business problems stemming from the use of older technologies that cannot support today's requirements for critical interfaces, remote access, business collaboration, streamlined workflow, or outcome-driven planning, management, and assessment.

These technology-related business problems are discussed in the following subsections.

III.3.4.1. UNTIMELY SYSTEM UPDATES

The CWS/CMS receives a variety of system change requests from federal, State, and county sources to perform modifications to CWS/CMS to meet legislative, regulatory, and programmatic needs. The following factors affect the deployment cycle:

- CWS/CMS release cycle – Once State and federal approval is received, CWS/CMS project management follows the structured development life cycle (i.e., design, program, test, train and release). This development life cycle for changes to CWS/CMS currently takes eleven to twelve months following federal approval for a single release.
- Size, complexity, and the tightly interwoven nature of the application results in an increased application development time.
- Efforts to integrate existing Web-based services or commercial-off-the-shelf solutions (COTS) into the CWS/CMS are more difficult.
- Counties must go through a time-consuming effort to update their data marts and query mechanisms whenever a change is made to the CWS/CMS database schema.

All of these factors result in time-consuming development and, at times, legislation is in effect before the appropriate programmatic changes are updated in the application. For example, the Judicial Council releases updates to reports/forms approximately twice a year. If CWS/CMS has not released the programmatic change to create the revised reports, users must manually produce the forms until the change is implemented in CWS/CMS. A new, more modular system will reduce system maintenance time and costs.

III.3.4.2. SYSTEM ARCHITECTURE

Current technology is not conducive to change. The current design was optimized to support the “fat” desktop client. Rather than following modern model/view/control architecture where the presentation logic is separate from data (model) via a control layer, the current architecture is much more tightly coupled. There is no formal “control” layer to act as an intermediary between the graphical user interface (GUI) layer and the data layer to notify it about changes to the data/views. Rather, the GUI layer incorporates this logic, which in essence results in a tight coupling between business rules, user interface logic, and data. Additional need for these changes are as follows:

- A difference between the CWS/CMS Architecture and other current architectures is the view of business transactions. In current architecture, each business process is mapped to a series of transactions, which are executed in parallel or sequentially as individual transactions. In the CWS/CMS Architecture view, a transaction may encompass many business processes.
- Support for alternative devices (e.g., laptops, Personal Digital Assistants) is limited under the current architecture.
- No clear separation exists between business and user interface logic on the desktop.
- The current “Open Case” design (bringing all case data down to the desktop) does not work in a portable or alternative device environment.
- The current software distribution mechanism cannot be used effectively to support laptops over lower speed communication lines.
- The systems integration architecture, which provides for interaction among system components, is technically outdated.
- Counties require more granular access control roles, and some counties have more stringent security needs particularly related to system login and password policies.

III.3.4.3. DOCUMENT STORAGE

The increasing demand by courts for the electronic storage of documents, including imagery, has exceeded the capacity contemplated by the original CWS/CMS Architecture design.

III.3.4.4. OPTIMISTIC CONCURRENCY

The CWS/CMS was not designed to allow concurrent update access to the same case data; the optimistic concurrency design causes rework and occasional loss of data. Typically, there are manual activities to ensure that multiple users are not simultaneously accessing the same data. Technology changes since the original design of the CWS/CMS use methods other than optimistic concurrency to control access to database records. Allowing concurrent access to case data would increase effectiveness of the CWS program.

III.3.4.5. CURRENT TECHNOLOGY INFRASTRUCTURE

The purpose of this section is to provide information about the technological environment that supports the CWS/CMS users. This section will provide a current State overview of the current systems, data architecture, hardware environment, and network infrastructure. The complete System Architecture Suite of documents is located in the Bidders Library.

III.3.5. CURRENT SYSTEM

The current CWS/CMS began implementation in 1997, with continued development through final rollout in 1998. Since that time, the State has been in the Maintenance and Operations (M&O) phase of the project, with only minimal new development activity occurring concurrently. The CWS/CMS supports all 58 California counties and the CDSS, and has over 22,500 user ids.

III.3.5.1. COUNTY NETWORK DESIGNATION

The CWS/CMS enterprise network, maintained by OTech, services all fifty-eight (58) California counties, the central Sacramento server facility, the CWS/CMS Project Office, and CDSS (Note: CDSS is sometimes referred to as the 59th County). The system is comprised of 300+ sites within the counties, more than 17,000 workstations and laptops, 189 application servers, and over 1,300 printers[2].

Counties are classified as either “dedicated” or “coexistent”, depending on the CWS/CMS project’s involvement in Local Area Network (LAN) support at that county.

- **Dedicated Counties** – Dedicated Counties agreed to designate the OSI CWS/CMS Project Office as the entity responsible for the installation and maintenance of the CWS/CMS Application and the related operating hardware and software for their counties. Dedicated County networks have a standard structural topology designed, installed, and maintained by the project. They are considered “closed” networks.

[2] As of January 1, 2007

- **Coexistent Counties** – Coexistent Counties agreed to use the CWS/CMS client presentation suite of applications, but these counties still retain the responsibility for the maintenance of related operating hardware used by the CWS/CMS Application network infrastructure. Coexistent County networks are subject to county standardization with the county responsible for design, installation, and maintenance of their LANs and MANs (Metropolitan Area Networks). They are considered "shared" networks. Table III - 2. Dedicated and Coexistent Counties depicts the Dedicated and Coexistent Counties.

Table III - 2. Dedicated and Coexistent Counties

Dedicated		Coexistent
Alpine	Sierra	Alameda
Amador	Siskiyou	CDSS
Butte	Sutter	Contra Costa
Calaveras	Tehama	Fresno
Colusa	Trinity	Kings
Del Norte	Tulare	Los Angeles
El Dorado	Tuolumne	Madera
Glenn	Yolo	Marin
Humboldt	Yuba	Merced
Imperial		Napa
Inyo		Orange
Kern		Placer
Lake		Sacramento
Lassen		San Bernardino
Mariposa		San Diego
Mendocino		San Luis Obispo
Modoc		San Mateo
Mono		Santa Barbara
Monterey		Santa Clara
Nevada		Santa Cruz
Plumas		Solano
Riverside		Sonoma
San Benito		Stanislaus
San Joaquin		Ventura
Shasta		San Francisco

III.3.5.2. INTERFACES

The following interfaces support data exchange between the CWS/CMS System and other state and external systems.

1. CA Department of Education (CDE) – School Information(CD-ROM)

2. CA Department of Social Services – Licensing Information System(LIS)
3. Los Angeles County – Department of Public Social Services Welfare Case Management Information System (WCMIS)
4. Los Angeles County – Department of Public Social Services Integrated Benefit Payment System (IBPS)
5. Los Angeles County – Department of Public Social Services Automated Provider Payment System (APPS)
6. Los Angeles Eligibility Automated Determination and Evaluation and Reporting (LEADER) system
7. San Bernardino County – Department of Public Social Services/Probation Department J Net1 system
8. San Bernardino County – Department of Public Social Services/Probation Department J Net2 system
9. San Bernardino County – Department of Public Social Services/Probation Department JJIS system
10. San Bernardino Bed Count Report
11. Alameda County Social Services Agency Interactive Voice Response system for payment
12. County Access to Data (CAD) reporting Interface
13. Safe Measures/Structured Decision Making (Extract to NCCD-CRC)
14. Structured Decision Making (SDM)
15. CA Department of Social Services SAWS – C-IV
16. CA Department of Social Services SAWS – CalWIN
17. CA Department of Health Care Services – MEDS

III.3.6. NETWORK

The CWS/CMS enterprise network services provides communication ability for each of the State's fifty-eight (58) counties, the OTech, the CWS/CMS Project Office, the IBM Service Delivery Center (SDC), as well as CDSS. Figure III - 4. CWS/CMS Network depicts a visual representation of the CWS/CMS network after the completion of the project's rehost in early 2006 and reflects the current infrastructure. Dedicated County networks have a standard structural topology designed, installed, and maintained by the project. Coexistent County networks are subject to county standardization with the county responsible for design, installation, and maintenance of their LAN's and/or MAN's.

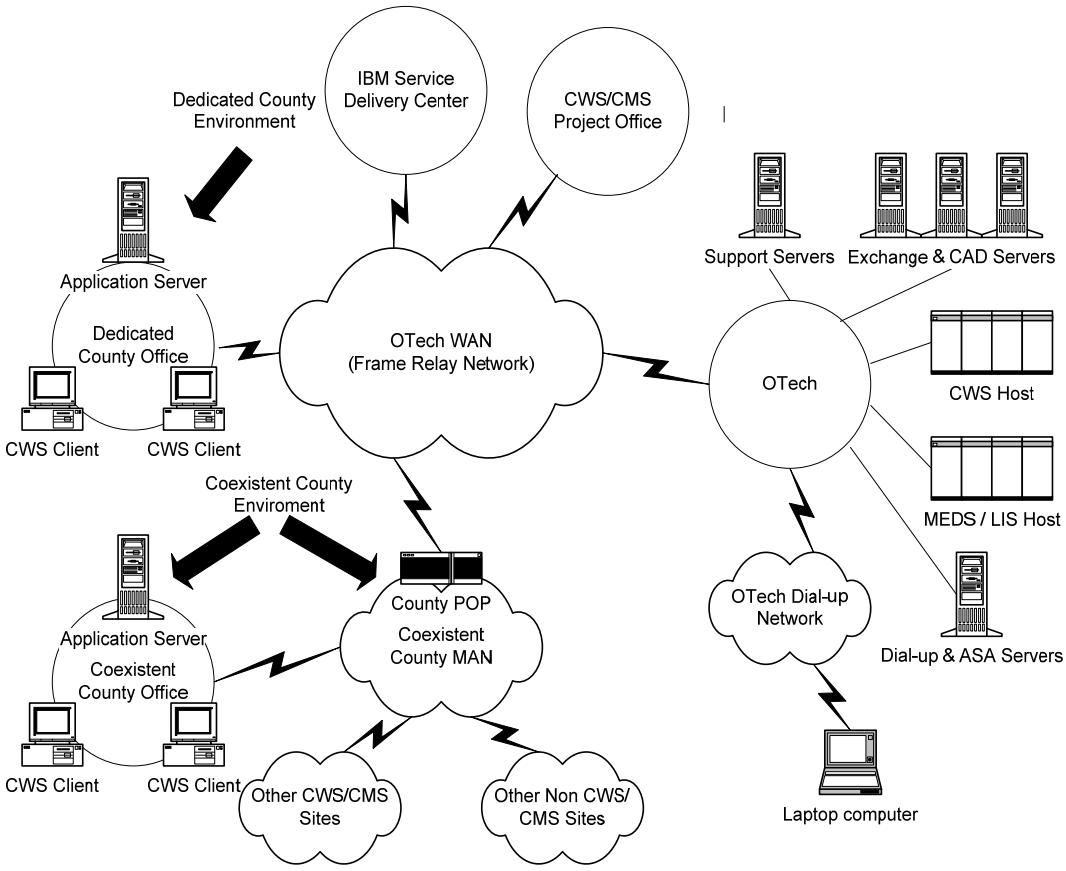

Figure III - 4. CWS/CMS Network

III.3.6.1. INFRASTRUCTURE CONNECTIVITY

The primary location for hosting and network devices that support the CWS/CMS Application is OTech. This includes the Parallel Sysplex *host, the CAD database server (SRV3), and all infrastructure servers (SRV1, SRV2,* SRV3, SRV4). Infrastructure support servers provide the following services: production root, DNS, WINS, availability monitoring, software distribution, and Dial-up/ASA.

Figure III - 5. CWS/CMS Infrastructure depicts a logical representation of the devices and their connections. The large blue box shows the devices that are located at IBM Global Services Boulder, Colorado. Those in the smaller blue box are located at the IBM project management office in Sacramento and the large pink box contains the devices located at OTech. The lines shown in GREEN illustrate the TCP/IP connectivity from the SOC, SOCP, SCT1, and SCT2 LPARs. The BLUE lines shown illustrate that each LPAR (SOC, SOCP, SCT1 and SCT2) have Systems Network Architecture (SNA) connectivity.

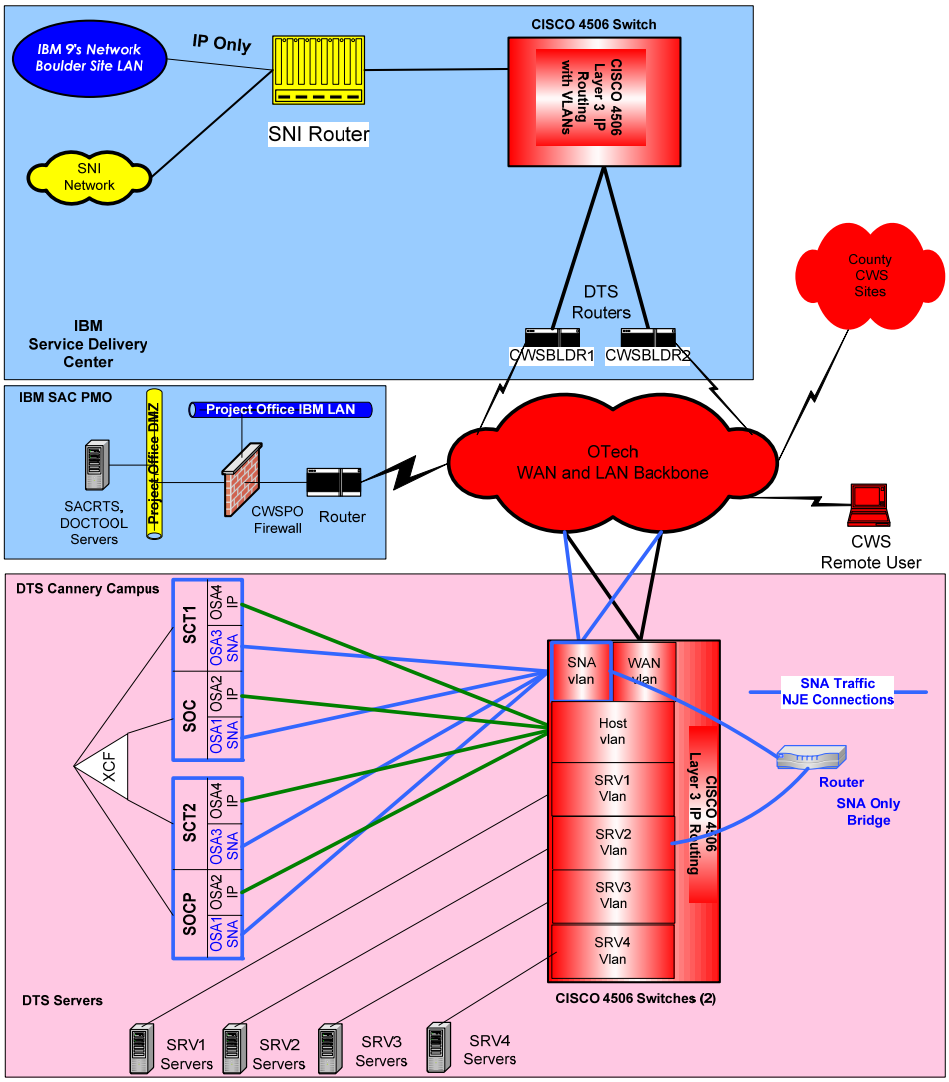

Figure III - 5. CWS/CMS Infrastructure

III.3.6.2. REMOTE ACCESS

The OTech network services provide dial-up and Virtual Private Network (VPN) users with remote access to the CWS/CMS Application via broadband and standard telephone company circuits. OTech Network Services (CWS/CMS Host, Exchange Email Services and Internet) provides a single Point of Presence (POP) to the OTech data center located in Sacramento, California. Data traffic generated by remote access server based computing is delivered to the data center and then routed across the Wide Area Network (WAN) /MAN, to the user's logon domain. Refer to Figure III - 6. CWS/CMS Remote Access below:

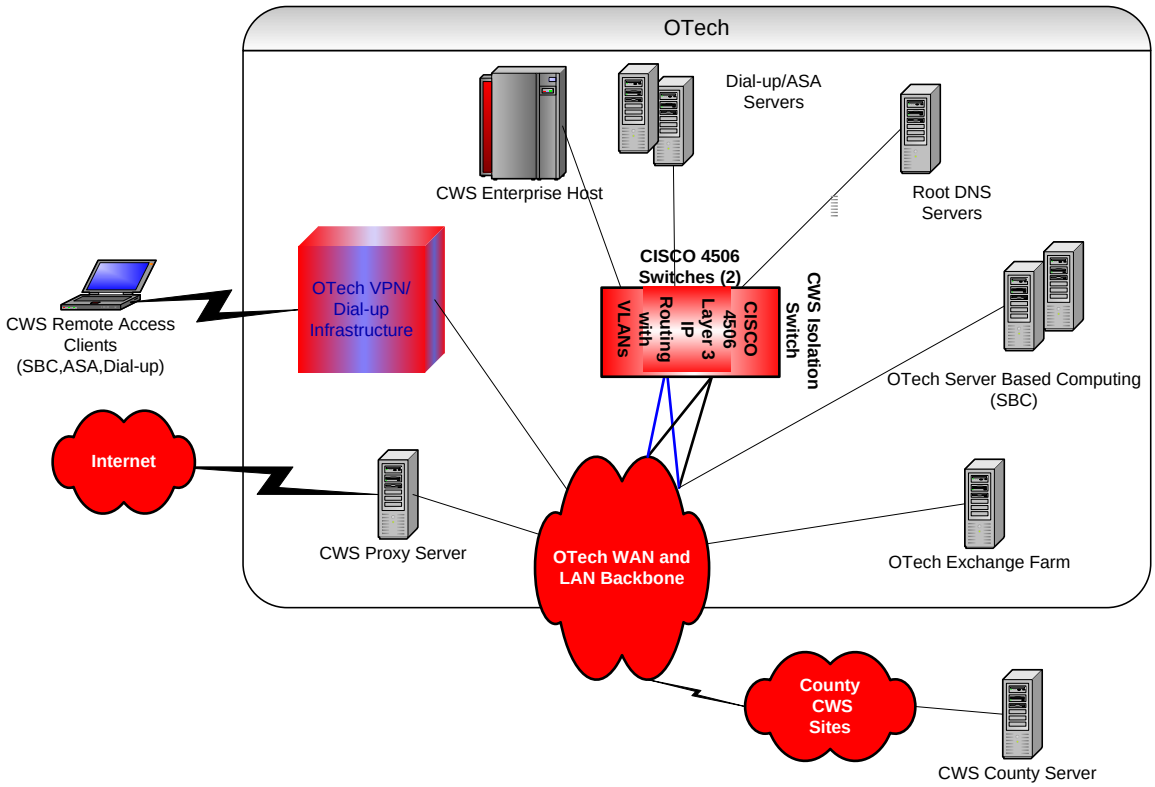

Figure III - 6. CWS/CMS Remote Access

III.3.7. HARDWARE/SOFTWARE

III.3.7.1. SERVERS

The CWS/CMS servers within the Server Platform Architecture Domain are classified into three major categories depending on their primary functions in the CWS/CMS. These are:

- Infrastructure Servers
- County Servers
- System Management Servers

The infrastructure servers and county servers are required to support the CWS/CMS fat client application. Typical application requests are as follows. The desktop packages the transaction request and passes it to the county and infrastructure servers. These servers take the request and send it to the host for processing. Once processed the host passes the transaction results back to the server for distribution to the desktop. The system management servers provide administrative business

services to the desktop. Typical management services include domain authentication, application code distribution, anti-virus definition distribution, and print services. A server in any of the preceding three categories can have one or more roles depending on its specific function(s). Figure III - 7. OTech Logical Topology depicts the categories previously described.

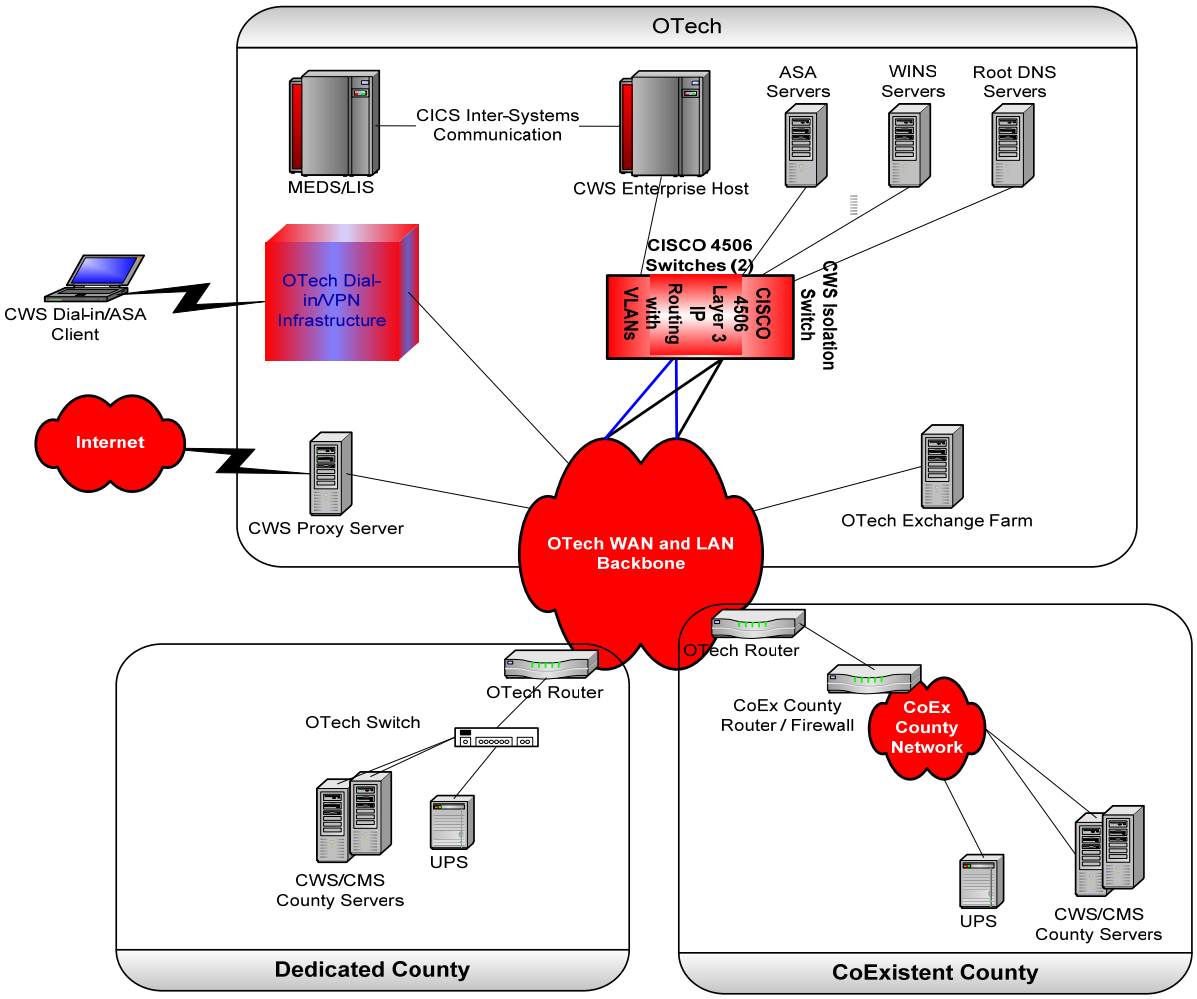

Figure III - 7. OTech Logical Topology

III.3.7.2. LISTING OF SERVER SOFTWARE

Table III - 3. Server Software Products below provides a list of the Server software products, their description and the services they provide. The complete System Architecture Suite of documents is located in the Bidders Library.

Table III - 3. Server Software Products

Software Product	Service	Description	Server Role(s)
Windows 2003 Server	Operating System, LAN Services, Systems Management	The operating system on the servers provides the basis for the domain's logical configuration. It also provides authentication and tools to control network resources.	All
IBM Global Services Communications Server	Application Communication, 3270 Sessions	This software provides communication gateway services and session management that is required by the CWS/CMS Application.	Infrastructure Servers – ASA Application Servers County Servers – Application Servers
IBM Global Services TXSeries (CICS and Encina)	Application Transaction Support Services	The CICS component of this software provides transaction support services that are required by the CWS/CMS Application. Encina enables the administration of distributed processing systems.	Infrastructure Servers – ASA Application Servers County Servers – Application Servers
IBM Global Services CICS Transaction Server Gateway (CTG)	Application Transaction Support Services for User ID management and user authentication in CWS/CMS.	IBM Global Services CICS Transaction Gateway (CTG) is a Java 2 Platform, Enterprise Edition (J2EE) connector for CICS applications. It is used by the CWS Admin component on the server.	Infrastructure Servers – ASA Application Servers County Servers – Application Servers
CWS Admin	Application Transaction Support Services for User ID management and user authentication in CWS/CMS.	CWS Admin component on the server is responsible for user administration and user authentication (log on) services of the CWS/CMS Application.	Infrastructure Servers – ASA Application Servers County Servers – Application Servers
Tivoli Management Agent	Systems Management	Tivoli Framework is software that provides the basis or initial building block for the Tivoli suite of products, i.e., Tivoli Storage Manager and Tivoli Distributed Monitoring.	All
Tivoli Storage Manager	Backup and Recovery	TSM provides remote backup and restore capability. (County Servers)	TSM Client on all servers. TSM on System Management Servers.
IBM Global Services Director	Systems Management	IBM Global Services Director provides remote control of the console, performance, and capacity monitoring and altering.	IBM Global Services Director Agent on all servers. IBM Global Services Director Server on System Management Servers.

Software Product	Service	Description	Server Role(s)
Symantec AntiVirus	Systems Management	This software provides tools for electronic virus detection and eradication. It also provides a methodology and tool suite to distribute inoculation lists that are used to scan detect new viruses.	Symantec AntiVirus Client (SAVC) on all servers. Live Update Server on System Management Servers.
Lexmark MarkVision	LAN Services/ Systems Management	MarkVision provides remote print services management using TCP/IP. MarkVision is also capable of remotely managing the printer console.	County Servers – Printer Servers
Powerchute	Systems Management	American Power Conversion Corporation's Powerchute is software that enables remote management of Uninterruptible Power Supplies (UPS) that increase server availability.	County Servers

III.3.7.3. WORKSTATIONS

After Release 6.2, system compatibility with Windows XP Operating System was added to the Service Requirements. The most current Architecture documents that address the CWS/CMS Workstation Requirements and Architecture Components: CWS/CMS Workstation Architecture Document and CWS/CMS Dial-up & ASA Architecture Document are located in the Bidder's Library.

III.3.8. SECURITY

The CWS/CMS contains information that is highly confidential and sensitive in nature. The CWS/CMS security architecture is based on a layered model incorporating security controls in each layer. Details for security may be found in the TAAA Report, which is located in the Bidders Library. In general, the security in each layer includes:

- Desktop/LAN security components
- Authentication by unique user ID and passwords – standard active directory logon scripts and network access security
- Physical security of desktops
- Server security components
- Case data is encrypted/(or compressed) when stored on local application server
- Application/Host security components

- Application security is based on IBM Global Services' Resource Access Control Facility (RACF) security systems. Each user is uniquely identified to the system by State, county or office security administrators using unique user ID and passwords
- Access to cases, reports and data is based on pre-assigned user authority profile that restricts access to individual programs, reports and data on the host
- County Access to Data (CAD) Security - Same as mainframe security – handled by RACF. Users only have read access and cannot change data in data warehouse.
- Network security components/encryption
- Remote access security
- Logging and tracking
- Invalid user IDs and passwords as well as attempts are tracked in a security log
- Logs are reviewed periodically by security administrators based on local policies
- Automatic revocation of user ID and passwords after a pre-defined number of attempts. The password is revoked and must be reset.
- Data backup and recovery
- Data is backed up daily on both the host and the local application servers
- Tapes are moved off-site on a daily basis
- Physical security
- Mainframe protected in data center
- Access to data center controlled by badges
- Server must be placed in locked rooms
- Servers and workstations (in dedicated environments) have case locks
- Security Management – Each County has a dedicated security manager(s) responsible for:
    - Managing user ID and password (add, change, delete, reset, etc.)
    - Managing access control and authority levels
    - Managing e-mail security
    - Review of security logs
    - Managing physical security for servers and workstations

III.3.9. CURRENT REPORTING ENVIRONMENT

CWS agencies have substantial needs for reporting and analysis capabilities for both compliance and performance reasons. The development of effective reports and analysis requires robust data management capabilities and systems, as well as report development and analytical tools.

The current reporting environment is depicted in Figure III - 8. Data Warehousing, Reporting, and Data Extract Infrastructure Overview below. The process begins on the left side of the figure with the data source (CWS/CMS Host) where all CWS/CMS Application data is stored. Data is then extracted to the various data stores, State and county "data marts", and UC Berkeley. The figure also identifies some of the tools used to produce reports (e.g., Business Objects, SAS) by the various county and State analysts. On the right side, Figure III-8 depicts the types of reports that are delivered by various systems, 3rd parties, and analysts to users (i.e., case workers, supervisors and managers).

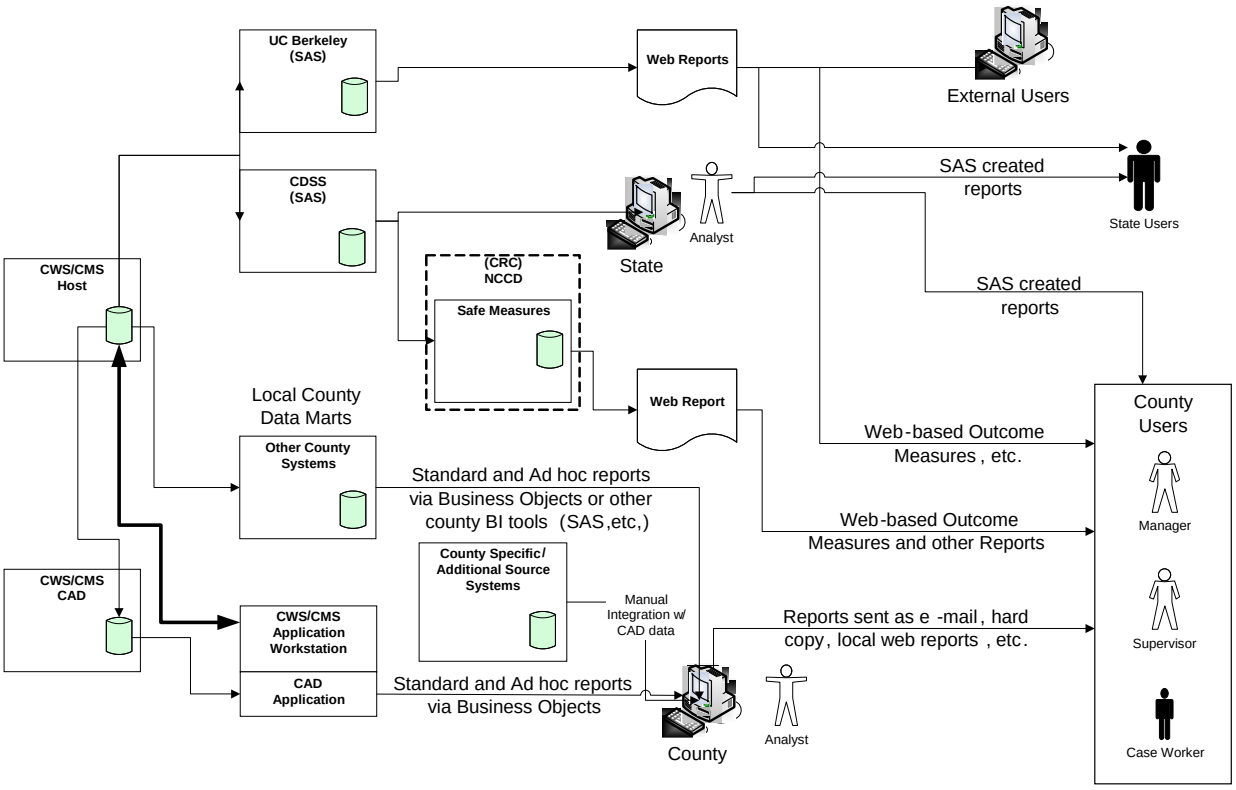

Figure III - 8. Data Warehousing, Reporting, and Data Extract Infrastructure Overview

Data management and reporting/analysis capabilities are provided by a number of systems. These reporting systems are described below and provide different types of reports for different constituent needs. A further description of the report types

used by CWS stakeholders is shown below in Table III - 4. Data Management and Reporting Systems.

Table III - 4. Data Management and Reporting Systems

System	Description
CWS/CMS	The Statewide Automated Child Welfare Information System (SACWIS) for the State of California. This system allows State and county child welfare workers limited ability to manage caseloads and to share information on child welfare services cases. CWS/CMS provides Program Management Reports (PM Reports).
CWS/CMS CAD	Reporting environment CAD. Includes a data management system and reporting via Business Objects reporting tools. Data is updated daily from the CWS/CMS host system.
UC Berkeley	The State contracts with UC Berkeley to provide quarterly reports that are posted on the Web and can be accessed by the counties and the public. These reports include outcome measures, longitudinal reports and other data sets at aggregate levels. These reports are generated using SAS software and are based on data directly extracted from the CWS/CMS host on a quarterly basis.
SAS (CWS/CMS)	CDSS and some counties use SAS to produce reports for various State and federal reporting needs with data extracted directly from the CWS/CMS host system. CWS/CMS provides 21 licenses for SAS.
Children's Research Center (CRC) – Safe Measures	Safe Measures is a 3rd party Web-based tool owned by CRC that produces some outcome measure reports and some caseload monitoring reports for the State and counties based on data extracted from the CWS/CMS host. The State and counties contract separately with CRC for this service.
County Systems	Several large counties such as Los Angeles, Orange, San Diego, Santa Clara, Alameda, and San Mateo have developed their own reporting systems to support their specific needs with data extracts taken directly from the CWS/CMS host. The counties contract separately with IBM for this service.

Table III - 5. Report Categories below provides an overview of the current reports by category and usage.

Table III - 5. Report Categories

Report Type	Frequency	Data Latency	How is Data Used?	Commonality
Trend Reporting	Weekly	Weekly	Patterns, Trends, Impacts of changes, & Forecasting	About 70 – 80% of needs are common across counties
Caseload Monitoring (Operational Reporting)	Weekly (Daily for Referrals)	Weekly (Daily and real time for Referrals)	Staffing patterns, Worker performance & Training needs	About 70 – 80% are common (the manner in which caseloads are divided impacts commonality, potentially into a few groups).

Report Type	Frequency	Data Latency	How is Data Used?	Commonality
Management Reporting	Weekly Monthly, Quarterly, Annually (Daily for Referrals	Weekly Monthly, Quarterly, Annually (Daily for Referrals)	Compliance, Quality Control, General Statistics & Budgeting	Core set of reports (~10's of reports, over 100 core reports, regardless of variations.
Outcome Measure Reporting	Monthly Quarterly, Annually (Weekly for some)	Quarterly with a two month lag	Federal Regulations, AB 636, SIP/PIP, & other programs	Counties may have more specific needs based on unique programs. Require drill-down for performance analysis & training purposes.

In addition, several counties utilize their own data warehouse, data marts, reporting, and/or Business Intelligence (BI) software for satisfying reporting needs within their county.

III.3.9.1. STANDARD PROGRAM MANAGEMENT REPORTING

The primary means of reporting in CWS/CMS are the standard program management reports. These are available online within CWS/CMS. The program management reports are predefined and automatically generated by the system. These reports are static.

III.3.9.2. COUNTY ACCESS TO DATA

A key component of the CWS/CMS Architecture is the County Access to Data (CAD). CAD was developed to help counties fulfill their many constituents' reporting requirements. The CAD solution contains one statewide view and 58 county views of the data contained within the CWS/CMS. These views allow a county to view its own data only. In contrast to the production database, the CAD "denormalizes" some data tables to better accommodate these additional "views" and to increase query performance – CAD is optimized for query vs. update.

The majority of CAD users (200+) use the CWS/CMS data warehouse and associated data marts for ad-hoc reporting and analysis. These CAD users access the data warehouse using the Business Objects report tool suite, located on selected CWS/CMS desktop workstations. An encrypted network tunnel is established between their desktop and the CAD server to provide a secure transmission of data to and from the data warehouse Figure III - 9. CAD Architecture depicts some key characteristics of the CAD architecture.

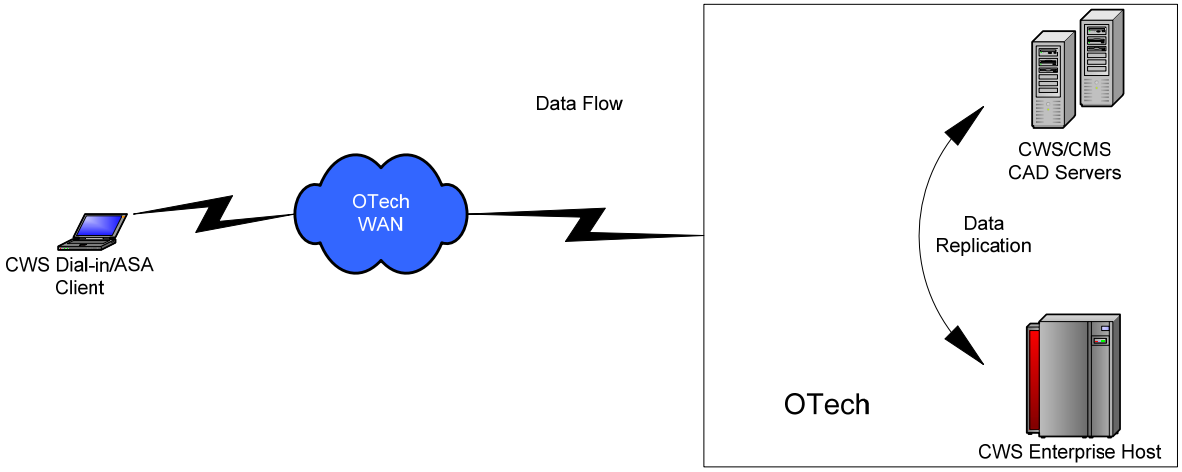

Figure III - 9. CAD Architecture

- The CAD warehouse database is refreshed daily
- The data in CAD includes all production data minus the Microsoft Word document data that is often associated with an individual case
- The CAD data warehouse includes customized aggregation and roll-up reporting tables to ensure faster reporting
- Counties can only access their own data (not a system limitation)
- The current size of the CAD data warehouse is approximately 800 GB

III.3.9.3. SAFE MEASURES®

Safe Measures® is a web-based data reporting system that captures data from the child welfare database and links these data elements to key performance standards. The Children's Research Center (CRC), a division of the National Council on Crime and Delinquency (NCCD), provides the Safe Measures® service. The Safe Measures® data mart is updated twice weekly from the child welfare database.

Safe Measures® organizes case data according to performance on State regulations and federal outcome measures. It allows managers, supervisors and workers to track key metrics and case requirements including:

- Timely social worker visits with children and families
- Regularly scheduled medical and dental appointments for children
- Case closure deadlines
- Cases lacking required documentation

III.3.9.4. SAS ANALYTICAL TOOLS

To provide CDSS users access to current data necessary for executive level reporting. Project Executives allowed a few users direct access to the production database using SAS analytical tools. This feature has been made available to a limited number of counties.

SAS tools allow these specific users to create ad hoc queries, run against the "real time" production data. SAS tools are used to accomplish this type of reporting. It should be noted that the SAS reporting runs at the lowest priority on the production system. Table III - 6. Ad Hoc SAS Group below lists the SAS Groups and the number of users in each group.

Table III - 6. Ad Hoc SAS Group

SAS Group	# of users
CDSS	7
Project Offices	2
Counties (4 counties)	12
Total Licenses Assigned	21

III.3.10. CURRENT SYSTEM MAINTENANCE AND OPERATIONS IT SUPPORT ORGANIZATION

The CWS/CMS Maintenance and Operations IT Support organization includes operational support services provided by IBM Global Services, State staff and consultants that comprise the following key service organizations:

- CWS/CMS Project Office
- CWS/CMS Application Maintenance
- CWS/CMS Network and Server Support Services
- CWS/CMS Managed Operations
- CWS/CMS End User Support

III.3.10.1. CWS/CMS PROJECT OFFICE

The Project Office includes approximately 90 staff from IBM Global Services that provide CWS/CMS project management, project administration, project financial, project quality assurance and technical staff required to support operations and maintenance efforts. In addition, the State employs approximately 47.5 State staff. Project Office activities include:

- Project management
- Contract negotiation and management
- Project accounting and billing
- Purchasing and supplier management

- Lease administration
- Quality assurance
- Technical Verification and Validation (V&V)
- Preparation and publication of project documentation
- Arrangements and costs for project meetings
- Project presentations
- Configuration management
- Coordination with user groups

III.3.10.2. CWS/CMS APPLICATION MAINTENANCE

CWS/CMS Application Maintenance includes the following activities:

- Level 1 and 2 response to problem tickets (the CWS/CMS Workstation Architecture document is located in the Bidder's Library)
- Level 3 response to problem tickets created by Customer Service Center staff in response to user calls

  (Note: Response levels are described in RFP Section III.3.10.6 Overview of CWS/CMS Operational Support Processes)
- Activities include researching the problem to determine the root cause and initiating a system change request to address application deficiencies.
- In response to system change requests, CWS/CMS Application Maintenance is responsible for developing the following:
  - Expanded reporting on existing data;
  - Corrections and extensions to accommodate existing business rules;
  - Corrections to the application for events that occur infrequently and were overlooked during earlier design efforts; and
  - Passing requests for adaptive or perfective development to the appropriate project team following review and analysis of change requests.
- Packaging groups of corrective maintenance items into interim releases, and supporting the deployment of these releases.

Activities in CWS/CMS Application Maintenance do not include developing changes in infrastructure, incorporating statutory or regulatory changes, or adding user-desired or other functionality outside the original system requirements, except in minor cases involving minimal effort to satisfy end user business needs. Adapting the application to new technical environments or business processes, and adding additional functionality, is considered for funding under the System Change provision of the CWS/CMS contract. These activities are conducted through the work authorization process included in the CWS/CMS contract.

CWS/CMS Application Maintenance includes designer, developer, and programmer support to the existing application from staff responsible for responding to user problems and requests. Historically the demand for CWS/CMS application maintenance is driven by 6 interim releases issued annually; 150 system change requests annually; and 1,600 data recovery requests to correct cases that users have updated with erroneous or invalid data.

- **CWS/CMS Application Maintenance** – The Full Time Equivalent's (FTE's) that staff CWS/CMS Application Maintenance are responsible for the following activities, and must be available to participate in assisting with level 3 problem tickets across all activities:
    - Architecture – defining, updating, sizing, and matching application support to the existing logical architecture, as well as identifying necessary changes to architecture as CWS/CMS matures and expands.
    - Design – logically defining how the application will process CWS business events.
    - Software configuration management – managing the coordination of code releases through development, testing and into production.
    - Development database administration – maintenance and change to the Relational Data Model that is the underpinning for CWS/CMS processes.
    - External interface – managing and updating the exchange of data between CWS/CMS and external users, including batch processes that create extracts.
    - Host interface – managing maintenance and changes to the application at the Host mainframe level, including coding and testing, resource impact analysis, and host Relational Data Model.
    - Infrastructure – coordinating the interface between host and workstations, including generating release code at the workstation level.
    - Program management reports – developing and verifying project management reports in response to program needs.
    - Local reports – developing and maintaining reports used at the local level per customer requirements; this includes creation and maintenance of workstation templates.
    - Workstation team – code and unit test workstation program changes based on technical specifications from the design team that implement and maintain workstation business rules, navigation tools, and workstation documentation.
    - Data recovery – supporting recovery from data errors that arise either from user-created business scenarios or from application flaws. This involves managing a formal data deletion process.

- **CWS/CMS Application Maintenance – Testing** – The FTE's that staff CWS/CMS Application Maintenance for testing include the following specific activities:
    - Maintain an overall test strategy.
    - Establish, implement, and support thorough processes, standards, guidelines, and procedures for testing.
    - Coordinate testing efforts for maximum efficiency, minimal redundant effort and quality results.
    - Create, review, and integrate testing plans and identify dependencies.
    - Perform testing according to the test plans for applications, infrastructure, test environments, external interfaces, database, program management reports, local reports, CAD, and data recoveries transactions.
    - Establish measurements, processes and tracking for critical success factors that can enhance testing and development organization effectiveness.
    - Develop and update test cases in accordance with release requirements and the rigorous full lifecycle testing methodology.
    - Assist in problem determination and resolution.
    - Identify current decision-making, issue resolution and escalation processes.
    - Review CWS/CMS Architecture and infrastructure to establish testing environments relative to the current Dedicated County production state.
    - Establish, test, manage, and support the test environments required to support CWS/CMS application maintenance activities and verify that they are functional and support the needs of the test team, including:
        - Schedule environment time and resources.
        - Coordinate, install, and manage code delivery from development into the test environments.
        - Act as co-librarian for workstation development's source code.
        - Set-up the test environments for application tests (create user IDs, install additional system software, load application data, assist application with kickoff/setup script modification/creation) and validate that the environments are restored to base configuration after completion of each testing effort.
        - Verify that test environment documentation is complete, correct, and up to-date (problem log, test setup sheets, other documentation as specified by procedures).
        - Provide infrastructure support during testing as required (issue resolution, issue escalation to second level, setup modifications).
        - Support all test tools used within the test environments.

- Be responsible for automation test tool acquisition, installation, validation, and use as a means of continued test improvement, including:
  - Validate that the tools are installed and functioning in the test environment according to the test schedule and prior to the test team needing them.
  - Coordinate with test tool vendor to resolve any tool problems incurred.
  - Develop and maintain automated test scripts required for maintenance test activities.

III.3.10.3. CWS/CMS NETWORK AND SERVER SUPPORT SERVICES

Wide Area Network connectivity between the project central sites and the counties is provided and supported by OTech. This includes State-housed routers and switches in the dedicated counties. IBM Global Services is responsible for the CWS/CMS LAN, including servers, workstations, and printers in the dedicated counties. Coexistent counties are responsible for their own LANs and WAN/MANs. The CWS/CMS Server Architecture document is located in the Bidder's Library.

IBM Global Services network and server support staff are responsible for ensuring that the suite of servers at the counties and the communications infrastructure standard at the OTech meet the performance level guarantees within the contract.

- **Server Management Labor** – IBM Global Services provides staff to support the suite of servers and related software products. Supported platforms include:
  - The State owned servers included within the Project Office hardware and software pool, include county-based and State owned application servers and training servers, help desk servers at IBM Global Services' Boulder facility, and network services servers at Boulder.
  - Domains across the State owned servers.
  - AIX RISC servers, including: CAD and Web server in Sacramento; network management servers in Boulder, server management servers in Boulder, and help desk server in Boulder.

Server management develops and maintains the scripts that install, configure and maintain the Microsoft Outlook client on the workstations that subscribe to the OTech email offering. Installation consists of installing the Outlook software from the county CWS/CMS software distribution server onto the workstation. Configuration consists of modifying the Outlook client with the appropriate properties (e.g., selecting the right Exchange server to use) and performing necessary software maintenance. For interim application releases, server management handles application code distribution to the servers for installation on all county workstations. Currently, for a majority of the counties, server management distributes the code to

the county desktops through network "log-on" procedures. While some counties perform their own code installation, server management provides full support to all the counties to make sure that all code, clients, servers and the mainframe are synchronized when there is a new application release. This requires coordinating with all the various Coexistent County standards.

Server management also provides full antivirus support (engine upgrades, signature file upgrades and problem identification and resolution) for all of the CWS/CMS servers and over 3500 Dedicated County desktops and laptops. All Coexistent Counties do their own antivirus support at the desktop level.

III.3.10.4. CWS/CMS MANAGED OPERATIONS

Managed operations include the centralized mainframe servers that host the applications primary databases and the hosted web-based services.

- **Host Services** – Mainframe operations staff performs approximately 3,300 tape mounts a month, and schedule 10,500 batch jobs each month.
- **System Security** – System security staff maintains 22,500 user identification numbers. The system security staff provides continuous security monitoring with planned monthly testing and reporting, plus the use of “sniffers” to perform random testing or in response to specific concerns.
- **Database Management** – Database management staff are responsible for maintaining the relational databases that underlie CWS/CMS, including a relational database with 250 tables and 3000 attributes (corresponding to data fields). Activities include analyzing performance, managing indexes, and tuning as needed.

III.3.10.5. CWS/CMS USER SUPPORT

User support includes 24/7 help desk support for all 58 counties and CDSS, direct support for Dedicated County workstations, and State-authorized support for select desktop and software issues for Coexistent Counties. IBM’s Customer Support Services (Helpdesk) provides a single point of contact for assisting the CWS/CMS Application user in both Dedicated and Coexistent Counties.

When the help desk receives a call a trouble ticket is opened and assigned a severity level, which ranges from high (repair necessary with 24 hours) to low (assignment as an item to be considered for a system change rather than maintenance). Trouble tickets are also assigned to various disposition cues, depending on the repair referral.

In addition to the IBM Global Services Customer Support Services (Helpdesk), individual co-existent counties and some larger Dedicated Counties provide Level 1

help desk services. If an issue is not resolved at this level, the issue is escalated to the IBM Global Services help desk.

Activities of the technical services staff include the following:

- Provide 6000 hours technical support to counties operating under the coexistent model, where county staff supports user desktops. Use of these hours requires prior State approval.
- Provide Level 2 help desk response to Dedicated County workstations.
- Certify State or county-procured workstations for support in the CWS/CMS environment.
- Create and maintain software image for installation or recovery on workstations acquired by counties or the State.
- Administration of the Business Objects query tool used by CAD users.
- Perform host database transfers.
- Maintain CAD operating procedures.

Workload of the technical services staff include the following:

- 230 CAD users
- 3,500 Dedicated County users at 34 counties, many in remote locations
- Technical support for Project Office LAN supporting 90 IBM Global Services project staff

Technical services staff assist the server management group with deploying application updates to end user desktops. Although the process is automated, desktop problems occur, and are resolved by this team.

III.3.10.6. OVERVIEW OF CWS/CMS OPERATIONAL SUPPORT PROCESSES

III.3.10.6.1. PROBLEM MANAGEMENT

CWS/CMS has established a formal user support model comprised of three entities:

- **Department of Technology Services Help Desk** – Responsible for wide area network communication and Dedicated County LAN switch support
- **County Help Desks** – First point of contact for users in Coexisting Counties and some larger Dedicated Counties
- **IBM Global Services Boulder Help Desk** – First point of contact for users in some Dedicated Counties

Both OTech and IBM Global Services Help desk use a three–tiered help desk support model:

- **Level 1** – Initial problem determination, logging and tracking and problem resolution
    - Level 1 staff receives extensive training in the application and its support software, in order to assist users with application utilization questions
    - Over 50% of calls are dealt with at Level 1 and do not generate a problem ticket, since most application-focused user problems can be resolved by the initial responder
- **Level 2** – In-depth problem determination, root cause analyses and problem resolution
- **Level 3** – Provides final resolution

Operational Support Hours of Support Services:

- CWS/CMS Application Support:
    - Monday through Friday - 6:00AM PST to 7:00PM PST
    - Saturday and Sunday - 12:00PM PST to 12:00AM PST
- Infrastructure Support
    - 24 hours a day, 7 days a week, 365 days a year

III.3.10.6.2. NETWORK AND SYSTEMS MANAGEMENT

All production network devices (hosts, servers, switches, routers) are monitored for 24/7 availability, which is checked from the Central Data Processing Facility (CDPF) in Boulder, Colorado via Tivoli Netview and in Sacramento, California via OTech's HP Openview. Together, they check the availability by sending a directed query against the machine's network interface card (NIC). If the NIC replies, the server or device is considered available. If a server or network device is unavailable or unreachable, the operations staff at Boulder recovers the resource or escalates support until the resource is available again. Neither IBM Global Services Boulder nor OTech monitor workstations or printers. Problem and change processes interact with this monitoring service. The CWS/CMS Infrastructure Architecture document is located in the Bidder's Library.

III.3.10.6.3. SOFTWARE DISTRIBUTION

The software distribution management services provide periodic updates to the existing applications used by CWS/CMS clients and distribute new applications to the users. These services are used in the Windows 2000 and Windows XP operating

environments. The CWS/CMS project uses several tools to manage the distribution of software updates. The most current documents describing the Software Distribution Tools (e.g. Overall Master Configuration Document, Implementation Exit Report – Acceptance, CWS/CMS Infrastructure Architecture Document, CWS/CMS Workstation Architecture Document, CWS/CMS Dial-up & ASA Architecture Document and the CWS/CMS Server Architecture Document) are located in the Bidder's Library.

Dedicated Counties are required to implement the project-sponsored software distribution architecture. Coexistent counties are responsible for providing software distribution services to CWS/CMS users using a county-owned and county-managed infrastructure. Logon scripts are the primary method for initiating software distribution to the CWS/CMS workstation. The IBM Global Services Server Management Team configures logon scripts from a standard template but refines the template to meet project, State, county, and site requirements. Custom installation management software such as NAP2K is also initiated from the logon script. NAP2K facilitates installation of supplemental software to the CWS/CMS workstation. NAP2K supports InstallShield software and installation methods developed specifically for the CWS/CMS Dedicated County workstation image.

Software distribution sub-scripts are customized within the logon scripts and executed as part of the logon process. Scripting provides the flexibility to manage either one workstation or the entire CWS/CMS enterprise.

III.3.10.6.4. CHANGE MANAGEMENT PROCESS OVERVIEW

The objective of the change management process is to provide a defined process that ensures installations or modifications to managed CWS/CMS production resources can be implemented in a logical and orderly fashion, while minimizing negative impact on the environment and maximizing the productivity of the users, customers, developers, testers, and support teams. This process enables CWS/CMS management to assess the impact to production with a snapshot of current activities. In addition, this enhances the project's ability to make appropriate business decisions based on current and planned activities.

Change management encompasses any alteration to hardware, software, network, application, operational procedure, or environment that adds to, deletes from, or in any way modifies the CWS/CMS environment.

- **Change Request Submission** – After going through an internal county CWS application change request evaluation process, all change requests are reviewed at a regional level to gauge statewide impact. If the change is approved at the regional level, the System Change Requests (SCRs) are submitted to the State Application Support unit. In addition, CDSS, CWS/CMS State staff, OTech and CWS/CMS vendor staff may submit SCRs. These requests are reviewed at a bi-weekly Project Office Change Review (POCR)

committee meeting, which acts as a change control board for the CWS/CMS project. Requests are entered into the CWS/CMS Request Tracking System (RTS) by Application Support Staff. Reasons for making changes include:

- Add new function to support new CWS/CMS requirements or mandated policies
- Fix CWS/CMS known problems
- Growth
- Performance tuning
- Prevent problems
- Technology refresh

- **Change Request Evaluation** – SCRs are reviewed at the POCR meeting and are classified as Open-Assigned, Open-Pending, Closed as Completed, Closed as Duplicate, Closed – Not Approved/Contrary to CWS/CMS Policy or Closed – Not Approved/Issue Resolved. When determining the release content for potential future releases, the POCR follows the Oversight Committee's Strategic Plan, which is set by the Oversight Committee (OSC). When SCRs are approved, the proposed release content is then designated for a future release.

The SCR number and status assigned by POCR are communicated back to the requestor. If the request was rejected by the POCR, the reason is also communicated back to the requestor. If necessary, the submitter contacts the CWS/CMS System Change Coordinator regarding the status of their submitted request.

- **Release Planning** – When an SCR is designated for a release, the Application Support Manager assigns an analyst to capture requirements and document the details of the SCR. All SCRs to be released are packaged and sent to IBM Global Services for IT analysis and cost estimates.
- **Release Review** – The release package is sent to CWS/CMS executives for review. Once approved, the release package is sent to CDSS for approval. Once approved by CDSS, the release package is then sent to the ACF for review and approval. If the ACF approves the release, the State is notified via an approval letter, which serves as the signal that work on the release can begin.
- **Recent Release** – The last major release was November 2008 (Release 6.2).

III.3.10.6.5. CAPACITY MANAGEMENT

Capacity management is the process of planning and controlling IT resources that will ensure the efficient use of existing IT resources and identify the need for additional IT resources necessary to meet service commitments. This is a shared

activity between OTech and IBM Global Services. The following is an outline of the capacity management process:

- Forecast user workloads
- Convert user workloads to transaction profiles and volumes
- Forecast resource requirements
- Gather resource/workload requirements
- Process resource/workload requirements
- Validate resource/workload requirements
- Determine/apply projection methodology
- Characterize and size workload
- Analyze trends
- Identify possible alternatives for capacity plan and supporting assumptions
- Analyze strategic impact
- Plan strategic workload balancing (minimize cost of providing sufficient resources)
- Review capacity alternatives with CWS/CMS project management
- Finalize capacity plan and supporting assumptions
- Analyze/track plan vs. actual

The process results in:

- A capacity recommendation to resolve resource imbalance within the project
- Definition of required system resources for a new requirement
- System resource projections agreed to between CWS/CMS Project and IBM Global Services.

III.3.10.6.6. PERFORMANCE MANAGEMENT

Performance management is the process of planning, defining, measuring, monitoring, analyzing, reporting, and tuning the performance of component resources to enable meeting response time, throughput, and delivery requirements in support of the CWS/CMS Project. This is a shared activity between OTech and IBM Global Services. OTech is responsible for hosting performance and IBM Global Services is responsible for application performance. The performance management process includes:

- Performance monitoring and analysis
- Performance tuning, and balancing
- Performance communicating and reporting

IV. PROPOSED FUTURE ENVIRONMENT

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IV.1 INTRODUCTION

This section describes the vision for the CWS/Web Solution and addresses how the State envisions meeting the business and technical needs of child welfare services (CWS) in the future. This section further describes the vision for the deployment of CWS/Web, and the ongoing service and support of the system. The information presented in this section is to provide Bidders with an understanding of the vision for the CWS/Web Solution and does not convey requirements for the CWS/Web. All CWS/Web Solution requirements may be found in Section VI, Solution Requirements, of this RFP.

IV.2 CWS/WEB VISION

IV.2.1 CWS/Web Project Vision

California has determined that the future technology direction for the CWS/Web should be tied to the business challenge of enabling the delivery of effective services for the State's at risk children and be SACWIS compliant. In other words, the needs of the children drive the practices of the service delivery organization and provide the target for strategic employment of technologies.

Since CWS/CMS began implementation in 1997 with statewide completion in 1998, professional practice, regulations and program needs have changed significantly. In addition, the productivity demands of a more mobile and technology proficient workforce require new tools to take full advantage of the growing skills and productivity needs of CWS workers. The current CWS/CMS is perceived as cumbersome by CWS workers and does not support service delivery practices in an efficient and effective manner. Many CWS workers report that current system limitations inhibit the amount of time they can spend in the field serving children, their families and communities.

The CWS/Web Project vision is to acquire and implement a statewide SACWIS compliant solution that supports California's child welfare services. Specifically, this includes:

- Replacing the existing CWS/CMS functionality
- Meeting all mandatory SACWIS requirements and the State selected optional requirements
- Meeting the evolving needs of CWS workers to serve at risk children
- Ensuring that the solution is responsive to changes in policy and regulations in a timely manner
- Ensuring continued federal funding and county support
- Fulfilling CWS vision for automation support
- Ensuring best value solution with minimum risk

- Ensuring that the solution meets applicable federal and State requirements for security.

The vision of the CWS/Web Project is guided by a set of principles that were established early in the project. These principles include:

- Practice will drive the solution; the solution will not drive practice
- Policy will drive the solution; solution will not drive policy
- The solution will support flexibility in service delivery approach
- Automation - just because we can, doesn't mean we should
- Information how you need it, when you need it, and where you need it
- Solution changes will be made in a timely manner
- Support comprehensive service delivery through access to and exchange of information across solutions

The vision of the CWS/Web is further guided by the following principles and objectives:

- The CWS/Web must be SACWIS compliant.
- The CWS/Web will be the one system of record statewide[1].
- The CWS/Web will support current practice delivery.
- Currently utilized CWS/CMS business functionality will be carried forward into the CWS/Web.
- The CWS/Web delivered will enable efficient automation of future changes to practice/program.
- The CWS/Web will provide the capability for State and community partner interfaces.
- The CWS/Web will be a web-based solution.
- The CWS/Web will adhere to all applicable federal and State security requirements.

IV.2.2 CWS/Web State Vision

The vision for the CWS/Web Project is to acquire a solution that will meet SACWIS and California-specific business requirements while providing enhanced support to all State and county CWS staff. The State's vision is a solution that supports the following:

- **A modern flexible design based on service-oriented concepts and layered architecture. The State envisions a solution that allows:**

[1] Administration for Children and Families - ACF Action Transmittal No. ACF-OISM-001, http://www.acf.hhs.gov/programs/cb/systems/sacwis/at_oism_001.htm

- New services to be added without changing the design and architecture
- The use of pluggable access channels using common input and output contracts as defined by the integration layer of the solution which allows specialized presentation and data transmission capabilities
- Access by external service providers/partners
- Interfaces with external systems
- The capability to integrate and take advantage of external applications that provide enhancements and improve the quality of services, efficiencies and results, such as innovative search capabilities, Geographic Information System (GIS) based graphical locators, map services, and other technological solution enhancements
- The reuse of functionality within other State applications

- **Provide Mechanisms to Configure Roles and Responsibilities, Workflow and Business Rules.** The vision is to provide flexibility to configure the system consistent with specific business needs and to allow modification without the need for code changes. The State envisions a solution that allows:
  - Workflow to be configurable at the county level within the constraints of rules implemented for statewide solution
  - Personalization of the CWS/Web landing page to allow the ability to:
    - Display the progress of automated and manual tasks within the area of responsibility
    - Easily configure the CWS/Web landing page with other necessary items
  - The system to:
    - Guide users through all the steps of various tasks for which the user is responsible
    - Help users produce appropriate standardized documentation
    - Provide a list of pending tasks to users
    - Provide reminders to users when their task is not completed as it approaches an assigned deadline
    - Move the workflow forward in an automated fashion to its next step upon successful completion of the preceding step
    - Log and track all attempts to modify roles and responsibilities, workflow and business rules
    - Accept or reject modifications based on various validations
- **Mobility.** There are evolving business needs for CWS workers to work offsite in rural/service areas and to collocate with partners and public

safety organizations. The capability to access information from anywhere is becoming increasingly important. The State envisions a solution that can support a mobile workforce 24 hours a day, seven days a week at any location. The State envisions a solution that has the capability to allow CWS workers to:

- Securely connect
- Input and update data while in the field using various end-user devices with standard browser support connecting through public networks using standard protocol
- Have access to a secure offline solution with functionality to facilitate a mobile workforce in remote locations, where connectivity may be inconsistent or not be available

- **Third Party Web Access and Self Service.** The State envisions a solution that can allow access to partners and service providers to improve the coordination of service delivery, improve processing time and efficiency, as well as improve the quality of shared information that is required for making critical case decisions. Key areas where the State envisions improvements through these capabilities include:
  - Reduction of overpayment to placement providers by allowing/requiring placement verification prior to payments using tools such as interactive voice response or web access to confirm services/placements
  - Tracking of attendance for services offered to clients, and tracking of the service outcomes and a client's utilization of services
  - Improved quality of data by automating interfaces and shared solution access
  - Improved payment verification for services delivered
  - Improved services by allowing community partners to provide case information via online access.
- **Electronic Signature, Document and Content Management**. The State envisions a solution that can evolve and take advantage of the emergence and acceptance of digital signature in combination with workflow and the capability to store documents. These capabilities have the potential to reduce manual paper transactions and streamline many of the cumbersome paper document processes of today.
- **Statewide Common Personal Identification.** The emergence of statewide common personal identifiers is desired to create improved tracking and uniquely identify clients. The use of statewide common identifiers will also assist in the future integration with other State and county solutions. The solution will support the integration of the Statewide Client Index (SCI) Client Index Number (CIN).
- **Interfacing with External Systems.** The capability to incorporate interfaces to external systems for capturing/interchanging data is critical in

expediting the delivery of services and in meeting deadlines and reporting requirements. Additionally, interfaces to external systems for agencies such as the Department of Justice (DOJ), Department of Education (CDE), Court Case Management System (CCMS), and Statewide Automated Welfare Systems (SAWS) will streamline many existing manual paper intensive processes, increase the efficiency in the delivery of services to clients, and speed up the execution of required case processes.

- **Adding new Data and Services to Support the Evolution of the Program.** The State envisions the incorporation of innovations such as web services and workflow orchestration using open standards and externalization of rules that can be administered rapidly by the business. The State considers the capability to add new data and new services to the CWS/Web Solution imperative and critical to the evolving practice. The State also envisions the selected Bidder to assist in the implementation of tools and methodologies for component based development.
- **Improved Reporting.** The State envisions a comprehensive business intelligence (BI) -neutral reporting solution based on open standards to support child welfare business practices, while also addressing both State and federal outcome reporting needs. The State expects a solution that provides managers with the capability to efficiently plan and manage resources, and allow CWS workers to deliver services more effectively through increased awareness of local outcome measures. The State envisions a solution that will further provide community stakeholders with reports to better assess service activities and understand program improvements in their communities. The State anticipates a solution that can utilize the functionality of the planned data warehouse to cost-effectively provide rich ad-hoc reporting capabilities with minimal need for programmatic modification of CWS/Web, which will allow counties to readily share, modify and reuse reports.
- **Improved Data Sharing.** The State envisions a solution where data is collected once, used and applied throughout the solution and made accessible for all appropriate staff. The State envisions eliminating redundant or repetitive data entry tasks and implementing extensible use of interfaces to improve the quality and consistency of client data.
- **Optimistic Concurrency.** The State envisions that CWS/Web will be designed to support concurrent work by multiple authorized workers on the same case simultaneously, minimizing data collision and ensuring that data is not lost if a concurrency conflict occurs. For example, one CWS worker can update a placement for a child while another CWS worker is updating court information.
- **Flexible and Changeable.** The State envisions a solution that is built with a high degree of cost-effective responsiveness to modifications and enhancements, minimizing the costs and length of development cycles when mandated changes are required by federal, State, and county

entities. The State envisions a solution that easily adapts to changes in technology and enables the addition of new technology in components without requiring the replacement or significant modification of the application.

- **Integrated Case Management and Collaboration.** The State envisions a solution that supports current best practices in Child Welfare and CWS Redesign efforts[2], such as:
  - County-customizable automated workflow designed to move cases seamlessly through multiple phases and work units
  - Solution access and data views based on user roles (authorization)
  - Computer-based collaboration tools to support multidisciplinary teams working on the case
  - Storage, access and management of multiple types of files, including compressed files, Adobe Acrobat files and digital images
  - Concurrent work by multiple authorized workers on the same case to support the increased need for specialization as well as meeting critical milestones and timelines required by federal, State and county standards.
- **Facilitate Cost Effective Maintenance and Operations.** The State envisions a solution that is based on an open standard framework with published interface specifications (e.g., Web Services). This will allow the State, counties and external partners to submit value added components that can be integrated into the solution similar to an open source solution. Ideally, the solution would have a management framework allowing the submittal of new ideas to promote constant evolution and allow innovative concepts from the outside to be linked and maintained with minimal disruption to services and without long lead times.
- **Enhanced user understanding of data field intent.** Provide a means to incorporate within the graphic user interface an on-demand context data field specific “desk guide” or explanation or All County Letter/All County Information Notice (ACL/ACIN) reference for a given data field as selected and defined by State program staff. The State envisions the maintenance and update of this functionality through controlled access by State administrators when needed and not restricted to application programming updates.

IV.3 BUSINESS FUNCTIONS AND VISION

California is dedicated to providing a continuum of programs and services aimed at safeguarding the well-being of children and families in ways that strengthen and preserve families, encourage personal responsibility and foster independence. California’s CWS Program will continue to evolve the practices and programs to:

[2] California Department of Social Services: Child Welfare Services Redesign, http://www.childsworld.ca.gov/PG1519.htm

- Investigate and assess allegations of child abuse or neglect.
- Maintain children safely in their homes, whenever possible and appropriate.
- Provide children permanency and stability in their living situations.
- Preserve the continuity of family relationships and connections for children.
- Enhance families' capacity to provide for their children's needs.
- Ensure children receive appropriate services to meet their educational, physical and mental health needs.
- Better connect families with community services and stakeholders to mitigate the need for agency intervention.
- Prepare youth emancipating from foster care for their transition into adulthood.

As the CWS/Web is implemented, the State does not anticipate significant reengineering of Child Welfare business practices and programs. However, during the requirements validation and design for CWS/Web, it will be essential that there is cross-functional discussion to assist in identification of areas for process improvement. It is intended that the CWS/Web will support the current practice and have the flexibility to accommodate future changes. As business practices have changed since the initial implementation of CWS/CMS, the State envisions that CWS/Web will incorporate these changes, and have the ability to change in the future as federal and State legislature and policies dictate, while meeting the local needs of counties.

The State recognizes the risks of a solution that is highly customized for each county and envisions that the deployments be highly standardized, while supporting county variations as reflected in RFP Section VI, Solution Requirements. Unique workflows and opportunities to tailor certain work processes (through rules and workflow configurations) are expected to be the responsibility of the counties with assistance from the Bidder and occur over time as the counties gain experience with the CWS/Web.

In addition, it is the State's intent that the CWS/Web Solution will meet all mandatory federal SACWIS requirements, and those optional SACWIS requirements selected by the State for implementation. The following table identifies the mandatory and State-selected optional SACWIS requirements.

Table IV - 1. SACWIS Requirements Matrix

SACWIS Requirement Number	SACWIS Category Description	Mandatory or Optional?	Implement Optional?
1	(Intake) Record contact/referral	M	

SACWIS Requirement Number	SACWIS Category Description	Mandatory or Optional?	Implement Optional?
2	(Intake) Collect intake / referral information	M	
3	(Intake) Search for prior history (persons/incidents)	M	
4	(Intake) Record “information only” requests	O	Y
5	(Screening) Evaluate intake information	M	
6	(Screening) Record the results of the screening evaluation	M	
7	(Screening) Establish case record	M	
8	(Screening) Assign case to worker	M	
9	(Screening) Refer for investigation and/or services, as appropriate	M	
10	(Investigation) Collect and record investigation information	O	Y
11	(Investigation) Record investigation decision	M	
12	(Investigation) Generate documents as needed in response to investigation	M	
13	(Assessment) Determine and record risk assessment	M	
14	(Assessment) Perform risk assessment	O	Y
15	(Assessment) Collect and record special needs/problems	M	
16	(Assessment) Determine and record needed services	M	
17	(Assessment) Record client contacts	O	Y
18	(Assessment) Prepare and record referrals to other agencies	O	Y
19	(Assessment) Collect and record further case information	O	Y
20	(Assessment) Generate documents, notices and reports based on review as needed	M	

SACWIS Requirement Number	SACWIS Category Description	Mandatory or Optional?	Implement Optional?
21	(Initial Eligibility Determination)[3] Determine title IV-E eligibility	M	
24	(Initial Eligibility Determination) Verify eligibility for other programs	M	
25	(Initial Eligibility Determination) Record authorization decisions	M	
26	(Initial Eligibility Determination) Generate documents related to eligibility determinations	M	
27	(Changes in Eligibility) Re-determinations	M	
28	(Changes in Eligibility) Generate documents related to eligibility determinations	M	
29	(Service / Case Plan) Prepare and document service/case plan	M	
a	Adoption	M	
b	Family Preservation	M	
c	Foster care	M	
d	Independent living	M	
e	Interstate compact	M	
30	(Service / Case Plan) Identify and match services to meet client's case plan needs	O	Y
31	(Service / Case Plan) Record contact with and acquisition of needed resources/services	O	Y
32	(Service / Case Plan) Track and update service/case plan	M	
33	(Service / Case Plan) Match client to placement alternatives, if needed	O	Y
34	(Service / Case Plan) Generate documents as needed	M	
35	(Service / Case Plan) Request and record supervisory approval of plan, if needed	O	Y
36	(Service / Case Plan)	O	N

[3] For evaluation purposes, the ACF asks two questions about how Requirement 21 is implemented. These questions are numbered as part of the requirements list. Questions 22 and 23 are not relevant to the current planning effort and thus are not included in this list.

SACWIS Requirement Number	SACWIS Category Description	Mandatory or Optional?	Implement Optional?
	Estimate and track actual costs of resources / services		
37	(Service / Case Plan) Identify program outcome measures	O	Y
38	(Case Review / Evaluation) Generate alerts/ticklers to conduct case review/evaluation as needed	M	
39	(Case Review / Evaluation) Conduct and record results of case review	M	
40	(Case Review / Evaluation) Generate documents, notices and reports based on review as needed	M	
41	(Case Review / Evaluation) Record collateral contacts	O	Y
42	(Monitoring Services / Case Plan Services) Track and record services identified in the service/case plan	O	Y
43	(Monitoring Services / Case Plan Services) Generate documents, notices and reports	M	
44	(Facilities Support) Record and update provider information	M	
45	(Facilities Support) Generate alerts/action items on licensing status changes	M	
46	(Facilities Support) Generate reconciliation and evaluation reports as needed	M	
47	(Facilities Support) Record and track provider training	O	Y
48	(Foster / Adoptive Homes Support) Maintain and update foster care and adoptive home information as needed	M	
49	(Foster / Adoptive Homes Support) Record foster care home abuse/neglect allegations and investigation results	M	
50	(Foster / Adoptive Homes Support) Process foster care / adoptive home applications	O	N
51	(Foster / Adoptive Homes Support) Generate alerts/action items as needed if a foster care license is revoked	O	Y
52	(Resource Directory)	O	Y

SACWIS Requirement Number	SACWIS Category Description	Mandatory or Optional?	Implement Optional?
	Maintain directory		
53	(Resource Directory) Generate reports	O	Y
54	(Contract Support) Process contracts and contract changes	O	N
55	(Contract Support) Record contract monitoring results	O	N
56	(Contract Support) Generate alerts/action items as needed	O	Y
57	(Contract Support) Generate documents as needed	O	N
58	Court Documents	O	Y
59	Notifications	O	Y
60	Tracking	O	Y
61	Indian Child Welfare Act	M	Y
62	Accounts Payable	M	
63	Accounts Receivable	M	
64	Provider Claims	M	
65	(Staff Management) Record and update employee information	M	
66	(Staff Management) Record and update employee demographic information	O	Y
67	(Staff Management) Record and track case assignment	M	
68	(Staff Management) Assist in workload management	O	Y
69	(Staff Management) Track employee training	O	N
70	(Staff Management) Document employee performance	O	N
71	(Reporting) Produce Adoption and Foster Care Analysis and Reporting System (AFCARS) Report	M	
72	(Reporting) Produce other Federal Reports	M	
73	(Reporting) Produce State reports	M	

SACWIS Requirement Number	SACWIS Category Description	Mandatory or Optional?	Implement Optional?
74	(Reporting) Produce statistical reports	M	
75	(Administrative Support) Provide hardware and software security (secured system)	M	
76	(Administrative Support) Provide hardware and software security (confidentiality)	M	
77	(Administrative Support) Provide hardware and software security (contingency and disaster recovery)	M	
78	(Administrative Support) Archive and purge	M	
79	(Administrative Support) Provide office automation	O	Y
80	(Administrative Support) Provide on-line system documentation	O	Y
81	(Administrative Support) Provide on-line training	O	Y
82	(Required Interfaces) Provide for an electronic interface with Title IV-A, Title IV-D, and Title XIX	M	
83	(Required Interfaces) Title IV-A (TANF)	M	
84	(Required Interfaces) Title IV-D (Child Support Enforcement)	M	
85	(Required Interfaces) Title XIX (Medicaid)	M	
86	(Required Interfaces) Child abuse and neglect data system	M	
87	(Optional Interfaces) State Central Registry	O	Y
87	(Optional Interfaces) Social Security Administration for title II and Supplemental Security Income (SSI) information	O	Y
87	(Optional Interfaces) State financial system	O	Y
87	(Optional Interfaces) State licensing system	O	Y
87	(Optional Interfaces)	O	Y

SACWIS Requirement Number	SACWIS Category Description	Mandatory or Optional?	Implement Optional?
	Vital Statistics		
87	(Optional Interfaces) Court system	O	Y
87	(Optional Interfaces) Juvenile Justice	O	Y
87	(Optional Interfaces) Mental health/retardation	O	Y
87	(Optional Interfaces) State Department of Education	O	Y
88	(Quality Assurance) SACWIS List of Quality Assurance Features	O	Y
89	(Quality Assurance) Other quality assurance functions or related features	O	Y
90	Other Functionality	O	Y

This section describes the business activities that will be supported by the CWS/Web Solution. The business activities are organized first into a "General Functions" section followed by a section for each of the federal SACWIS functional components of the CWS program and the vision that the State has for capabilities of the CWS/Web in each area. **Note: Use Cases have been developed to describe what the solution must do but without prescribing a specific design or requirements on the how. For the detailed Use Cases please refer to Artifact 02 - Use Cases in the Bidders Library.**

IV.3.1 General Capabilities

General Capabilities are those functional system requirements and capabilities that support multiple SACWIS requirement areas. These capabilities assist in the SACWIS Quality Assurance function by providing standard functionality across the multiple CWS functional areas. This functionality includes search, policy/procedure information, alerts, landing page configuration, as well as appropriate edits, range checks and prompts for incomplete data. If a requirement cannot be directly attributable to a single, specific SACWIS requirement area, it is classified as part of General Functions. Examples of General Functions include system functionality such as advanced search, view, navigation, profile creation and print capabilities that support many different SACWIS requirement areas.

IV.3.2 Intake Management

The SACWIS functional area of Intake includes activities relating to the Intake and Investigation processes of child welfare services. These activities provide for the administration of the processes necessary to ensure that the CWS agency can

respond to those who need assistance through the proper identification of the individuals and provision of appropriate assessment procedures. Intake includes the abilities to screen referrals received from the community, assess referrals and assign referrals for investigation. Investigations include activities relating to the assessment of child and family to determine their need for services.

IV.3.2.1 Intake and Screening Overview

This function includes the screening of all child abuse and neglect referrals. The CWS worker's primary goal will be to screen all referrals received, assess the safety of the child to determine the appropriate response by CWS, ensure that emergency reports are promptly assigned and cross reported to local law enforcement agencies where necessary, and coordinate service delivery where indicated. Referrals for child abuse or neglect will generally be called into a county intake hotline staffed by CWS workers. Referrals can additionally be reported in written form via mailed letter, faxed form or electronically submitted by a mandated reporter. The responsibilities of the CWS worker when a report is received will be to:

- Record the initial report of abuse, neglect or exploitation as stated by the reporting party
- Determine if the allegation(s) meet the legal criteria requiring an investigation by CWS
- Determine the level of immediacy with which CWS needs to respond
- Determine the Differential Response path a referral should take
- Cross report the referral to local law enforcement if applicable
- Coordinate service delivery with community agencies, if applicable

The Intake function implements the Emergency Response protocol and disposition requirements as specified in the CDSS Manual of Policies and Procedures Division 31 regulations and the Welfare Institution Code (W&IC) section 16500 et seq. The decision to respond and the level of immediacy will be determined using a standard intake assessment as part of the Safety Risk Assessment methodology focusing on the safety of the child.

IV.3.2.1.1 Intake and Screening – State's Vision for CWS/Web

The State envisions a solution that is flexible so the decision making framework can be changed to reflect the changes in society as new risks emerge and practices change. The solution must track the collected data relating to the safety of a child, so that the screener can analyze and evaluate the response to different safety issues and correlate the response to outcomes.

Critical to the intake and screening process is identifying prior clients in the system, thus it will be critical that the solution have extensive search capabilities to allow the screener to search the database to determine if any person being referred has a previous or current referral/case existing in the solution's database. If it is

determined that any person returned from the search is the same as the person being reported, the new information must be merged with the already-existing information. The goal is to create a single record for all persons, leveraging existing information related to any client and minimize the creation of redundant data. In addition, the goal is to link different referrals and allegations around a child to get a comprehensive view of the safety concerns and risks posed to the child.

The State envisions a solution that will allow the screener to determine the Differential Response path and document that decision with justification. If appropriate to the referral, the solution must seamlessly pass the information gathered during Intake and Screening to the Investigation staff based on local rules and the situation at hand.

IV.3.2.2 Investigation Overview

The investigation of a referral is a part of Emergency Response services, where the referral investigator's primary goal will be to conduct a detailed investigation of the allegations reported in a referral, and will include responding to instances of Safely Surrendered Babies. The referral investigator will conduct his/her investigation by conducting in-person interviews with all children in a referral as well as the adults available at the time of the investigation, and must include the alleged perpetrator. The referral investigator may be joined by law enforcement and/or a social service agency as part of the investigation, and may contact a variety of additional collaterals in order to verify information regarding the child and/or family (e.g., teachers, doctors, neighbors, therapists, etc.). The referral investigator will assess a child's safety by conducting a risk assessment for each child during the investigation, and if appropriate may also complete a safety assessment and establish a safety plan.

Although the primary objective of the investigation is to determine if an immediate risk affects a child's safety in their home, the CWS worker will assess the family for services which can improve the parent/guardian's effectiveness, and provide referrals for services that will reduce the need for out-of-home care. At any time during the investigation, the worker may therefore provide referrals to community agencies/resources as appropriate to the family's needs, and may provide time-limited Emergency Response case management services. At the conclusion of each investigated referral, the CWS worker will complete a Child Abuse Summary Report, and will determine whether a "Case" must be opened or whether the referral can be closed safely. If a referral can not be safely closed within the specified time limits, a case will be opened either via a voluntary agreement with the family, or via filing of a petition with the court to make orders for services to be provided to the child and his/her family. Whether voluntary or court ordered, services may be provided to the child and his/her family either in-home or by placing the child into out-of-home care services.

The data collection and investigation starts during the Intake and Screening process by recording information on the child and the information provided by the reporting

party (e.g., the allegation of abuse, perpetrator, family situation, etc.), and continues throughout the investigation process. The investigation will be guided by the State's Safety Risk Assessment methodology to ensure that all required information is collected. The referral investigator will not only be collecting information to assess risks to make a decision about a child's safety, but will also be gathering information about the family's history, which may be important and necessary (i.e., to protect the civil liberties and legal rights of a child and/or guardian) if a petition is later filed with the courts. Thus, at any opportunity, the referral investigator will be collecting a wide variety of information including; related individuals, Native American ancestry (e.g., Indian Child Welfare Act), family and child strengths and needs, information on siblings, health and medical, education, etc.

IV.3.2.2.1 Investigation – State's Vision for CWS/Web

The State envisions a solution that provides a significant capability to assist a supervisor or CWS worker with assigning the appropriate investigator to a referral. The solution will conduct a search of all available investigators, and return results in a manageable listing displaying available investigators by location, skills, workload availability, and possible prior contact with the family, etc. To meet the investigative function variations between counties of different size, the tasks of Investigation can be shared by specialist workers (e.g., Safely Surrendered Babies program may involve an adoptions worker) and the State envisions the CWS/Web Solution will allow multiple workers assigned to the Investigation to update and enter information on a referral.

The State envisions the solution will assist the CWS worker in updating data for multiple clients rather then opening multiple client files and updating each separately. The solution must allow commonly shared information to be updated for all persons in the referral during all on-going functional processes. For example, the capability to simultaneously update the address of each selected family member living at a common address will increase efficiency of CWS workers by reducing the need for multiple data entries for each associated individual.

IV.3.2.3 Safety Risk Assessment (SRA) Methodology Overview

The State is responsible for the safety of all children while under CWS care and supervision, therefore the risks to a child's safety must be assessed on an ongoing basis, at each contact between the child and a CWS worker during a Referral or Case. Of additional importance is that a child's safety and the services delivered to clients are evaluated accurately and uniformly throughout California, from one county to the next regardless of the client's language, culture or ethnicity.

To meet these objectives, the CWS/Web Solution must contain a fully integrated Safety Risk Assessment (SRA) methodology. The SRA methodology must utilize all information entered into a child's record, evaluate and update assessments as new information is associated to the child's case, and notify the CWS worker when identified data has changed that may impact an assessment for the client. This is especially critical in the instances of assessments related to a child's safety, where

data entered into the system may indicate possible increased risk to a child's safety. Further, the SRA methodology must provide a standardized statewide method of practice for evaluating the risk and safety of a child, to better ensure a CWS worker's decision corresponds to the CDSS CWS regulations and State statutes.

In addition to the assessment of safety and risk of a child, the SRA methodology must also include a number of additional assessments that assist the worker in best identifying service needs and assessing the appropriateness of a child's placement. To sufficiently assess the child and family, California has identified the minimum assessment domains that the SRA methodology must include. These assessment domains are:

- Response
- Child's risk
- Child's safety
- Safety Plan
- Caregiver's protective capacity
- Child's needs
- Child's strengths
- Family's needs
- Family's strengths
- Child's placement needs

The use of a standardized SRA methodology is anticipated to assist the CWS worker and his/her supervisor in making decisions and provide better data for state and local reporting purposes, as well as to assist the State and counties with the ongoing evaluation of the SRA methodology and the factors associated with each assessment domain. It is important to note that the assessment domains may change over time (e.g., new domains added, removal of assessment domains determined not to meet business needs), as too may the factors and criterion upon which child welfare decisions are based. Thus, it is necessary that the selected SRA solution must be modifiable to meet changes in State policies and legislation.

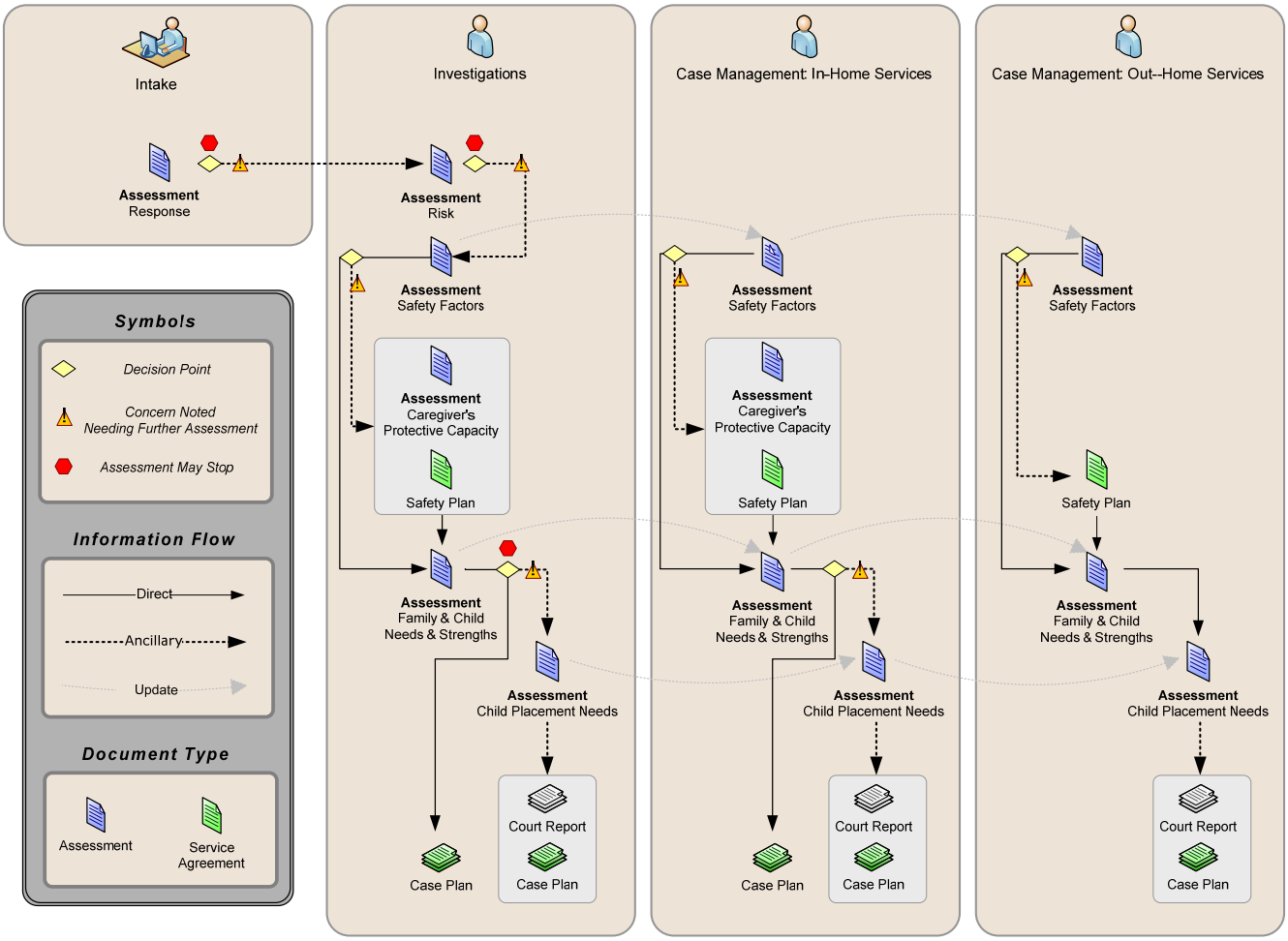
IV.3.2.3.1 Safety Risk Assessment (SRA) Methodology – State's Vision for CWS/Web

The State envisions the use of a SRA methodology to better assist California in meeting federal regulations and assuring that decisions made with regard to safety and delivered services in a child's Case meet State policies uniformly among the 58 counties. The State envisions the SRA solution will be automated as to limit its intrusion into the CWS worker's daily workflow or by taking time away from direct services provided to children and families. The State envisions the SRA will assist in making decisions about a Referral/Case, rather than directing the CWS worker and/or supervisor in their decisions.

The State envisions a SRA methodology fully integrated with the CWS/Web Solution that utilizes data gathered from other resources within the CWS/Web system (e.g., interfaces, prior assessments, prior Referrals, prior Case information) to assist in completing assessments in each domain area. The State envisions the results of assessments in each domain area will be captured automatically in the CWS/Web Solution. The State envisions a solution that supports the capability to pilot innovative approaches and programs in certain locations by integrating and/or working with external decision support models, programs and experts to identify new and improved assessment methodologies.

The State envisions the SRA methodology will assist the worker in the assessment and the ongoing monitoring of a child's safety, by utilizing data available in the CWS/Web system for the client, and provide feedback to the CWS worker as to changes in a child's status. While the State does not envision the CWS/Web Solution to impose a rigorous step-by-step process flow, it is the vision that the CWS/Web Solution should provide a structure and track information that should be collected during the investigation based on the risks and needs of the child consistent with the CDSS CWS regulations and statute. The State envisions counties having the ability to modify how the SRA methodology fits within their workflow.

Figure IV - 1. Safety Risk Assessment Methodology Diagram is a high level diagram of the SRA methodology as the State envisions its implementation into the practice of CWS. It demonstrates the possible flow of assessments and use in assessing a child and/or family.



Note: Potentially, each assessment (and the Safety Plan) may have information that will be integrated/included in a Case Plan or report to the Court .

Figure IV - 1. Safety Risk Assessment Methodology Diagram

IV.3.3 Eligibility Overview

CWS workers collect and submit the information necessary for the foster care eligibility application. This Eligibility function includes the activities performed by CWS workers to apply for foster care, Kinship Guardianship Assistance Program (KinGAP) and Adoption Assistance Program (AAP). The eligibility programs also require that the applicants' eligibility status be re-determined periodically. The CWS workers complete and submit the applications for re-determination of eligibility according to the Aid to Families with Dependent Children – Foster Care (AFDC-FC) regulations.

IV.3.3.1 Eligibility - State's Vision for CWS/Web

The State's vision for the CWS/Web is to ensure that eligible children in placement receive services and payments necessary to maintain their care. It is mandatory that the eligibility functionality of CWS/Web ensures SACWIS compliance. Eligibility determination and calculation will occur in the CWS/Web.

It is the vision of the State that the initial and redetermination eligibility application, including redeterminations due to intervening factors, and data are documented through the Intake, Investigation and Case Management processes and the determination is done by the CWS/Web.

The State's vision for the Eligibility process includes:

- Capability of the solution to track all information required for an eligibility determination and prompt the CWS workers for missing information throughout the process
- Capability to assist CWS workers to ensure that eligibility applications comply with federal, State and county guidelines and requirements by ensuring proper language is used and criteria for documentation are met
- Capability of the solution to support automated population of eligibility forms to reduce work

IV.3.4 Case Management Overview

The Case Management process encompasses the activities performed to manage a CWS Case. There are four service components within CWS Case Management; Emergency Response, Family Maintenance, Family Reunification, and Permanent Placement. While a case is active it is classified under one of these service components. A CWS worker is involved with children and families within one of the four service components at all times, providing case management and service related activities. The CWS worker providing Case Management services will perform a variety of activities such as developing and updating a case plan for the family, writing and compiling documents that will be submitted to the Juvenile Court, as well as completing and submitting referrals for services.

If a Case is opened to provide services to a child and his/her family, a Case Plan will be established outlining the case goal and objectives to be achieved by each family member. A Case Plan will have a primary goal, and secondary goal (also known as the Concurrent Plan). Additionally, the Case Plan will outline identified areas within the family which pose a risk to the child's safety or contributed to the involvement of CWS with the family, and will identify objectives to be achieved by services recommended to the family. For each objective, one or several services may be identified to help achieve the stated objective. Progress in regard to each objective will be entered in the Case file and used to assess the family's progress towards reunification or need for more permanent placement solutions. The CWS worker will assist the family by providing necessary referrals for those services outlined in the Case Plan, and requested by the family.

The CWS worker will be responsible for ensuring that the child's basic needs are met during the Case Management activities, including; medical, psychological and educational, and placement needs. The CWS worker will ensure a child receives all examinations appropriate to the child's medical and psychological needs by

providing referrals for appropriate and necessary services. The services and results will be documented within the child's Case. State regulations further requires the CWS worker to monitor and record the educational development of children under care, and to make best efforts to assure all educational needs are met, through referral for services or advocating on the child's behalf.

IV.3.4.1 Case Management - State's Vision for CWS/Web

The State envisions a solution that will assist the CWS worker in quickly gaining knowledge of a newly assigned Case by providing a high-level summary of the Case as well as services and outcomes provided up to that point in time. It should be easy for the CWS worker to locate and view Case information (e.g., allegations and interventions reasons; the time children have spent in various placement facilities; educational settings; court decisions; services received; upcoming milestones; etc.) pertinent to understanding the case and the child's needs.

The State envisions the CWS/Web Solution will aid the CWS worker in efficiently making decisions that are in the best interest of the child. The State visualizes the CWS/Web Solution providing decision making support by:

- Tracking all risks and facilitating the entry of objectives and services for each.
- Providing integrated case management to allow data and information to seamlessly follow the case as it moves between program components.
- Offering a means to easily schedule, track, and document collaborative and multidisciplinary meetings.
- Supporting concurrent work by multiple authorized workers on the same case.
- Notifying CWS workers if there is missing required information (e.g., eligibility determination, case plans, court documents, due diligence).
- Tracking, monitoring and triggering notifications and reports that critical milestones are pending.

The State envisions a solution that will allow CWS workers as well as outside agency workers to share and view information, collaborating in the development of recommendations, plans and delivery of services. The solution will provide access to educational, medical and psychological information and allow CWS workers, caregivers and Public Health professionals to manage the safety and well-being of a child. The solution will be integrated with the systems of external partners such as the Department of Health Care Services, California Department of Public Health and California Department of Education to seamlessly retrieve information located in external systems to provide timely and accurate updated information relevant and necessary to the child's care.

The State envisions the CWS/Web Solution to provide CWS workers with the ability to manage delivered services and to assist the worker in placing the child rapidly into the most appropriate setting by supporting:

- Concurrent planning and support for multiple concurrent plans

- Sophisticated placement matching algorithms and support
- Parallel eligibility investigation and determinations
- Multiple workers assigned to the case with the ability to update case information concurrently.

IV.3.4.2 Placement Overview

In situations where a child is at risk by remaining in his or her current environment, a child must be removed from a parent/guardian and placed in out-of-home care. The Placement process encompasses performing a number of activities to arrange for the child's out-of-home care:

- Developing and recording the placement agreement between CWS and the facility in which the child is to be placed,
- Documenting information about removal and placement, and to monitor the on-going care of the child and supervision of his/her care.
- Initiating and tracking an out-of-state placement under the Interstate Compact on the Placement of Children (ICPC)
- Placement of a child in a Tribal Home under the Indian Child Welfare Act (ICWA), if applicable.

IV.3.4.2.1 Placement - State's Vision for CWS/Web

The State envisions the CWS/Web Solution placement functionality will provide the CWS worker with the ability to record, retrieve and manage information regarding the initial removal and on-going placement of the child. This includes the ability to perform criteria-based matches on characteristics of the child to the most appropriate placement, by providing extensive matching capabilities on relevant criterion (e.g., location and vicinity to schools, language, religious affiliation, ethnicity, special needs capabilities). The State envisions the process of placement will be improved by implementing tools for managing a pool of placement homes and sophisticated computer-based tools for matching placement homes with the needs of the child.

The State envisions the CWS/Web Solution will assist the CWS worker with the creation of required documents and track communication to and from all critical stakeholders involved in the placement process.

In addition, the State envisions that the Safety Risk Assessment methodology will further assist the CWS worker to assess the safety of a child if there are issues of concern anytime during placement.

IV.3.4.3 Adoption Overview

The Adoption process includes establishing a permanency goal of Adoption, the termination/relinquishment of parental rights, identification of an adoptive family, determining eligibility for adoption assistance, finalizing adoption, re-determination of

eligibility for adoption assistance, and post-adoption services. The Adoption process occurs when a child is in the custody of Child Welfare Services and the primary or concurrent permanency goal is determined to be Adoption.

The automation of adoptions will allow CDSS to administer the statewide program in a cost effective way and perform quality assurance functions.

IV.3.4.3.1 Adoption - State's Vision for CWS/Web

The State's vision for Adoption functionality is to ensure that all information collected during the Intake and Case Management activities is available to the Adoption worker. The Adoption case management functionality should support the following processes and activities:

- Conduct adoptability assessments
- Schedule and conduct interviews with prospective adoptive caregivers and other parties involved
- Prepare court reports and notices for court hearings
- Match children with potential adoptive caregivers
    - Conduct home study
    - Select prospective adoptive family
- Initiate and complete Adoption Assistance Program (AAP) eligibility applications
- Perform adoptive placement
- Provide post-placement supervision
- Finalize adoption
- Initiate AAP payments
- Provide post-adoption services
- Reassess AAP periodically

As depicted in Figure IV - 2. Conceptual View of the Adoption Case Life Cycle, the vision for the CWS/Web is to provide an end-to-end (complete) solution for adoptions to be used by all Adoption workers in California with the objective that SACWIS requirements are met. The Adoption function will be used by both State and county Adoption workers.

Since home studies may be conducted by third party organizations, the State envisions a solution that can be expanded to allow the State to communicate with third party entities as well as capturing information electronically.

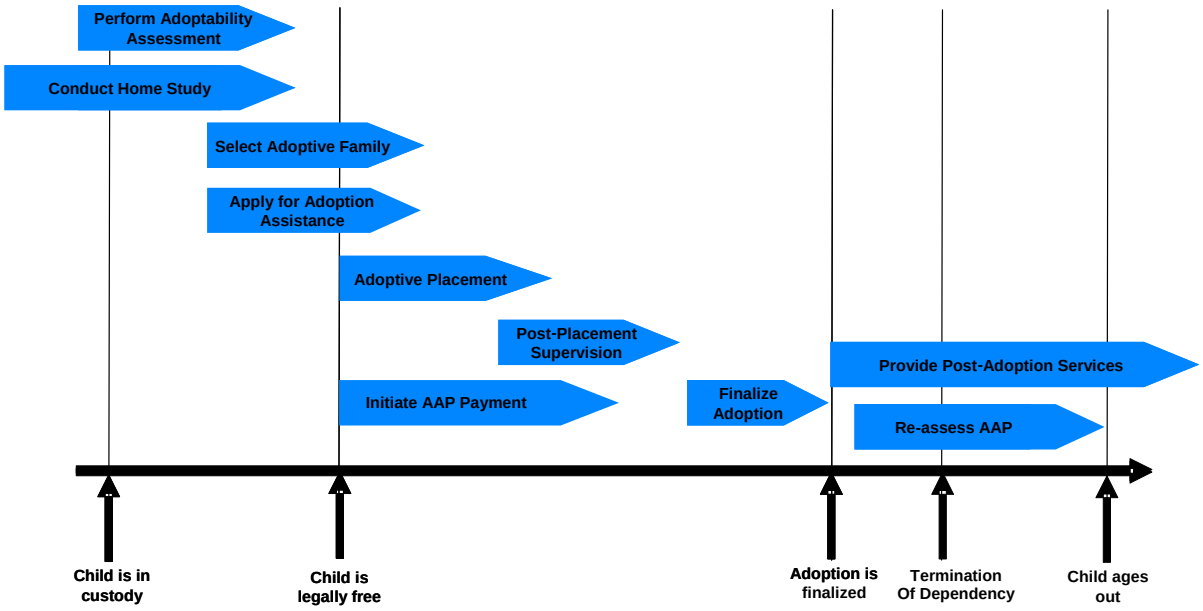


Figure IV - 2. Conceptual View of the Adoption Case Life Cycle

IV.3.5 Resource Management

Resource Management facilitates the management processes involved in the determination of appropriate service providers and/or placement resources necessary to accomplish the goals of the Case Plan. Resource management includes; facilities support, foster/adoptive home support, resource directory, and the generation of alerts and action items. Facilities support is the collection and maintenance of provider information such as license/certification status, types of services, level of care provided, level of care compliance, and cost of care. Requirements also support the collection and maintenance of foster and adoptive home information including licensing decisions, violations and revocations, and required Adoption Foster Care Analysis and Reporting System (AFCARS) information. The resource directory is an inventory of available resources and services and the ability to generate management reports related to resource availability. CWS/Web system requirements will support identification and tracking of cases that require a review or other action as a result of monitoring activities.

IV.3.5.1 Resource Management – State's Vision for CWS/Web

The State envisions the CWS/Web to support enhanced Resource Management and that include the following programs/processes:

- Manage License/Approval/Assessment of placement homes
- Manage Service Providers
- Manage County-Specific Forms

The State envisions the CWS/Web Solution to maintain a pool of approved service providers and licensed foster care facilities (including adoptive homes). The

CWS/Web Solution must assist the CWS worker to verify the availability of resources, and assist the CWS worker in the process of matching services/providers to the needs of children based on existing data in the solution.

IV.3.5.2 Licensing

The State envisions the Licensing services to be provided by the State Licensing Information System (LIS) for both State and county Licensing workers (in those counties that do their own licensing). The State envisions the CWS/Web Solution will interface with the LIS. Through the interface with LIS all information relating to the licensing of a placement facility would be entered into the CWS/Web Solution. In the future, the Licensing case management functionality may be in the CWS/Web if the counties do not have access to LIS. In this instance, the CWS/Web would include the management of applicants for foster care licenses including the process of issuing licenses, conducting periodic reviews and investigating complaints against foster homes. Licensing is also used as a component for Title IV-E eligibility determination process. In addition, the State envisions the functionality to support the assessment and approval of Relative or Non-relative Extended Family Member (Relative/NREFM) homes and Resource Family homes.

IV.3.5.3 Service Providers

The State envisions the capability to manage a catalog of service providers and their services within the CWS/Web Solution. This capability includes setting up and maintaining a catalog/directory of services and service providers. A listing of up-to-date information on services will help the CWS worker to quickly locate service providers. A CWS worker will be able to view service resources in his/her own county as well as service resources in other counties. It is anticipated that the service providers can be coded with geographical information to allow enhanced functionality such as map display and generation of driving directions.

IV.3.6 Court Processing

Court Processing addresses the preparation of documents for the courts, such as petitions, letters, attorney approvals, and supervisory approvals, and how the system notifies relevant parties of impending court actions. Most court reports will have some form of attachment. These attachments generally are documents associated to the child (e.g., assessments, due diligence reports, Live Scan results, a child's picture, medical records/reports, the child's Case Plan, Transitional Independent Living Plans (TILP), police reports). There are a wide range of documents that are submitted to court throughout the life of a referral and case.

- Request for the court to make a findings, such as the detention, jurisdiction or termination of jurisdiction of a child
- Reports to the court to provide updated information on a child's case and progress made in providing services (e.g., Family Maintenance, Family Reunification, Adoption, Permanency Placement) on the child's behalf

- Reports to update the court on progress of specific actions (e.g., ICWA notification, locating a parent, delivery of specific ordered services to a child or parent)
- Request the court order, specific actions or services on behalf of the child (e.g., Individual Education Plans, medical procedures, psychotropic medications, special services)

Court processing also involves the proper noticing of a tribal child that has entered the child welfare system to comply with ICWA. The State envisions that appropriate court noticing documents will be submitted to track communication between the Child Welfare agency and the tribal entity has been initiated. Noticing involves the notification of Court involvement in a child's life due to suspicion of child abuse and/or neglect and the calendaring of hearings in which appropriate parties are required to attend.

Another important aspect of court processing is the information exchange for the calendaring of hearings and the court orders and results from all court-related activities. The State envisions the CWS worker will be able to submit the proper information to the court using CWS/Web and that decisions made or actions taken by the court will become available in CWS/Web. Information from the court also provides the legal language required for Title IV-E eligibility determination.

IV.3.6.1 Court Processing – State's Vision for CWS/Web

When involvement of the court is necessary, CWS workers create and submit reports to the Juvenile Court in a variety of situations. When the court is involved in a Case, court hearings occur at least every six months in ongoing cases and require submission of reports to the court with the updated Case Plan. To prepare court reports, the CWS worker must provide Case information in predefined court reports that may vary from county to county and from court to court. Court documents consist of a court report generally with a number of attached documents, submitted to the court either to request legal actions via court orders, or to update the court on progress made in a child's case. The CWS worker will also receive court orders and directives from the court following each hearing.

The CWS/Web court interface must allow CWS workers to schedule hearings and file all appropriate documents with the court (e.g., declarations of due diligence, psychotropic medication authorization, court reports). In return, the court interface will provide information that includes hearing attendees, calendaring of hearings, specific attorney relationships, results of hearings and court orders. The State envisions that the CWS/Web Solution will assist the CWS worker in preparing the appropriate court documents, improve tracking of information, as well as hearing outcomes and provide paperless forms of communication.

IV.3.7 Financial Management

The State and counties must track and manage CWS expenditures. It is a SACWIS requirement that the tracking and management of CWS financial transactions be done through an automated process within the SACWIS and/or through an interface

with a financial management system. The Financial Management business needs will be met by implementing a portion of the functionality in CWS/Web with the remaining business needs met through a data interface with the SAWS. The CWS transactions will include program codes and the percentage of funding required from federal, State and county for each code establishing an audit trail. CWS/Web will send payment instructions to the State Controller's Office or County Auditor/Controller's Office through an interface. The actual payment will be issued from these systems.

IV.3.7.1 Financial Management – State's Vision for CWS/Web

The State requires the CWS/Web Solution to meet federal SACWIS requirements for Financial Management. The vision is that it will support the accounts payable process, through an interface with the SAWS and the appropriate State Controller's Office or County Auditor/Controller's Office. The State envisions the CWS/Web to be able to connect a payment to an authorized placement or service provider, including the service authorization, the client, the number of units of service, the duration of the services, and the service start and stop dates, as appropriate. CWS/Web will have the capability to track all applicable payments, including placement-related and service-connected expenses.

The CWS/Web Financial Management feature will provide users the ability to:

- Request a service
- Have a mechanism to authorize the service
- Verify receipt of service from the provider
- Authorize payment for the service to the provider
- Send payment information to the State Controller's Office or County Auditor/Controller's Office in a standard format
- Receive payment information from Controller's Office or County Auditor/Controller's Office in a standard format

The solution should have the capability to establish an audit trail that links the following elements:

- Child/case/recipient
- Justification of need for payment/service (e.g. court order or Case Plan)
- Authorization of a payment/service
- Identification of payment recipient/service provider
- Verification of service delivery
- Receipt of invoice
- Issuance of payment

IV.3.7.2 Foster Care and Adoption Assistance Financial Management

To meet the federal and State reporting requirements, the State envisions the CWS/Web will interface with the State Controller's Office and County Auditor/Controller's Office in such a way that consolidated periodic reports on all payments and expenditures can be made.

IV.3.7.3 Services

Services can be initiated for any child or family that has an open Referral or Case in the solution. When a CWS worker recommends and authorizes a service, he/she will choose from a list of approved service providers in the solution and conceptually issue a purchase order for the service provider to begin delivery of a service (alternatively, a voucher is issued for the recipient). At the time a service is authorized, the solution will have the capability to encumber the cost of the service against the contract with the service provider. Upon delivery of the service, the service provider sends an invoice to the CWS agency. CWS should conduct a three or four way match (contract, purchase order/authorization, verification of service delivery, and invoice) before authorizing a payment. The service will be paid through the State Controller's Office or County Auditor/Controller's Office.

IV.3.7.4 Incidental Expenditures

Incidental Expenses include nonrecurring expenditures such as the installation of smoke detectors or fire extinguishers in a foster home, supplies or household items. The county will typically issue a voucher for a specific product/good. Alternatively, counties may have a bulk inventory of supplies and issue an internal voucher/transaction. In either case, discretionary expenditures will be linked to the case and an authorization including justification of the need will exist in the CWS/Web Solution.

The CWS/Web Solution will have the capability to establish an audit trail that links the following elements:

- Child/case/recipient
- Justification of need for payment/service (e.g. court order or Case Plan)
- Authorization of a payment/service
- Identification of payment recipient/service provider
- Verification of service delivery
- Receipt of invoice
- Issuance of payment

The State envisions the audit trail to be achieved by exporting a service authorization file from the CWS/Web to the State Controller's Office or County Auditor/Controller's Office. This authorization file should at a minimum include:

- Unique identifier for the transaction

- Referral/Case ID
- Client Index Number (CIN)
- Service type
- Service Provider/Bidder
- Frequency of authorized service
- Amount authorized
- Funding source
- Date and duration of authorization

By receiving detailed information for every authorization, the county payment solutions should be able to track payments back to a child, Referral/Case and service provider. The State envisions information from the State and county payment system to be collected periodically by the CWS/Web for consolidated reporting purposes.

IV.3.8 Administration

The State envisions the CWS/Web Solution to provide automation in the areas of staff management, reporting, and administrative support. CWS/Web will record and maintain employee information such as name, office location, and caseload assignment. The system will facilitate case workload management by supporting the decision making process in the assignment of cases to CWS workers that is recorded and tracked.

Reporting describes CWS/Web automation to capture required AFCARS information to AFCARS reports and other federally mandated reports either in paper or electronic formats. Reporting requirements will also provide necessary functionality for State and counties to have the ability to develop ad hoc reports though the use of automated tools, as well as standardized reports from a data warehouse. For more information regarding CWS reports, please refer to Artifact 24 – CWS Reports Listing and Artifact 48 – CWS/CMS Reports in the Bidders Library.

Administrative support provides for CWS/Web hardware and software security and confidentiality requirements granted under the Social Security Act and as applicable under the Child Abuse Prevention and Treatment Act. These requirements address how hardware, software, the telecommunications network and data are protected from damage, destruction and loss, as well as fraud and abuse. CWS/Web record retention and archiving of inactive and closed cases are described as well as system tracking of changes to information.

Administrative support also addresses the office automation that will be available and online system documentation such as policy/procedure manuals, user guides, field help screens, and on-line, computer based training for system users.

IV.3.8.1 Reporting

The following provides a description of the business objectives and needs that are to be pursued through the implementation of a new data management and reporting solution for CWS/Web. The State plans to continue to use Business Objects as the common statewide reporting and analysis tool, while allowing entities to use alternative tools (e.g., SAS, Cognos, SPSS). To accommodate the use of multiple tools:

- The solution must have the ability to provide access to data that enables CWS workers and managers to make better decisions, improve quality of services, meet outcomes, and manage work more effectively.
- The solution must have the ability to grow with the changing needs of CWS program (e.g., new initiatives and program models).
- The solution must have the ability to provide access to aggregated and regional/county data based on roles and groups to better manage workload, program performance and outcome achievement.
- The solution must be flexible and based on open, standards-based technologies.
- The solution must eliminate report and data discrepancies that arise from multiple sources of the same data.
- The solution must provide common/equitable access to all counties for standard reports.
    - 100% of counties must have access to the same standard reports to monitor program performance, outcome measures and workload
    - Reduce the number of reports developed by leveraging tools that have the capability to share and customize common reports through views and drill-down capabilities based on dimensions and parameters
- The solution must enable the redeployment of resources to higher value tasks.
    - Increase caseworker field hours by providing simple, secure Web-based access to reports and information (either remotely or through any device that has browser capabilities) that identifies needed case activity and improve caseworker efficiency
    - Reduce administrative staff time spent on reporting and increase time spent on analysis by increasing the ease of developing reports and providing more user self-service
- The solution must improve State and county staff ability to measure program results and outcomes, make decisions, and improve service delivery.
    - Ensure data is provided in a timely manner (e.g., daily, weekly extracts)
    - Ensure tools are easy to use, user-appropriate and accessible to everyone

- Ensure access to external interfaces exist
- Increase State and county CWS workers capability to integrate data from external interfaces to report in areas such as the relationship to domestic violence calls, mental health service and other variables that are critical to ensure the protection and well-being of children at risk or in the child welfare system
- Provide the capability to conduct data mining that enables the State and counties to ask new questions based on indicators of abuse for at risk children to enable earlier/better intervention

In addition, the following data management and reporting objectives have been identified:

- Improve outcomes and program effectiveness for children through better program management and service delivery
  - The CWS/Web data management and reporting solution provides the opportunity to deliver better information to State and county staff so that better program decisions can be made and the needs of families and children can be met. A flexible, easy to use and widely available data management and reporting solution must enable users to more efficiently access standard reports and information. This accessibility will assist users to begin to ask new questions and seek new information that must drive better program results. Putting information in the hands of end users will create new opportunities for enhanced service delivery and better outcomes for children and families.
- Establish an enhanced collaborative information environment
  - By implementing a solution that has the capability to easily interface/integrate with multiple auxiliary statewide or community systems, CWS can improve the sharing of information to improve program performance. Potential sources of data for valuable cross-program analysis include interfaces to SAWS systems. This cross-program analysis would allow counties to better identify causal relationships and lead to earlier or better service delivery to children and families in need.
- Ensure that the CWS/Web meets applicable federal and State requirements for security to protect the privacy and confidentiality of the client's information.

IV.3.8.1.1 Report Tools

The State envisions tools to help users develop ad hoc reports. These tools would include a detailed Entity Relationship Diagram, a screen cross-reference tool, a database definition tool, and a tool to help build SQL queries. The screen cross reference tool will let the user pick data elements that they would like to include in a query from a screen field and have the tool cross reference the field to a database entity and attribute. The database definition tool will document, for all entities, the entity definitions, relationships, indexes, attribute information, code values, and the

CWS/Web screens on which they appear. The SQL query tool would be used for building Statistical Analysis System (SAS) or SQL database queries and access all CWS/Web entities, entity relationships, attributes, code values, and handle folded and concatenated keys. These tools could be standalone or combined into a suite of tools. Ideally, these tools would work with report building tools like Business Objects and incorporate the concept of universes while allowing authorized users access to the raw data.

IV.3.8.1.2 Description of Users and Reports

There are three (3) primary groups of individuals who interact with or are impacted by the reporting systems. The following section provides a definition of these groups and indicates how they relate to the various reporting solutions. The proposed solution will address the existing and future needs of these:

- **Analysts** (data managers and report creators) - The individuals who utilize the current reporting solutions most frequently are the State and county analysts that create the Business Objects, SAS or other software based reports. These analysts have a variety of data needs and utilize different tools and reporting environments to deliver standard and ad hoc reports to users and stakeholders. Some counties have specialized analysts that are responsible for these duties; however, the range of capabilities (e.g., Quality Assurance) and the number of analysts varies greatly across the counties, with some counties having none.
- **Users** (report viewers and report beneficiaries) - The primary users of report information are the CWS workers, supervisors, managers, and directors within each county. These users use reporting tools to provide standard reports on caseloads, trends, management issues, and program outcomes. Users rely on standard reports and ad hoc reporting to meet the ever-changing information needs of CWS.
- **Stakeholders** (report beneficiaries) - Stakeholders include those individuals or organizations that are impacted by or are interested in influencing program requirements. These stakeholders include federal and State governments, external interest groups/partners (law enforcement, nurses, etc.), community members participating in local county performance reviews and Self Improvement Plan development, and each county's Board of Supervisors.

  Many of these stakeholders use reports to manage progress against legislative goals, specific county level programs/initiatives or grant proposals. Other stakeholders may look to data and reports to assess the impact of external programs or other factors (health, safety, well-being, etc.) to overall child welfare. Lastly, many community stakeholders including citizens and news media may look to CWS data and reports to provide awareness of what is happening in their local communities with respect to child welfare.

Analysts, users, and stakeholders each have very different needs for reporting tools based on their information needs and their technical skills.

Table IV - 2. Reporting/BI Tool Needs of Analysts, Users and Stakeholders illustrates how analysts', users' and stakeholders' needs for reporting/business intelligence tools[4] vary from simple reports to tools that allow more detailed analysis.

Table IV - 2. Reporting/BI Tool Needs of Analysts, Users and Stakeholders

Constituents	Reports	Spread-sheets	OLAP Views[5]	BAM/ CPM[6]	Dash-boards	Ad Hoc Query	Data Mining/ Advanced Analysis
Stakeholders - Extranet (Partners, Media and Citizens)	X						
Stakeholders - Board of Supervisors & CDSS Executives	X	X		X	X	X	
Users - CWS Workers	X	X			X		
Users - Managers and Supervisors	X	X	X	X	X	X	
Analysts - "Power" Users	X	X	X	X	X	X	X

IV.3.8.1.3 Report Types

Generally, the reports generated from the tools identified above can be categorized into two categories:

- Standard Reports – these are predefined reports that have been developed and can simply be run as written or slightly modified to meet user needs. This includes:
    - Management Reports
    - Case Management Reports for Supervisors
    - Case Management Reports for Workers
- Ad Hoc Reports – these are reports that are developed on an "as-needed" basis to meet a new information requirement of the business

Table IV - 3. CWS Report Types and Percentages of Total below provides a general description of each of the report types, indicates the overall percentage of total current reporting that each category represents, and provides a high-level description of the report type. The majority of reports are derived from the various reporting systems or from the Project Management reports within CWS/CMS. Please refer to Artifact 48 – CWS/CMS Reports in the Bidders Library.

[4] Business intelligence is an industry term used to encompass elements of data management, reporting and analysis processes and solutions that enable the production of quality information about a business to drive better decision making and business outcomes.
[5] OLAP Views – On-Line Analytical Processing
[6] BAM – Business Activity Monitoring, CPM – Corporate Performance Monitoring

Table IV - 3. CWS Report Types and Percentages of Total

Type of Report	% of Total Reports	Description
Ad Hoc Reports	25%	Detail or summary reports resulting from requests for child welfare services data from organizations/ agencies outside of CWS. Examples would include requests from the Board of Supervisors for foster care statistics, the State regarding budget, from research organizations, agencies seeking government grants, etc.
Management Reports	30%	High level reports summarizing information such as State and federal outcomes, trends, foster care system re-entry, and quality assurance. These reports are refreshed monthly or quarterly.
Case Management Reports – Supervisors	30%	Detail reports regarding case carrying CWS worker performance, compliance with county and State requirements, and provision of services to children and/or parents.
Case Management Reports – Workers	15%	Detail reports concerning service delivery deadlines. Examples would be court dates, medical and dental exam due dates, contact due dates, Case Plan due dates, etc.

Table IV - 4. Reporting and Analysis Tool Needs by User Group below lists the reporting and analysis tool needs by users:

Table IV - 4. Reporting and Analysis Tool Needs by User Group

User Group	Number of Users	Reporting & Analysis Tool Needs
Extranet (e.g. general public)	Thousands – 100's of Thousands	Static Reports
CWS Workers	Thousands	Reports and Spreadsheets
Managers and Supervisors	100's to Thousands	Reports, Spreadsheets, OLAP Views (e.g., BAM, CPM)
Board of Supervisors & CDSS Executives	100's	Dashboard, Scorecard, Reports, (e.g., CPM)
"Power" Users – Analysts (e.g., State, counties, & U.C. Berkeley)	100's +	Ad Hoc Query, OLAP, Reports, Data Mining, Advanced Analysis
IT Support Staff and QA	100's +	Developer, Administration, Metadata, Security, Data Management

IV.3.8.1.4 CWS/Web Reporting Scope and Vision

The State envisions a data reporting environment that is conceptually based on the model depicted in Figure IV - 3. Reporting Environment below.

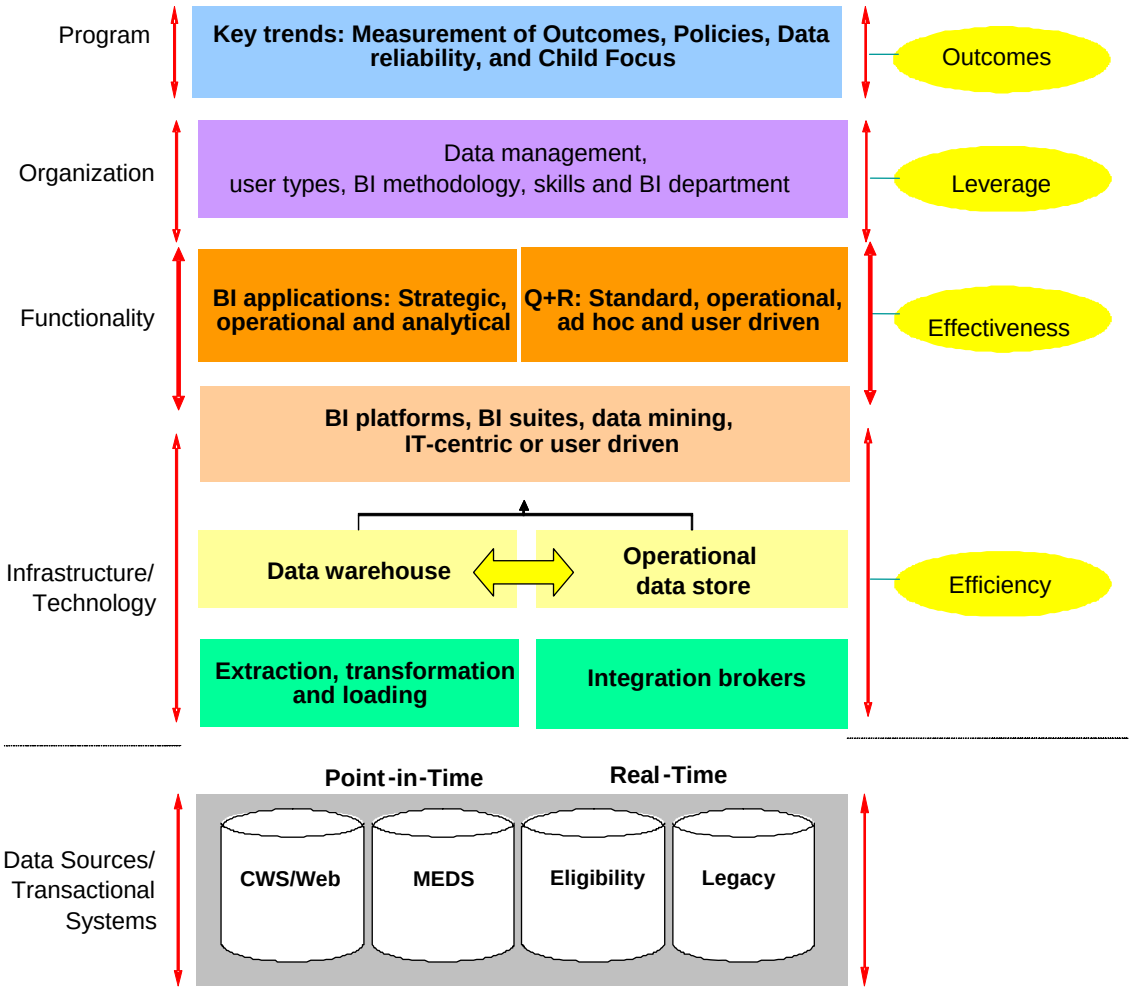


Figure IV - 3. Reporting Environment

The vision and scope of the CWS/Web reporting environment includes the following:

- The CWS/Web should provide a reporting solution that ensures flexibility, scalability and performance.
- The CWS/Web should have standardized procedures and programs to populate the data into the data warehouse using standard tools (e.g., ETL (Extract, Transform, Load) tools).
- The data warehouse should be refreshed no less than daily.
- The data warehouse should support periodic or ad hoc extracts to agencies (e.g., counties, U.C. Berkeley, Stanford University, CDSS) as needed (e.g., daily, weekly, monthly).
- The State plans to continue to use Business Objects as a statewide reporting and analysis tool. Further, the State plans to procure the required license for all users as it relates to the Business Objects environment.
- The State envisions broad options and choices for integration with State and county specific reporting tools. The State does not have a specific design in mind but it is envisioned that the State and/or county agencies and other entities can download or download extracts from the data warehouse.
- The State envisions support for the ongoing service and support; of the data warehouse and reporting environment.
- The State envisions ongoing assistance in the development of new data marts, reports and extracts.
- The State envisions support to conduct a detailed inventory of the existing reports used in support of child welfare services. This includes:
    - Working with the State and county representatives to identify the usage and quality of these reports.
    - Identifying all reports that are common and used by the majority of Counties.
- All statewide reports that are required by the CWS program should be supported.

IV.3.8.2 Security

The State envisions the solution to provide sophisticated role-based security and assignment that allows each CWS worker access to all data and information needed to do the work, yet at the same time ensure that sensitive information can only be accessed by authorized personnel. The solution is expected to have the capability to manage roles and security of workers.

IV.3.9 Interfaces

The State envisions leveraging the capabilities of other State agencies and external partners for delivering Child Welfare Services in the State. To minimize redevelopment, redundant work and duplicate data search and entry, the State envisions the solution to interface with the systems/State agencies identified in Table

IV - 5. CWS/Web Interfaces. For more detailed Interface information please refer to Artifact 01 - Interfaces.

It is important to note two county-specific exceptions regarding the interfaces listed. In the event the Administrative Office of the Courts - Court Case Management System is unavailable for data exchange, the State envisions the existing San Bernardino County Department of Public Social Services county-specific interfaces to continue. The State also envisions CWS/Web interfacing with Los Angeles County Department of Public Social Services LRS (LEADER Replacement System). However, in the event that LRS is not available for data exchange, the LEADER interface and Automated Provider Payment System (APPS) interface will need to be developed.

There are a number of existing interfaces that the State does not envision continuing in their present form with the CWS/Web as the business need is within the identified CWS/Web functional requirements or another interface.

- Los Angeles County Department of Public Social Services - Integrated Benefit Payment System (IBPS)
- County Access to Data (CAD) reporting Interface
- Safe Measures (Extract to NCCD-CRC)
- Structured Decision Making (SDM) extract
- Case Data System (CDS)
- San Bernardino Bed Count Report

The Alameda County Department of Social Services - Interactive Voice Response (IVR) System for payment is not listed as this system will be replaced with statewide IVR capability for all the counties.

Table IV - 5. CWS/Web Interfaces

Agency/System	Purpose of Interface
CA Department of Social Services (SAWS) includes C-IV, CalWIN, LRS (LEADER Replacement System)	• SACWIS Requirement (Title IV-A Interface) • Communicate Change of Eligibility Status • SAWS Foster Care and Adoption Assistance Payment • SAWS Client Verification • Minor Parent Services
CA State Controller's Office	• SACWIS requirement (Financial Management) • Exchange information for service provider
County Auditor/Controller's Offices	• SACWIS requirement (Financial Management) • Exchange information with county payment systems

Agency/System	Purpose of Interface
CA Department of Health Care Services - Medi-Cal Eligibility Determination System (MEDS)	• SACWIS requirement (Title XIX Interface) • Medi-Cal eligibility determination
CA Department of Health Care Services - Statewide Client Index (SCI)	• Client Index Number
CA Department of Health Care Services - Medical Management Information System, Decision Support System (MMISDSS)	• Child Health Information
CA Department of Public Health - Women Infants and Children (WIC) System	• Women, Infants and Children eligibility information
LEXIS-NEXIS (web-based search tools)	• Due Diligence search for missing individuals
CA Department of Education (CDE)	• CA statewide school information
CA Department of Education (CDE)	• Child educational information
CA Department of Justice (DOJ) - CA Law Enforcement Telecommunication System (CLETS)	• Criminal history background information
CA Department of Justice (DOJ) - Child Abuse Central Index (CACI)	• Submit Child Abuse Summary Report information
Local Law Enforcement Agencies	• Suspected Child Abuse Report
CA Department of Public Health - Office of Vital Records (OVR)	• Birth Certificate information
CA Department of Public Health [Office of Vital Records] Electronic Death Registration System (CA-EDRS)	• Death Certificate information
Social Security Administration (SSA)	• Submit SSN Application • Exchange of benefit information • Due Diligence search for missing individuals
Administrative Office of the Courts (AOC) - Court Case Management System (CCMS)	• Exchange of court documents and calendaring information
CA Department of Child Support Services - California Child Support Automated System (CCSAS)	• SACWIS requirement (Title IV-D Interface) • Child Support Collections information • Due Diligence for custodial and non-custodial individuals information • Adoption and Foster Care Automated Reporting System (AFCARS) information

Agency/System	Purpose of Interface
CA Department of Social Services(CDSS) – Community Care Licensing Division (CCLD) Licensing Information System (LIS)	• Exchange of Licensed Placement Facilities information
CA Department of Alcohol and Drug Programs – CalOMS System	• Exchange of Client Treatment information and treatment services
CA Department of Motor Vehicles (DMV)	• Drivers License information • Vehicle Registration information • Individual photo information
CA Department of Corrections and Rehabilitations (CDCR)	• Inmate/Ward information • Parole information
CA Employment Development Department (EDD)	• Employer information • Wage information • Unemployment information • Disability information
UC Berkeley (UCB)	• Data extract for analysis and reporting
Administration for Children and Families (ACF)	• SACWIS requirement (AFCARS report, NCANDS Interface, NYTD report) • National Youth Transition Database (NYTD) • AFCARS • NCANDS
San Bernardino County – Department of Public Social Services/Probation Department	• Staff Information to San Bernardino County • Client Information to San Bernardino County • Exchange court hearing information with San Bernardino County
Los Angeles County – Department of Public Social Services Automated Provider Payment System (APPS)	• Foster care payment data information to LA county
Los Angeles County – Department of Public Social Services Los Angeles Eligibility Automated Determination Evaluation and Reporting (LEADER) system	• Communicate Change of Eligibility Status • SAWS Foster Care and Adoption Assistance Payment • SAWS Client Verification
Los Angeles County – Department of Public Social Services Welfare Case Management Information System (WCMIS)	• Search and create Client State ID • Exchange Welfare Case Management data with LA county

IV.3.10 Quality Assurance Overview

Quality Assurance reviews the existence and effectiveness of CWS procedures to meet the levels of quality expected in the provision of services to children and families. To achieve high quality services, it is important that all processes are set up in a way that "things are done right the first time." To deliver quality services to children and their families, quality standards should be built into the process. During each step of any activity during the life of a case, the CWS workers involved must

follow the process and standards that ensure that any service delivered is in the best interest of the child.

IV.3.10.1 Quality Assurance – State's Vision for CWS/Web

The State envisions the solution will meet federal SACWIS requirements for quality assurance. The solution ensures that important data elements are collected and recorded and calendar alerts, business rules and automated data entry tools guide the user to enter needed data.

The State envisions the solution will have a variety of tools and techniques that will ensure specified processes are followed, data quality and integrity are at a high level and that tasks are completed on time. In addition, the CWS/Web will assist CWS workers in achieving quality through field-level context instructions, which guide user input to enhance data quality, data integrity and timely task completion.

IV.3.11 Other Functionality

Other Functionality consists of those functional system requirements and capabilities that support the SACWIS requirement area for Other Functionality.

Other Functionality is additional functionality not addressed in the previous SACWIS requirement areas or in General Capabilities, but is determined necessary to support the business functions for the CWS/Web system.

IV.3.11.1 Forms

The State envisions the solution will allow the State and counties to create, enter and save State and county specific forms in the CWS/Web Solution. The solution will have the functionality to generate the forms populated with data from the CWS/Web and stored as a portable document file.

IV.3.11.2 Online Suspected Child Abuse Report

The State envisions the system will allow mandated reporters to create a Suspected Child Abuse Report (SCAR) online. This functionality is anticipated to assist in the communication between the agency and the mandated reporter.

IV.3.11.3 Electronic Signature

The State envisions the system will allow the use of electronic signatures. An electronic signature that can be used to authenticate the identity of the sender of a message or the signer of a document, and possibly to ensure that the original content of the message or document that has been sent is unchanged. The State expects the electronic signature functionality to assist in the data exchange with other outside agencies and within the CWS agencies.

IV.4 GENERAL ARCHITECTURE AND TECHNICAL VISION

The purpose of the General Architecture Vision is to provide an overview of the envisioned application architecture and the technical vision of CWS/Web. The intent of this section is not to provide a detailed set of solution requirements. Rather, the intent is to provide sufficient context to enable the reader to better understand the specific technical requirements presented in RFP Appendix B, System Requirements.

Note: The Architectural Models in this section are not intended to be a specification of the CWS/Web Solution. The bidder should propose its best solution that meets the CWS/Web functional and technical requirements as represented in the detailed requirements included in RFP Section VI, Solution Requirements. **However, the bidder's proposal must use a web-based Service Oriented Architecture**

This section is organized into three subsections:

- CWS/Web Application Architecture Model Vision
- User Characteristics
- Assumptions and Dependencies

IV.4.1 CWS/Web Application Architecture Model Vision

CDSS seeks to replace its current CWS/CMS information technology used to support the State and county-administered Child Welfare Services program with a new system based on a Service Oriented Architecture (SOA). The new CWS/Web will include current functionality as well as functions and interfaces to satisfy the requirements in this RFP. The CWS/Web Architecture Model presented in this section is **NOT** meant as a definition of system requirements (see RFP Section VI, Solution Requirements), but rather as a communication tool.

The CWS/Web Application Architecture Model describes a SOA as an architecture serving users and partner applications by enabling access to business services and data through a "thin" client (web browser) or web services.

CWS/Web will enable State agencies and the California counties to connect to the solution and interact via web standards based mechanisms. Through these mechanisms, the solution will facilitate secure access to the application for any authorized user. The architecture of the solution intends all State and county users connecting to the CWS/Web Solution through web access, which should be designed to accommodate custom views and impose county-specific workflow preferences.

In order to provide interoperability among the applications and processes of the solution, CWS/Web specifies the use of web services and messaging components. Web services provide web standards based interoperability for business-to-business applications. By leveraging other related technologies, they provide an architectural framework similar to traditional distributed communications paradigms, such as

Common Object Request Broker Architecture (CORBA). Service publication mechanisms allow client applications to discover, locate and invoke web service components dynamically.

The State envisions promoting reuse of service solutions and/or components across the enterprise. The State envisions the Bidder to identify shared services that will be provided as part of the solution. The State also envisions the Bidder to identify shared services that will be used by the solution.

By using web standards set by organizations such as Oasis and the World Wide Web Consortium (W3C), web services provide a higher degree of interoperability than traditional distributed communication models. Standards recommended by these organizations include Extensible Markup Language (XML), Web Service Definition Language (WSDL), Simple Object Access Protocol (SOAP), and Universal Description Discovery and Integration (UDDI).

The CWS/Web should be based on an architecture lending itself to the integration of existing legacy applications and the rapid development of new services. The solution should be adaptable and extensible. Components should be designed in a loosely coupled fashion in which the components in a solution are interchangeable with other external components of similar functionality with limited change to the overall solution. Input and output component contracts should be well documented.

As an adaptable Service Oriented Architecture (SOA), CWS/Web should provide application development and deployment facilities allowing for applications to be integrated and deployed using existing services. If service modifications are required because of changes to policy, business, or application requirements, services should be updated and deployed with the least impact possible on other portions of the solution and to the users. The solution should allow for new services to be created and made available without modification of existing application structure.

The CWS/Web should be designed as a platform for agile application/services development for CWS. The solution will also provide for infrastructure level services, such as authentication, authorization and directory services.

In addition, the CWS/Web should accommodate remote accessibility and mobility, reporting and data warehousing, content management and version control, role based authorization and separation of duties. The CWS/Web should provide reliable, fault tolerant, secure access, and protect the privacy of individuals processed within the solution.

A diagram of the CWS/Web Overall Application Architecture is provided in Figure IV - 4. Overall Application Architecture.

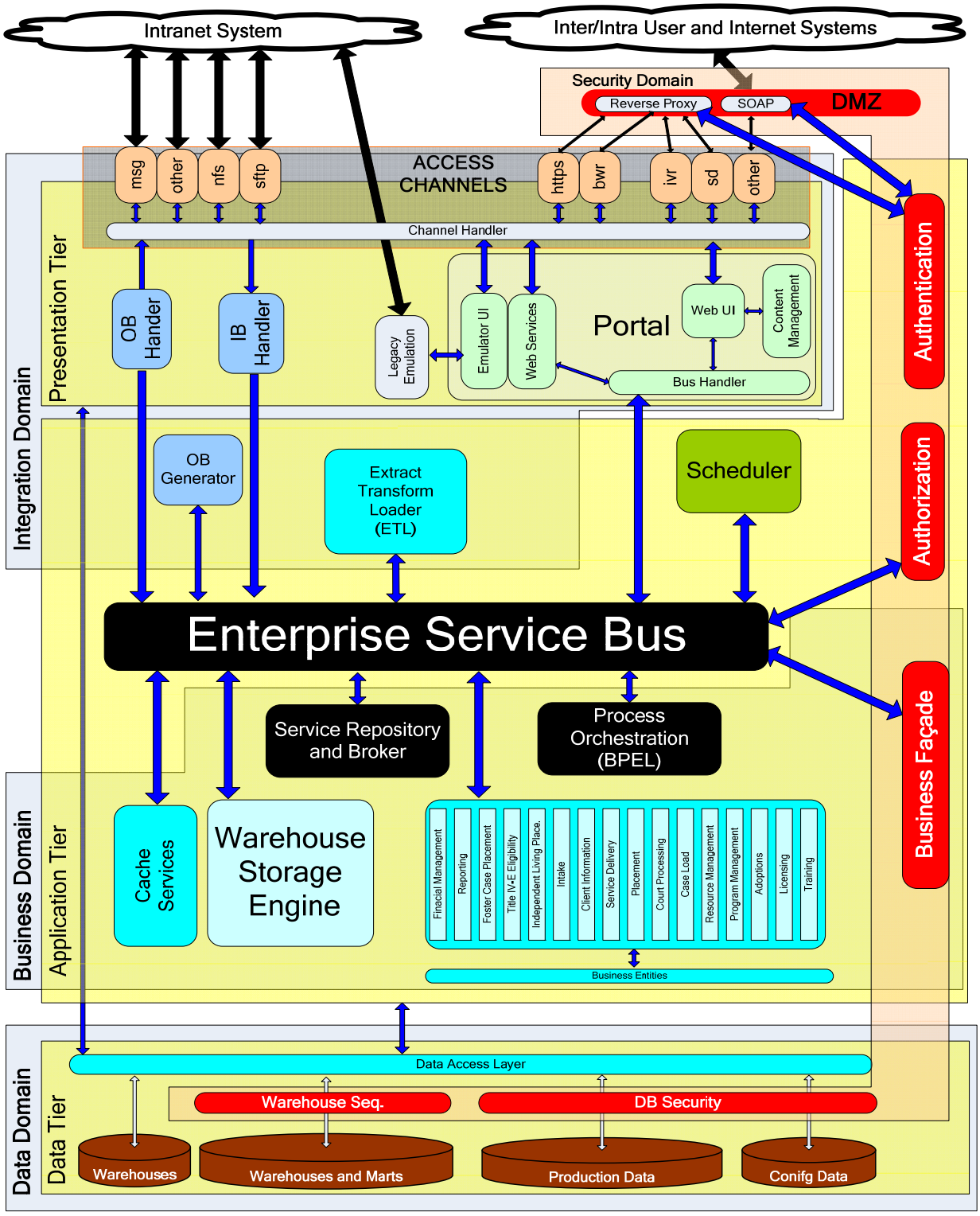


Figure IV - 4. Overall Application Architecture

IV.4.2 Dependencies

The purpose of the dependencies section is to identify significant impacts to the CWS/Web Project. Table IV - 6. Dependent Related Systems below shows external project dependencies for the solution design and development effort.

Table IV - 6. Dependent Related Systems

Project or Initiative	Description	Nature of Dependency
LRS	Replacement system for LEADER.	Los Angeles County plans to implement LRS prior to implementation of CWS/Web. If this occurs, CWS/Web will interface with LRS. If it does not, then CWS/Web will interface with LEADER.
California Court Management System	CWS/Web will interface with the future statewide court system.	The rollout and detailed interfaces with the future statewide court system is still in progress.
Office of Technology Services	CWS/Web will be hosted at OTech and use existing State and county networks.	Existing networks will continue to be used unless the Bidder can determine a compelling reason for not using existing networks.
LA APPS	Los Angeles County's system to issue payments to Foster Care providers.	Los Angeles County plans to implement LRS prior to implementation of CWS/Web. If this occurs, CWS/Web will interface with LRS. If it does not, then CWS/Web will interface with APPS.
New LIS	The State is considering a new initiative to build/enhance a statewide licensing system.	If the State implements this New LIS, then CWS/Web would not implement the FR1 requirements related to licensing.

IV.5 PROJECT MANAGEMENT

Project management activities include all the Bidder's activities necessary to manage the project and to collaborate on overall project management activities conducted by the CWS/Web Project Office. The State envisions the CWS/Web project management approach to focus on building and maintaining partnerships and supporting those partnerships with management structures necessary for project success. The State anticipates this approach to build a partnership with the Office of System Integration (OSI), CDSS, OTech, counties, contractors, including the Bidder, and the CWS/Web Project Office in order to achieve the common goals and objectives of the CWS/Web Project. In addition, it is expected that active participation by the project stakeholders will occur during all phases of the project making it imperative to create and foster an integrated CWS/Web Project team.

IV.6 SOLUTION DEVELOPMENT

The State envisions the Solution development to include Bidder activities to plan, analyze, design, develop, and test the CWS/Web Solution for its subsequent implementation. The CWS/Web Solution impacts numerous organizational entities

including State and county agencies and external partners, service providers, and customers served by the CWS Program. As such, the success of CWS/Web Solution requires the integration of the activities and services of all these entities. The State expects the Bidder to work with the CWS/Web Project Office and other entities to deliver a comprehensive CWS/Web Solution that will meet the business needs of the CWS Program and its customers.

During solution development, the State expects the CWS/Web Project Office and county subject matter experts to work closely with the Bidder to review and analyze the system requirements, define the software requirements, define the detailed system design for the CWS/Web application, test the completed application and assist in the definition of the data conversion requirements. The State expects the Bidder to develop any necessary applications to prepare and transform existing data for the data conversion that will occur in the implementation phase.

The State expects to oversee the Bidder and manage the state and county resources as the system requirements are fully defined and decomposed as the system is designed, developed, tested and accepted. The State envisions completion of a separate user acceptance test to be performed by stakeholders under the guidance of the CWS/Web Project Office to verify the completed application also meets the business requirements.

The State does not envision requiring a specific system development methodology, but does expects methodologies that are consistent with industry standards and best practices for Information Technology (IT) projects, and tailored for the CWS/Web Project, where appropriate.

IV.6.1 Application Development

The State envisions Application Development to include activities to be performed and the products to be provided or created as part of the development of the CWS/Web application. These activities are performed to define the CWS/Web system and software requirements and to design, code, and test the application that will meet those requirements. The User Acceptance Test (UAT) activities expected to be conducted by the State and supported by the Bidder are also performed as part the application development activities. The successful completion of the application development activities results in a CWS/Web application that is ready for statewide implementation.

IV.6.2 System Environment Development

Other important activities of solution development are the activities performed to define and establish the various system environments and infrastructure needed by the project to develop, test, train users, and operate the CWS/Web. The State expects to work with the Bidder, technical staff from the OTech and the counties to define and review the infrastructure specifications and establish infrastructure

components to ensure acceptability and compatibility with existing and planned infrastructures.

IV.6.2.1 Development Environment and Hosting

OSI will provide and maintain desktop hardware and software for OSI staff and non-Bidder contract staff. The Bidder will be expected to provide and maintain desktop hardware and software for the Bidder staff.

The selected Bidder will be expected to purchase the hardware and software for the development environment and provide specifications to the State. The selected Bidder will be expected to maintain the development environment, hardware and software, which will be located at the CWS/Web Project Office.

IV.6.2.2 Operating Environment

The proposed solution's operating environment should support the development activities and the ongoing production operations of the CWS/Web. The following describes the proposed future CWS/Web operating environment. Specific business, technical, implementation, and service and support requirements are provided in RFP Section VI, Solution Requirements.

IV.6.2.3 Environments and OTech Hosting

The selected Bidder is expected to be responsible for the full implementation support of the CWS/Web. User acceptance testing, training and production environments, as well as operations will be hosted by the OTech in Sacramento, California. OTech provides a variety of information technology services to numerous State agencies, which reimburse for operational costs. These services and offerings provided by OTech can be found online at www.dtsdts.ca.gov.

The selected Bidder will be expected to provide the specifications for the hardware and software for the testing, training, production, and reporting environments to the State. OTech will validate the specifications submitted by the Bidder and purchase the hardware and software. In addition, OTech will configure, maintain and host the user acceptance testing, training, and production environments.

Though the CWS/Web is to be hosted at OTech, the State expects the Bidder to assist the CWS/Web Project Office to define the expectations of the services to be provided by OTech. The Bidder is responsible for reporting on all service levels and establishing procedures to ensure that OTech services meet both business and technical objectives of CWS. Note, while the Bidder is expected to work on a day-to-day basis with OTech, the actual hosting agreement is between CDSS, OSI and OTech. Any issues and disputes regarding OTech services will be the responsibility of the State.

The State envisions having the option and the right to assume responsibility for full implementation support of the solution at the end of the contract. As part of the

contract, the Bidder is expected to provide knowledge transfer to State and county staff.

In order to clearly delineate the envisioned primary roles and responsibilities of State, county and Bidder resources expected to contribute to the overall full implementation support of the CWS/Web Solution, the roles and responsibilities matrix is provided in Table IV - 7. CWS/Web Roles and Responsibilities. The codes used in the table are “P” (primary responsibility) and “S” (secondary responsibility).

Table IV - 7. CWS/Web Roles and Responsibilities

Tasks	Bidder	CDSS / OSI / County	OTech
Equipment/Hardware (servers for different environments such as user acceptance testing, training, production)			
• Support			P
• Hardware capacity monitoring			P
• Upgrades and patches			P
• Procurement			P
• Installation and testing			P
• Server and database environment monitoring			P
Equipment/Hardware (servers for development/test environment under the control of the CWS/Web Project Office)			
• Support	P		
• Hardware capacity monitoring	P		
• Upgrades and Patches	P		
• Procurement	P		
• Installation and testing	P		
• Server and database environment monitoring	P		
Performance Monitoring			
• End to end performance monitoring (implementing 3rd party software for monitoring and software instrumentation)	P		S
• Database monitoring (query performance and response time)	P		S
• Hardware, network and server OS monitoring			P
Capacity Planning			
• Projection of increase/decrease of staff and external users		P	
• Annual and quarterly capacity plans	P	S	S
Batch Management			
• Batch management tools configuration and setup	P		

Tasks	Bidder	CDSS / OSI / County	OTech
• Batch production	P		
• Monitoring and recovery	P		
Interfaces			
• Develop and design	P		
• Circuits and connectivity		S	P
• Integration Application (ESB/middleware) installation			P
– Configuration	P		
– Monitoring	P		
– Error recovery	P		
– Security/encryption			P
– Security (application)	P		
• Message warehouse backup and parsing			P
Backup and Restore			
• Hardware, software, network and application installation			P
• Ongoing backup of solutions and data, including tape handling			P
• Restoring of solutions			P
• Restoring application and data	P		
Disaster Recovery			
• Define strategy and parameters	P		S
• Disaster recovery at alternate site (procurement, installation of hardware and network)			P
• Application recovery	P		
• Interface and integration application recovery	P		
Network Operations and Administration			
• Provide LAN and WAN communication facilities		S	P
• Maintain IP Addressing schemes, router and switch configurations, routing tables, VPN configurations, etc.		S	P
• Ensure that network administration activities are coordinated through defined change control	S	S	P
• Network monitoring and reporting			P
• Network performance management			P
• Network capacity planning	S		P
• Network capacity monitoring and reporting			P
• Perform day-to-day network operations and administration activities			P
• Install and test circuits		S	P

Tasks	Bidder	CDSS / OSI / County	OTech
Security			
• User administration (add/delete user accounts)		P	
• Database security administration	S		P
• Application security monitoring and analysis	P		
• Firewall architecture, engineering, management and configurations		S	P
• Network intrusion monitoring and detection services		S	P
• Administration of IT security policies, procedures, and processes; including audit against security policies, procedures, and processes		S	P
• Periodic infrastructure and application vulnerability assessments			P
• Security patch management (server related patches)	S		P
Application			
• Monitoring (end to end response time)	P		
• Defect correction	P		
• Application modifications	P		
• Application administration	P		
• Application patch management	P		
• User administration		P	
• Application testing	P		
• Maintenance	P		
• Enhancements and upgrades	P		
• Backing out / correcting data	P		
Data Warehouse			
• Batch extractions	P		
• Transformation and loading	P		
• Creation and maintenance of tables	P		
• Maintenance of metadata	P		
• Maintenance of reporting tools	P		
• Report development	P	S	
• Database security administration	S		P
• User administration		P	
Service Desk			
• Incident management (Tier 1-3 Help desk)	P	S	P
• Problem management	P		

Tasks	Bidder	CDSS / OSI / County	OTech
• Service desk software tools and processes	P		

IV.7 SOLUTION TRANSITION

The State envisions the Bidder to provide Solution Transition plans encompassing business and technical installation and transition, user training, technical knowledge transfer and training, problem resolution, and performance management.

IV.7.1 CWS/Web Deployment

The State envisions the Bidder to prepare the organization for change. For CWS/Web, the State envisions organizational change readiness to focus on preparing State and county users for the transition from existing business processes and systems to the CWS/Web Solution. The State envisions the state and county users will transition to the CWS/Web with little or no business interruption. Prior to the actual transition from the existing situation to the CWS/Web Solution, the State envisions activities to prepare for and communicate the business process changes and impacts that will occur with the transition to the CWS/Web Solution. The State also envisions the CWS/Web Project Office and the Bidder to work together in defining and executing communications strategies and techniques that keep impacted stakeholders informed about potential impacts, changes, and the status of activities.

The State envisions that a Pilot will be conducted to certify that CWS/Web meets requirements and to validate the operation of the implementation plan. For the Pilot, the State and selected counties will have access to the new CWS/Web. These locations will be selected by the State and counties. The Pilot should be conducted in multiple environments with varying complexity (e.g., small, medium and large counties; geographic dispersion). The Pilot will occur over a period of three months and include full CWS/Web Solution functionality.

The State envisions the Bidder will implement and configure the CWS/Web throughout the State in each county based on an implementation strategy and plan. The implementation strategy and plan will explain the approach for the synchronization of data between the existing solution and the new CWS/Web during deployment, if applicable. The State envisions the CWS/Web to be deployed to all 58 counties and the State.

IV.7.2 CWS/Web Training and Knowledge Management

The State envisions the Bidder will provide direct training to end users in varying types of roles, such as trainers, social workers, help desk, etc. The State envisions the Bidder will use creative and innovative training approaches. The State has estimated the number of users to be trained in the varying roles. The State envisions that each county will have different training needs. Some counties will choose to

train their own staff and some counties will choose a combination with the selected Bidder providing some training and the county providing some training to their staff. Other counties will depend upon the Bidder to provide all of their training.

The State envisions the Bidder will provide a Training Environment that will be available to all the counties/end users. In addition, the State envisions the Bidder will develop and provide the training materials including: Curriculum, Process Maps, Training Guides, Quick Reference Guides, Training Mapped Documents and Instructor's Guide. In addition, the State envisions the Bidder will create and update an interactive training tool that is available to all users.

The State envisions the Bidder will provide all training administration and tools including the following training tasks: scheduling, registration, training materials (hard and soft copies) and training facilities. Some State and county lab facilities will be available for training (see Training Facilities: http://www.hwcws.cahwnet.gov/training/applications/sotrs_pub/locations.asp). The Bidder will have to provide the remaining necessary facilities.

The State envisions the Bidder will provide direct training to technical staff in varying types of roles, such as software and hardware architects, database administrators, infrastructure, mobility, and business intelligence. The State envisions the Bidder will provide a technical training approach that will ensure the ability to support the Bidder's solution.

The State envisions the Bidder will provide for the transfer of knowledge to the key staff assigned to support the Bidder's solution. The State envisions the Bidder will track, evaluate and report on the progress throughout the contract.

IV.7.3 Organization Transitions to CWS/Web

A major portion for transition to the CWS/Web Solution is the activities performed to prepare and transition organizations from the existing system and business processes to the CWS/Web. These activities will be performed by the Bidder with significant support from the State and its counties. The State envisions the Bidder to work with the CWS/Web Project Office, CDSS, counties, and external interface partners to customize the implementation work plan for each site and to ensure readiness for deployment. A planned initial implementation of several selected organizations is expected to verify the readiness of the CWS/Web, CDSS, counties and other organizations prior to statewide deployment. The CWS/Web Project Office will participate with the Bidder to customize the work plan and to review the readiness of each organization for deployment. CDSS will also review the readiness of each organization with other impacted users and must grant approval before any deployments are made to those organizations.

IV.8 SUPPORT SACWIS REVIEW

The Administration for Children and Families (ACF) will conduct a SACWIS Assessment Review (SAR) after full implementation of the initial release of the CWS/Web Solution. The State will work with ACF throughout the development life cycle to facilitate any interim reviews required by ACF and the SACWIS Assessment

Review. The State envisions that the Bidder will assist the State with the SACWIS Assessment Review by providing support during ACF on-site visits, providing documentation to demonstrate federal compliance, developing corrective action plans, and correcting identified deficiencies.

IV.9 SERVICE AND SUPPORT

This RFP recognizes that the CWS/Web Solution Production Phase is the longest phase and consequently represents the largest investment of resources and funds for the CWS/Web Solution.

The CWS/Web Solution must have the capability throughout the Production Phase to continually ensure the delivery of desired integrity, availability and performance, as well as the ability to easily accommodate evolving programmatic and technology needs. The institutionalization of that capability is paramount to the success of this Project.

The Service and Support (S&S) solutions being requested in this RFP are central to enabling CWS/Web Solution success to be achieved consistently throughout the CWS/Web Solution Production Phase.

Additionally, the State of California (and its agent the OSI – CWS/Web Division Office) must ensure that quality CWS/Web Solution Production Phase Services are continuously provided at a competitive price.

Appendix F2 - S&S Roles and Responsibilities provides additional information on the roles and responsibilities of the State, counties, Contractor, and other service delivery partners.

Section IV.9. - Service and Support is structured as follows:

> Section IV.9.1 – Service and Support Model – Provides an overall picture of the CWS/Web Service and Support Model the State is requiring to enable ongoing quality, cost-effective delivery of the CWS/Web Solution.
>
> Section IV.9.2 – Sourcing Strategies – Provides a description of the strategies that the State is requesting in this RFP that are intended to position the State to effectively transition delivery responsibilities as necessary to ensure that quality CWS/Web Solution Production Phase services are continuously provided at a competitive price.
>
> Section IV.9.3 - Challenges – Provides a high-level description of the complexities of the CWS/Web Solution that must be addressed in the design and delivery of CWS/Web Solution Service and Support responsibilities.
>
> Section IV.9.4 – Transition Out – Provides a description of the State and Bidder responsibilities and expectations at the conclusion of a contract.

IV.9.1 Service and Support Model

Experience gained from past efforts provided impetus to OSI to develop a comprehensive Service and Support Model. This model serves as the foundation for ensuring all Service and Support aspects of a solution are completely prepared prior to the Production Phase beginning. The Service and Support solutions being requested in this RFP are expected to be developed concurrent with solution development and performed throughout the entire life of the CWS/Web Solution. The Service and Support Model is being piloted in the CWS/Web Solution RFP, with the intent that OSI will incorporate an enhanced model into all the solutions that it builds and manages for State of California programs.

The CWS/Web Service and Support Model contained in this RFP was created based on information technology business models used in other State departments, best practice service management frameworks (i.e., ITIL) and the unique needs of the CWS/Web Solution. An analysis of all CWS/Web Solution requirements was conducted to ensure that all ongoing Service and Support needs were identified that must be in place to support and deliver production CWS/Web Solution services.

The capabilities of the requirements management tool utilized for this RFP allowed each RFP requirement to be associated with a Service and Support Function. This associative tagging method was utilized to ensure alignment between the programmatic/technology requirements and the CWS/Web Solution Service and Support requirements contained within this RFP.

The CWS/Web Service and Support Model is a process oriented framework organized into dimensions. Figure IV - 5. High Level Service and Support Model Graphic below provides the collective view of the envisioned CWS/Web Service and Support Model. It shows that Service and Support is comprised of three dimensions that work together to meet CWS/Web Solution service level requirements. All dimensions are built based on industry best practices. Each dimension of the CWS/Web Service and Support Model recognizes and interacts with the other dimensions. These dimensions are designed to avoid redundancy and provide repeatable and predictable outcomes that ensure that CWS/Web Solution service level requirements are consistently met.

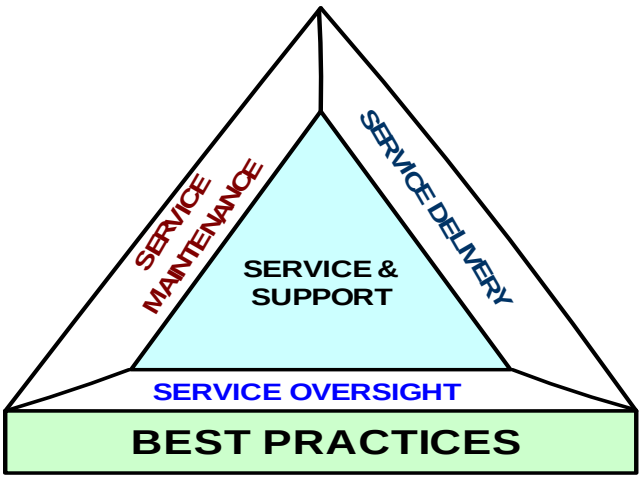


Figure IV - 5. High Level Service and Support Model Graphic

IV.9.1.1 Service Oversight Dimension

The Service Oversight dimension focuses on ensuring that all Service and Support Functions are effectively operating individually and together to deliver the required CWS/Web Solution service levels. The Service and Support Functions within Service Oversight are:

- Asset Management Function
- Communications Function
- Customer Relationship Management Function
- Governance Function
- Work Request Receipt Function
- Oversight-Internal Operations Function
- Performance Measures Function
- Policy Function
- Proposal Development Function
- IT Resource Management Function
- Service Level Management Function
- Solution Architecture Function

IV.9.1.2 Service Maintenance Dimension

The Service Maintenance dimension focuses on maintaining and enhancing the CWS/Web Solution components (e.g., application, infrastructure, tools) to required policy, programmatic and technology currency and compliance. The Service and Support functions within Service Maintenance are:

- Application Maintenance & Support Function
- Directory Repository Management Function
- Control Agency Compliance Function

- Customer Report Creation Support Function
- Forms Management Function
- Information Management Function
- Interface Management Function
- Project Management Function
- Quality Assurance Function
- Requirements Management Function
- Technical Writing Function
- Testing Function
- Workflow & Business Rules Management Function

IV.9.1.3 Service Delivery Dimension

The Service Delivery dimension focuses on the activities necessary to ensure the CWS/Web Solution is available for use on a daily basis as required. The Service and Support Functions within Service Delivery are:

- Availability Management Function
- Capacity Management Function
- Change Management Function
- Configuration Management Function
- Customer Training Function
- Facilities Management Function
- Incident Management Function
- Network (Connectivity) Function
- Operations Function
- Personal Device Support Function
- Problem Management Function
- Release Management Function
- Security Function
- Servers (Hosting) & Storage Function
- Service Continuity Management Function
- Service Desk Function
- Training (Internal) Function

The Service and Support Model contained within this RFP is designed to work with any technology solution. It is anticipated that the CWS/Web Solution will have the need and opportunity to introduce new technology products during the Production Phase. As such, the Service and Support solutions implemented must be designed to allow the introduction of new technology to be incorporated with minimal impact to the Service and Support Model.

IV.9.2 Sourcing Strategy

The State (and its agent the OSI – CWS/Web Division Office) must ensure that quality CWS/Web Solution Production Phase Services are continuously provided at a competitive price. This section describes the strategies that the State has adopted and are contained within this RFP that are intended to position the State to effectively transition delivery responsibilities as necessary to ensure that quality CWS/Web Solution Production Phase services are continuously provided at a competitive price. The State's sourcing strategy consists of five primary components:

- Base set of responsibilities the State must possess to effectively manage sourcing arrangements
- Defined types of sourcing arrangements
- Possession of materials that are associated with the delivery responsibilities in the sourcing arrangement
- Receipt and maintenance of an overall guide to managing the CWS/Web Solution Service and Support structures and partnership arrangements
- Transition Out requirements

The State's objective in adopting this strategy is to continue to strategically partner (contract) with non-Governmental entities for aspects of the Service Oversight, Service Maintenance and Service Delivery dimensions in a manner that enables the CWS/Web Division Office to ensure quality and cost effectiveness of the CWS/Web Solution is maintained.

IV.9.2.1 Base Set of Responsibilities

The first component of the sourcing strategy addresses those base set of responsibilities the State must possess to effectively manage sourcing arrangements. This base set of responsibilities includes:

- Policy and Planning – State personnel will be responsible for programmatic policy creation, interpretation, implementation and delivery oversight;
- Process – The CWS/Web Division Office will be provided and trained on all designs and products associated with all Functions required to maintain, operate, support and modify that Function.
- Governance – The State will retain ownership of and chair all decision processes and bodies related to the maintenance, operation, support and modification of the CWS/Web Solution.
- Relationship Management – The State will retain ownership and manage all CWS/Web Solution interactions that directly come in contact with CWS/Web Solution Users.
- Delivery Material Ownership – The State will retain ownership of all materials (data, documentation, hardware, software, etc.) needed to deliver services to CWS/Web stakeholders. These assets must always be in the same state that will reside in production prior to any changes being introduced into the CWS/Web Solution production environment.
- Architecture – State personnel should be architects for each technology based layer of the proposed solution, but the CWS/Web Division Office does

not posses the necessary skill sets or staffing to assume this responsibility. As skill sets and staffing levels become available the Bidder will be responsible for training those individuals to perform as technology architects in collaboration with the Bidder's architects.

The CWS/Web Division Office does not currently possess the necessary skill sets or staffing levels to assume full delivery responsibilities of all CWS/Web Solution Service and Support Functions.

IV.9.2.2 Types of Sourcing Arrangements

The second component of the sourcing strategy addresses defined types of sourcing arrangements. These types of sourcing arrangements include:

- Oversight Only – This level of responsibility is more custodial in nature, with the State not having subject matter experts in a specific functional area or process. The primary responsibility will be to ensure all CWS/Web Solution components necessary to change sourcing arrangements are up-to-date and in the State's possession.
- Subject Matter Expert Content Review – This level of responsibility has the State possessing the resources with the appropriate skill sets to do CWS/Web Solution content review, as well as those responsibilities associated with the Oversight Only level.
- Co-Delivery – This level of responsibility has the State possessing the resources, skill sets and knowledge to assume some level of solution delivery responsibility in partnership with the sourced partner. Co-Delivery also includes those responsibilities associated with the Oversight Only and Subject Matter Expert Content Review levels.
- Sole Delivery – This level of responsibility has the State fully responsible for delivery of a Service and Support Function with State personnel.

IV.9.2.3 Possession of Materials

The third component of the sourcing strategy addresses possession of materials that are associated with the delivery responsibilities for each individual Service and Support Function in the sourcing arrangement. The materials envisioned include:

- Staffing and Skill Sets
    - A staffing and skill set package (i.e., civil service classifications, skill sets, roles, responsibilities, resource estimates, duty statements and justifications) that would facilitate the State expanding its responsibility for delivery through the four phases described earlier, which included:
        - Oversight Only
        - Subject Matter Expert Content Review
        - Co-Delivery
        - Sole Delivery

- Creation of approval request documents, such as:
  - Department of Personnel Administration Staff Classification Proposals
  - Department of Personnel Administration Organizational Proposals
- A training and knowledge transfer program (including course curriculum, training guides, course materials, and identification of any pre-requisites) to successfully and effectively perform and/or utilize all Functions, including the usage, maintenance, support and operation of any underpinning documentation and toolsets.
- The processes the Bidder uses to update CWS/Web Solution staffing and skill set information supplied to the CWS/Web Division Office to reflect the needs of the production CWS/Web Solution as it evolves.

- Delivery Components
  - A Production Phase performance oversight solution for all Functions (i.e., performance metrics, data gathering mechanisms, governance structures, procedures, and toolsets) that would be necessary to ensure the ongoing successful delivery of the Function enables the CWS/Web Solution to meet service level needs.
  - The necessary materials (i.e., documentation, data, toolsets) that provide the State the ability to effectively change sourcing arrangements during the CWS/Web Solution Production Phase.
  - The processes the Bidder uses to update all delivery component materials supplied to the CWS/Web Division Office to reflect the needs of the production CWS/Web Solution as it evolves.
- Non-Personnel Resources
  - A resource (non-personnel) calculation and justification package that can be utilized in the creation of funding request documents by the CWS/Web Division Office and/or OSI throughout the CWS/Web Solution Production Phase:
    - Feasibility Study Reports
    - Budget Change Proposals
    - Annual Maintenance and Operations Plan for the California Department of Finance
    - Advanced Planning Documents
  - The performance gathering solutions (manual and automated) used to create and update the resource calculation and justification packages throughout the CWS/Web Solution Production Phase.
  - The processes the Bidder uses to update all non-personnel resources materials supplied to the CWS/Web Division Office to reflect the needs of the production CWS/Web Solution as it evolves.

IV.9.2.4 Overall Guide

The fourth component of the sourcing strategy addresses the need to have a picture of how all the parts of the CWS/Web Solution fit and work together. As such, the

State envisions receiving a CWS/Web Solution Management Guide that does the following:

- Describes how all the processes and Functions, contained within this RFP and the Bidder's proposal, relate to one another and will be managed as a whole to ensure CWS/Web Solution service levels are met;
- Describes how the Service Delivery partnerships utilized to deliver the CWS/Web Solution to stakeholders relate to one another and will be managed as a whole to ensure CWS/Web Solution service levels are met; and,
- Provides a roadmap by which OSI CWS/Web Division Office management and staff can understand how the CWS/Web Solution is constructed and delivered and how their roles contribute to the success of that delivery.

The fifth component of the sourcing strategy addresses the Transition Out requirements which are described in RFP Section IV.9.4, Transition Out.

The envisioned cumulative result of this sourcing strategy is that the State can establish and change sourcing arrangements successfully to ensure the best quality service at a competitive price. Additionally, if the State decides to assume delivery responsibility for any Function itself, it will possess the materials necessary to plan, gain approval and execute that transition successfully.

IV.9.3 Challenges

The Service and Support solution implemented for the CWS/Web Solution will need to account for a wide and diversified set of partnerships and collaborations. The envisioned CWS/Web Solution Service and Support implementation of each Function needs to reflect these partnerships and collaborations as they relate to each individual Service and Support Function. These partnerships and collaborations pose challenges due to the number and amount of coordination necessary to ensure these partnerships and collaborations are effectively maintained. These partnerships and collaborations can be grouped into three primary categories:

- OSI Collaborations
- External Stakeholders
- Architectural Layer Collaborations

IV.9.3.1 OSI Collaborations

The first category is OSI Collaborations. There are other functions and organizations within OSI that the CWS/Web Division Office and CWS/Web Solution must periodically interact with to maintain the CWS/Web Solution's ability to continue to meet its service level expectations. Examples include the following:

- Project Management Office (PMO) which:

  - Provides OSI project management policies, practices, toolkits, templates and supporting materials upon request by the CWS/Web Division Office
  - Gathers lessons learned materials from CWS/Web Solution subsequent releases to improve OSI project management practices associated with the maintenance of a production solution.
- Information Security Office (ISO) which:
  - Provides State Disaster Recovery Plan requirements for the CWS/Web Solution, the CWS/Web Division Office and the Bidder's work sites and functions
  - Provides federal, State, OSI, and Program security policies and requirements that the CWS/Web Solution must be in compliance with
  - Provides consultation to the CWS/Web Division Office upon request.
- Strategic Planning and Alignment Office (SPAO) which:
  - Provides OSI policy templates and instructions for use in formulating and adopting CWS/Web Solution specific policy
  - Provides the CWS/Web Division Office federal, State and programmatic policy revisions to enable impact analysis to be performed on the CWS/Web Solution
- Information Technology Office (ITO) which provides LAN and desktop services to the CWS/Web Division Office
- Enterprise Architecture Office (EAO) which:
  - Provides consulting assistance on the CWS/Web Solution implementation of the OSI Strategic Architecture Framework (SAF) and associated toolsets
  - Provides review assistance (as available) of CWS/Web Solution architecture materials upon request from the CWS/Web Division Office.
- Administration Fiscal organization which assists in the review of Bidder supplied Function specific State Sourcing Strategy deliverables, including personnel resource need based on resource estimates and justification materials and Non-personnel resource funding request calculations and justifications.
- Administration Human Resources organization which:
  - Provides classification specifications, DPA personnel guidelines, and OSI personnel documentation templates and instructions
  - Reviews Bidder supplied Function specific State Sourcing Strategy deliverables, including duty statements for appropriate civil service classification determination based on supplied skill set requirements and duty statements and resource need based on resource estimates and justification materials.
- Administration Facilities Management organization which:
  - Provides Emergency Evacuation Planning for the CWS/Web Division Office facility
  - Provides tenant improvements to accommodate CWS/Web Solution development and test environments.

- Acquisition Center which works with the CWS/Web Division Office and the Bidder to ensure all contract terms and conditions and tracking mechanisms are fully communicated and understood by all parties; and provides ongoing CWS/Web contract administration oversight and contract dispute assistance.
    - While the CWS/Web Division Office will be responsible for daily management of CWS/Web contracts, the Acquisition Center will attend the CWS/Web Solution Oversight – Internal Operations Function meetings on a monthly basis, and more frequently as needed to track contract issues and remediation efforts
- CWS/Web Division Office Librarian which is responsible for all document management activities

IV.9.3.2 External Stakeholders

The second category is External Stakeholders. Examples include:

- Counties – The fifty-eight (58) counties have systems that the CWS/Web Solution is envisioned to interface with including County Auditor/Controller's Offices. Some counties receive support for their CWS-related hardware and software from the State while other counties support their own CWS-related hardware and software.
- CWS/Web Solution State Departments
    - California Department of Social Services (CDSS) is the primary CWS Program owner for the State of California. CDSS provides program and service delivery oversight, as well as has significant roles in information management and programmatic service desk arenas. The following CDSS program systems have data that is envisioned to be useful in the delivery of child welfare services:
        - Statewide Automated Welfare Systems (SAWS)
        - Licensing Information System (LIS)
    - California Office of Technology Services (OTech) is the State of California data center. OTech will be the primary provider for wide area network, hosting, storage, email and the security associated with these components.
    - The following departments have data that is envisioned to be useful in the delivery of child welfare services:
        - California Department of Health Care Services (DHCS)
        - California Department of Education (CDE)
        - California Department of Justice (DOJ)
        - California Administrative Office of the Courts (AOC)
        - California Department of Child Support Services (CDCSS)
        - California Department of Alcohol & Drugs
        - California Department of Motor Vehicles (DMV)
        - California Department of Corrections and Rehabilitation (CDCR)
        - California Employment Development Department (EDD)
        - California Department of Mental Health (DMH)
        - California Department of Public Health (CDPH)

- California State Controller's Office (SCO)

- Federal
  - Social Security Administration (SSA) has data that is envisioned to be useful in the delivery of child welfare services.
  - Administration for Children and Families (ACF) receives data from California's child welfare services program regarding service delivery and outcomes.
- Private
  - Lexus Nexus has data that is envisioned to be useful in the delivery of Child Welfare Services.

IV.9.3.3 Architectural Layer Collaborations

The third category is Architectural Layer Collaborations. Examples include:

- Personal Device Layer
  - Provisioning by Counties
  - Centralized and County level Service Desk support
  - Security requirements
  - Operating system and connectivity requirements/specifications
  - Partnerships with County technical staff, CWS/Web Division Office and the Infrastructure Support Services vendor
- LAN Layer
  - Provisioning by Counties
  - Centralized and County level Service Desk support
  - Security requirements
  - Operating system and connectivity requirements/specifications
  - Partnerships with County technical staff, CWS/Web Division Office and the Infrastructure Support Service
- WAN Layer
  - Connectivity to County databases and applications
  - Centralized and County level Service Desk support
  - Security requirements
  - Operating system and connectivity requirements/specifications
  - Partnerships with County technical staff and OTech technical staff
  - Partnership with Disaster Recovery site provider
- Distributed Hosting Environments Layer
  - CWS/Web Solution development environment
  - OSI Information Technology Office for CWS/Web Division Office LAN and databases (i.e., relationship to document management activities)
  - Connectivity to County databases and applications
  - Connectivity to interface partner databases and applications
  - Centralized, County level and interface partner Service Desk support
  - Security requirements
  - Operating system and connectivity requirements/specifications
  - Partnerships with County technical staff and OTech technical staff

- Primary Hosting Environments Layer
  - CWS/Web Solution production, training, and reporting environments (except development/test environment) housed at OTech
  - Connectivity to CWS/Web Solution databases and applications
  - Centralized and OTech Service Desk support
  - Security requirements
  - Operating system and connectivity requirements/specifications
  - Partnerships with OTech technical staff
  - Partnership with Disaster Recovery site provider
- Application Layer
  - Interface partner application applications
  - Interface partner application security
  - Shared services access from OTech (i.e. email, calendaring)
  - Partnership with Disaster Recovery site provider
- Storage Layer
  - Interface partner application databases
  - Interface partner application security
  - Shared services access from OTech (i.e., email, calendaring)
  - Partnership with Disaster Recovery site provider
- Security Layer
  - Interface partner networks, applications, and data
  - OTech networks, applications, and data
  - CWS/Web Solution development environment networks, applications and data
  - Vulnerability testing
  - Security incident response and coordination

IV.9.4 Transition Out

The fifth component of the sourcing strategy is Transition Out arrangements. The State intends through the CWS/Web Solution Production Phase to position itself to either:

- Assume increasing delivery responsibility for Functions provided by Bidder partners; or,
- Solicit new Bidder partnerships as contracts expire or partner performance degrade to ensure cost competitiveness and quality levels.

In the situation where a Bidder partnership is being discontinued, the continuity of quality CWS/Web Solution delivery is paramount. As such, the State envisions Transition Out contractual arrangements being put in place that cover those activities that must be completed to ensure the new delivery-responsible entity can assume full delivery responsibilities with no disruption or degradation of service to CWS/Web Solution stakeholders and partners.

The State will be solely responsible for the creation of the bid to establish the new partnership, including conducting the competitive procurement and contract

negotiations and award. (Bid will be created to include transition approach agreed to between the State and the existing Bidder, and requirements for the bidder to explain how that transition approach will be accomplished in a manner that allows the CWS/Web Division Office to be certain that the previous Bidder can be released permanently.)

It is envisioned that the Transition Out activities will cover all items:

- State responsibilities;
- Transitioning out Bidder responsibilities (such as the training activities for the new delivery responsible entity in the maintenance and use of the Functions' materials); and,
- Transitioning in Bidder responsibilities (such as the validation activities for the new delivery responsible entity in the maintenance and use of the Functions' materials).

Transition Out activities envisioned include but are not limited to:

- Reach decision to initiate Transition Out activities
- Create Transition Out Approach
- Review of all RFP Section IV.9.2, Sourcing Strategy products
- Creation of Sourcing specifications and requirements
- Schedule turnover activities
- Conduct turnover activities
- Conduct independent performance test of new delivery-responsible entity
- Conduct additional turnover activities as needed
- Close out contract being transitioned

V. ADMINISTRATIVE REQUIREMENTS

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V.1 INTRODUCTION

This section establishes the administrative requirements for the State of California's CWS/Web Project Request for Proposal (RFP OSI-0530-208) which are in addition to meeting the obligations and or requirements specified in other parts of the RFP (e.g., Sections I, II, VI, VIIA, VIIB, VIII and the appendices).

The tables provided in this section list the requirements and include a column in which the Bidder is required to indicate, for each requirement, whether the Bidder agrees to comply with the requirement. The Bidder must complete the tables by indicating "Yes" or "No" in the column titled "Bidder Agrees to Meet?" and provide the reference to the proposal section in the adjacent column and then return a copy of Section V as instructed in RFP Section VIII, Proposal Format. **With the exception of Requirements related to State Preferences Programs, a response to all Administrative Requirements is mandatory.** Failure to positively identify the Bidder's compliance to the requirement may be deemed a deviation and subject the Bidder's proposal to rejection.

For certain Administrative Requirements, Bidders are required to complete forms. The RFP Appendix C, Bid Response Forms, either provides these forms directly, or lists appropriate links for the Bidder to download the appropriate forms.

Unless otherwise specified in the detail of the Administrative Requirement, the Bidder need only respond once to any Administrative Requirement. The response will cover all phases of the project where the Administrative Requirement applies.

V.2 BUSINESS REQUIREMENTS

V.2.1 Confidentiality of Information

To preserve the integrity of the security and confidentiality measures integrated into the State's automated information systems, the Bidder and proposed Subcontractors engaging in the provision of services to the CWS/Web Project are required to submit a signed copy of the Confidentiality Statement provided as Form 5.1, in RFP Appendix C, Bid Response Forms.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1	The Bidder and all proposed Subcontractors shall sign a Confidentiality Statement provided as Form 5.1 in Appendix C, Bid Response Forms of this RFP, and submit the signed copies with the Draft and Final Proposals. Additional confidentiality and/or nondisclosure agreements or statements may also be required to be signed by Bidder and proposed	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Subcontractor personnel, prior to working on this project.		

V.2.2 Proposed Subcontractors

V.2.2.1 Identification of Proposed Subcontractors

If the Bidder will be using Subcontractors, the proposal must identify the following:

1. The firms and, as required, individuals proposed as Subcontractors
2. All work provided by Subcontractors must be well documented in the RFP response. The Bidder shall complete and submit Form 5.2, Proposed Subcontractor List in RFP Appendix C, Bid Response Forms, for all proposed Subcontractors.
3. The roles and/or activities to be performed by the Subcontractors proposed or their personnel.

If no Subcontractors are being used, the Bidder must state this in the proposal.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2	The Bidder must agree to complete and submit the Proposed Subcontractor List form provided as Form 5.2, in Appendix C, Bid Response Forms of this RFP. The Bidder must identify all firms and, as required, individuals proposed as Subcontractors; all work provided by the proposed Subcontractors must be well documented in the proposal and the roles and/or activities to be performed by the Subcontractors or their personnel.	Yes ☐ No ☐	Vol: Section: Page#:

V.2.2.2 Procedure for Managing Subcontractors

The Bidder who is awarded the contract will be considered the Contractor." The selected Contractor must accept full responsibility for coordinating and controlling all aspects of the contract, including support for activities to be performed by any sub and/or secondary contractors. The Contractor will be the sole point of contact with the State in all contractual matters. No assignment of responsibility to a third party is permissible except as specifically authorized in the contract without the prior written approval of the Department of General Services (DGS).

Any Subcontractor proposed for a portion of the solution that are expected to receive more than ten percent (10%) of the total contract amount as shown in Worksheet VII-2, Total Cost Summary (Contract Amount) located in RFP Appendix E, Cost Workbook. must also meet the Administrative Requirements applicable to the subcontracted work.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3	The Bidder agrees that it must accept full responsibility for coordinating and controlling all aspects of the Contract. The Bidder agrees that Administrative Requirements applicable to the subcontracted work will apply and be adhered to by Subcontractors who are expected to receive more than ten percent of the total contract amount as shown in Worksheet VII-2, Total Cost Summary (Contract Amount) located in RFP Appendix E, Cost Workbook, even if Subcontractor concurrence is not specifically defined in the Administrative Requirement.	Yes ☐ No ☐	Vol: Section: Page#:

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V.2.3 Contractor/Proposed Subcontractor Information

The Contractor and proposed Subcontractors must complete and submit RFP Appendix C, Bid Response Forms, Form 5.3 Contractor/Proposed Subcontractor Information. This form will provide the State information regarding firm experience, firm size, firm financial information, firm market focus, company background, and experience in similar or dissimilar industries with projects of same size and scope. This form must be completed for the Contractor and **all** proposed Subcontractors participating in this Bid. **A separate form must be provided for each company.**

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4	The Bidder and all proposed Subcontractors must complete the Contractor/Proposed Subcontractor Information provided as Form 5.3 in Appendix C, Bid Response Forms of this RFP, The Bidder must submit all completed forms with the Draft and Final Proposals. The Bidder must submit a separate form for each company.	Yes ☐ No ☐	Vol: Section: Page#:

V.2.4 Insurance Requirements

The Bidder and proposed Subcontractors must maintain in force a valid Commercial General Liability Insurance Policy in the amount of at least $1,000,000.00 and agree to furnish the State certificate of insurance in the Proposal and at any time upon request by the State. In addition, the Bidder must maintain in force (as required by State law) a valid Worker's Compensation Insurance Policy for all employees engaged in the performance of the Contract.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
5	The Bidder and proposed Subcontractors must maintain a valid General Liability Insurance Policy in the amount of at least $1,000,000.00 and agree to furnish the State certificate of insurance in the Draft and Final Proposals and at any time upon request by the State during the course of the Contract.	Yes ☐ No ☐	Vol: Section: Page#:
6	The Bidder must agree to complete and submit with the Draft and Final Proposals a Workers' Compensation Certification provided as Form 5.4 in Appendix C, Bid Response Forms of this RFP.	Yes ☐ No ☐	Vol: Section: Page#:

V.2.4.1 Certification to do Business in the State of California

The Contractor and all Subcontractors proposed which are to receive ten percent (10%) or more of the total contract amount must be qualified to do business and in good standing in California, and for such firms, the Bidder's proposal must contain California business qualification(s) for those firms established as a corporation or Limited Liability Company (LLC). For more information on how to obtain qualification to do business in California, or to obtain copies of such certification, see the California Secretary of State Business Portal at their website: http://www.sos.ca.gov/business/business.htm

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
7	The Contractor and all Subcontractors proposed which are to receive ten percent (10%) or more of the total compensation must submit a California Certificate of Good Standing for those firms established as a corporation or Limited Liability Company (LLC) with its Draft and Final Proposals.	Yes ☐ No ☐	Vol: Section: Page#:

V.2.4.2 Payee Data Record

A fully completed copy of the Payee Data Record, Form STD. 204, must be returned with the Final Proposal with original signatures.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
8	The Bidder's Draft and Final Proposal submission must contain a fully executed copy of the Payee Data Record - Form STD. 204, provided as Form 5.5 in Appendix C, Bid Response Forms, of this RFP.	Yes ☐ No ☐	Vol: Section: Page#:

V.3 STATE OF CALIFORNIA PREFERENCE AND PARTICIPATION AND INCENTIVE PROGRAMS

This section presents information on State Preference and Incentive Programs. The preference programs described are:

- Enterprise Zone Act
- Target Area Contract Preference Act
- Local Area Military Base Recovery Act Preference
- Small Business Preference

The participation and incentive program described is the Disabled Veteran Business Enterprise (DVBE) Participation Program.

Bidders are not required to apply for the Enterprise Zone Act (EZA), Target Area Contract Preference Act (TACPA), Local Agency Military Base Recovery Act (LAMBRA) or Small Business Preferences. Denial of EZA/TACPA/LAMBRA or Small Business preference requests is not a basis for rejection of the proposal. See Section V.3.5 for DVBE Participation and Incentive requirements.

Contracts awarded with applied preferences and/or DVBE participation will be monitored throughout the life of the contract for compliance to statutory, regulatory and contractual requirements. The State will take appropriate corrective action and apply sanctions as necessary to enforce preference and participating program requirements.

V.3.1 Enterprise Zone Act (EZA)

The intent of the Enterprise Zone Act (EZA) is to promote economic development and employment opportunities in designated enterprise zones by offering bidding preferences on qualified solicitations. EZA provides for two preferences: worksite and workforce. These preferences are explained in detail on the Enterprise Zone Act

Preference Request For Goods and Services Solicitations - Form STD. 831. For a copy of the EZA form, refer to Form 5.6, in RFP Appendix C, Bid Response Forms. Government Code Section 7070, et seq., provides that California-based companies may be granted preferences when bidding on State contracts in excess of $100,000 for goods and services (excluding construction contracts) if the business site is located within designated "Enterprise Zones." Bidder's questions regarding this preference are to be directed to the Procurement Division, Office of Small Business and DVBE Services Branch, at (916) 375-4940. 707 Third Street, First floor, West Sacramento, CA 95605.

Bidders are not required to apply for the EZA preference. Bidders who do not pursue the EZA preference must state this in their proposal.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
9	If The Bidder is not pursuing the EZA preference, the Bidder must state this in the proposal. If the Bidder is claiming the preference, the Bidder's Draft and Final Proposals must contain a completed copy of the Enterprise Zone Act (EZA) Preference Request for Goods and Services Solicitations - Form STD. 831, provided as Form 5.6 in Appendix C, Bid Response Forms, of this RFP.	Yes ☐ No ☐	Vol: Section: Page#:

V.3.2 Target Area Contract Preference Act (TACPA)

The intent of the Target Area Contract Preference Act (TACPA) is to promote economic development and employment opportunities in distressed areas of the State by offering bidding preferences on qualified RFPs. TACPA provides for two preferences: worksite and workforce. Target Area Contract Preference will be granted in accordance with Government Code Section 4530 whenever contracts for goods or services are in excess of $100,000 and the Bidders meet certain requirements as defined in the California Administrative Code (Title 2, Section 1806.30 et. seq.) regarding labor needed to provide the goods being procured.

Bidder's questions regarding this preference are to be directed to the Procurement Division, Office of Small Business and DVBE Services Branch, (916) 375-4940, 707 Third Street, First floor, West Sacramento, CA 95605. Bidders desiring to claim this preference for services must submit completed copy of Target Area Contract Preference Act (TACPA) Preference Request for Goods and Services Solicitations - Form STD. 830. For a copy of the TACPA form, refer to Form 5.7, in RFP Appendix C, Bid Response Forms.

Bidders are not required to apply for the TACPA preference. Bidders who do not pursue the TACPA preference must state this in their proposal.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
10	If the Bidder is not pursuing the TACPA preference, the Bidder must state this in the proposal. The Bidder's Draft and Final Proposals must contain a completed copy of the Target Area Contract Preference Act (TACPA) Preference Request for Goods and Services Solicitations - Form STD. 830 provided as Form 5.7 in Appendix C, Bid Response Forms, of this RFP to claim this preference. Bidder's proposal should not contain this form if there is no intention to claim this preference.	Yes ☐ No ☐	Vol: Section: Page#:

V.3.3 Local Agency Military Base Recovery Act (LAMBRA)

California Government Code Section 7118 et seq. and California Code of Regulations, Title 2, Section 1896, 100 et seq. provides that California-based companies may be granted preferences when bidding on State Contracts in excess of $100,000 if they qualify for and apply for the LAMBRA preference. This preference is explained in detail on the LAMBRA form, Form STD. 832. For a copy of the Local Agency Military Base Recovery Act. For Goods and Services Solicitations – Form Std. 832, refer to Form 5.8 refer to RFP Appendix C, Bid Response Forms. Bidder's questions regarding this preference are to be directed to the Procurement Division, Office of Small Business and DVBE Services Branch, (916) 375-4940.

The Bidder's proposal must contain a fully executed copy of the Local Agency Military Base Recovery Area (LAMBRA) Act for Goods and Services Solicitations - Form STD. 832, provided as Form 5.8, in Appendix C, Bid Response Forms, to claim this preference.

Bidders are not required to apply for the LAMBRA preference. Bidders who do not pursue the LAMBRA preference must state this in their proposal.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
11	If the Bidder is not pursuing the LAMBRA preference, the Bidder must state this in the proposal, If the Bidder is claiming the preference, the Bidder's Draft and Final	Yes ☐ No ☐	Vol: Section: Page#:

	Proposals must contain a completed copy of the Local Agency Military Base Recovery Area (LAMBRA) Act for Goods and Services Solicitations - Form STD. 832, provided as Form 5 8 in Appendix C, Bid Response Forms, of this RFP.		

V.3.4 Small Business Preference

The California Government Code Section 14835 et seq. requires a five percent (5%) preference be given to Bidders who qualify as a small business. The rules and regulations of this law, including the definition of a small business for the delivery of goods and services, are contained in Title 2, California Code of Regulations, Section 1896, et seq. Copies of the regulations are available upon request from the Procurement Division, Office of Small Business and DVBE Services Branch (OSDS), (916) 375-4940, 707 Third Street, First floor, West Sacramento, CA 95605 or may be viewed at the following:

www.pd.dgs.ca.gov/smbus

To claim the small business preference, a firm must have its principal place of business located in California, have a complete application (including proof of annual receipts) on file with the OSDS by 5:00 p.m. Pacific Time on the date the final bid is due, and be verified by such office. Questions regarding the preference approval process should be directed to the OSDS at (916) 375-4940.

A five (5) percent bid preference is also available to a non-small business claiming 25 percent California-certified small business Subcontractor participation. Non-small business Bidders wishing to claim the five (5) percent small business preference must commit to subcontract at least 25 percent of the net bid price with one or more California-certified small businesses. The California certified small business Subcontractors must be included in the Proposed Subcontractors List, Form 5.2 RFP Appendix C, Bid Response Forms. Each listed certified small business must perform a “commercially useful function” in the performance of the contract as defined in Government Code Section 14837, and 14842.5.

Bidder’s questions regarding this preference are to be directed to the Procurement Division, Office of Small Business and DVBE Services Branch, (916) 375-4940, 707 Third Street, First floor, West Sacramento, CA 95605.

Bidders who wish to claim the Small Business Preference must complete Form 5.9, Small Business Preference form, in RFP Appendix C, Bid Response Forms, and provide a copy of the small business approval letter from the Department of General Services, showing the Bidder’s (and/or all small business contractor’s) small business number.

Bidders are not required to pursue the Small Business Preference. Bidders who do not pursue the Small Business preference must state this in their proposal. Denial of the Small Business preference request is not a basis for rejection of the proposal.

Please refer to RFP Section IX, Proposal Evaluation, for information regarding the scoring of the small business preference.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
12	The Bidder's Draft and Final Proposals must contain a completed copy of the California Certified Small Business Preference Form provided as Form 5.9, in Appendix C, Bid Response Forms, and a copy of the small business approval letter from the Department of General Services showing the small business number for the Bidder and/or all small business Subcontractors.	Yes ☐ No ☐	Vol: Section: Page#:

V.3.5 Disabled Veteran Business Enterprise (DVBE) Participation and Incentive Program Requirements

PLEASE READ THESE REQUIREMENTS CAREFULLY. FAILURE TO COMPLY WITH THE MINIMUM DVBE PARTICIPATION REQUIREMENT MAY CAUSE YOUR SOLICITATION RESPONSE TO BE DEEMED NONRESPONSIVE AND YOUR FIRM INELIGIBLE FOR AWARD OF THE PROPOSED CONTRACT..

V.3.5.1 DVBE Incentive

In accordance with Section 999.5(a) of the Military and Veterans Code, incentive points will be given to bidders who provide Disabled Veteran Business Enterprise (DVBE) participation surpassing designated minimum thresholds. For evaluation purposes only, the State shall add incentive points to proposals that are responsive and from a responsive bidder, and include California certified DVBE participation as identified on the Bidder Declaration form – GSPD-05-105, provided as Form 5.11, in RFP Appendix C, Bid Response Forms, and confirmed by the State. This form allows bidders to identify if they are a DVBE and/or identify DVBE Subcontractors, their proposed contract function, and the corresponding percentage of participation.

The DVBE Incentive for this procurement provides additional points for those bidders that achieve at least four percent (4%) certified DVBE participation. Participation incentives will be rewarded based on the table that follows, and is further described and examples provided in RFP Section IX, Proposal Evaluation.

Table V - 1. Confirmed DVBE Participation Incentive

DVBE INCENTIVE POINT SCALE	
Confirmed DVBE Participation of:	**DVBE Incentive**
10% or more	2.0% (of 10,000 points) = 200
8% up to 9.99%	1.6% (of 10,000 points) = 160
6% up to 7.99%	1.2% (of 10,000 points) = 120
4% up to 5.99%*	0.8% (of 10,000 points) = 80

.

To meet the required minimum DVBE participation and to gain additional DVBE Incentive points, the bidder must complete the forms specified below in section V.3.5.2 DVBE Participation - Required.

V.3.5.2 DVBE Participation – Required

Bidders must fully comply with DVBE Participation Program requirements. Failure to submit a complete response will result in a nonresponsive determination, in which case the Final Proposal will be rejected. Refer to the website below for the DVBE Resource Packet and Documentation of DVBE Program Requirements that must be completed and submitted with the Final Proposal.

The Office of Small Business and Disabled Veteran Business Enterprise (DVBE) Services offers program information and may be reached at:

Small Business and DVBE Services
707 Third Street, 1st Floor, Room 400
West Sacramento, CA 95605
http://www.pd.dgs.ca.gov/smbus
24-hour information and document request system: (916) 322-5060
Receptionist: (916) 375-4940 Fax: (916) 375-4950

The format for committing to meet DVBE participation requirements is included in DVBE Participation, Form 5.10, in RFP Appendix C, Bid Response Forms. Bidders must complete the form and return it with the proposal. Bidders must also review the DVBE instructions and complete applicable forms provided in Appendix C, Bid Response Forms, Forms 5.11, and 5.12, of this RFP.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
13	The Bidder must meet at least a three (3) percent DVBE participation for this procurement using Form 5.10 DVBE Participation, Form 5.11, GSPD-05-105 Bidder Declaration and Form 5.12, Std. 843 DVBE Declaration provided in RFP Appendix C, Bid Response Forms and submit them with the Draft and Final Proposals.	Yes ☐ No ☐	Vol: Section: Page#:

V.3.6 Commercially Useful Function Description and Information

In accordance with Government Code Sections 14837 and 14842.5, all Small Businesses and DVBE contractors, Subcontractors and suppliers that bid on or participate in a State contract must perform a commercially useful function (CUF). There is no exception to this requirement. Therefore, the Bidder must provide written documentation for all of the following using the Commercial Useful Function Statement provided as Form 5.13, in RFP Appendix C, Bid Response Forms.

1. The Bidder is responsible for the execution of a distinct element of the work in the contract,
2. The Bidder carries out its obligation by actually performing, managing, or supervising the work involved,
3. The Bidder's work to be performed is normal for its business services and functions, and
4. The Bidder will not further subcontract a portion of the work that is greater than that expected to be subcontracted by normal industry practices.

A contractor, subcontractor, or supplier will not be considered to perform a commercially useful function if the contractor's, proposed subcontractor's, or supplier's role is limited to that of an extra participant in the transaction, contract, or project through which funds are passed to obtain the appearance of small business or micro business participation. A Bidder must provide proof this statement does not pertain to the contractor's, proposed subcontractor's, or supplier's potential involvement in this procurement.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
14	The Bidder must provide a written statement with its Draft and Final Proposals detailing the roles, services and/or goods the proposed Subcontractor(s) will provide as part of the CWS/Web Contract and document this	Yes ☐ No ☐	Vol: Section: Page#:

	information on the Commercial Useful Function Statement Form provided as Form 5.13 in RFP Appendix C, Bid Response Forms.		

V.4 INTELLECTUAL PROPERTY REQUIREMENTS

V.4.1 Licenses in General

All licenses granted or transferred to the State for intellectual property (e.g., Software, tools or methodologies) used for or in support of all environments of the proposed business solution (e.g., design, development, build management, testing, training, help desk, implementation, maintenance, operation, backup or repair) shall (1) be licensed to the State upon Initial Release Implementation Acceptance or upon the State's request in the event that the State terminates the Contract for cause prior to Initial Release Implementation completion and (2) meet specified requirements that are based on the State's business needs (e.g., requirements related to enterprise licensing, application programming interfaces, transfer rights, license terms and concurrent usage.)

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
15	The Bidder must ensure that all licenses for intellectual property used for or in support of the CWS/Web Solution will be enterprise licenses wherein the "enterprise" is the "CWS/Web Solution," that is, the license will allow unlimited use of the intellectual property by all authorized users of the CWS/Web Solution for all business purposes related to the CWS/Web Solution, unless the circumstances underlying the State's need for the intellectual property are such that a different kind of license would be more economical, e.g., the State only needs a few licenses for developers.	Yes ☐ No ☐	Vol: Section: Page#:
16	The Bidder must ensure that all licenses granted or transferred to the State for intellectual property used for or in support of the CWS/Web Solution will include the right to use any application programming interface owned by the licensor that is required for the intellectual property to communicate or interface with other components of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
17	The Bidder must ensure that all licenses granted or transferred to the State for intellectual property used for or in support of	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	the CWS/Web Solution will allow the Contractor to grant or transfer the licenses to the State at no additional cost.		Page#:
18	In the event the CWS/Web Solution is transferred from Office of Systems Integration (OSI) to another State agency, the Bidder must ensure that all licenses granted to the State for intellectual property used for or in support of the CWS/Web Solution will allow transfer of the license between State agencies at no additional cost.	Yes ☐ No ☐	Vol: Section: Page#:
19	The Bidder must ensure that all licenses for intellectual property used for or in support of the CWS/Web Solution will be perpetual and permit concurrent usage by all Users.	Yes ☐ No ☐	Vol: Section: Page#:
20	Except for intellectual property for Bidder's personal equipment (e.g., desktops, laptops or LAN), the Bidder must grant or transfer a license to the State for any intellectual property (e.g., Software, tools, and methodologies) used for or in support of the CWS/Web Solution upon Initial Release Implementation Acceptance or upon the State's request in the event that the State gives notice of a termination for cause prior to Initial Release Implementation Acceptance, with the delivery of such license constituting a Deliverable.	Yes ☐ No ☐	Vol: Section: Page#:

V.4.2 Third Party Software

V.4.2.1 Third Party Software License

If the Bidder's proposed solution involves the use or modification of one or more software proprietary to another firm, the Bidder shall provide a copy of the terms and conditions of such proprietary software when submitting Draft and Final Proposals. The State will review the terms and conditions of the proprietary software during proposal evaluations to ensure that they meet all licensing requirements set forth in RFP Section V.4.1, Licenses in General.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
21	The Bidder shall provide a copy of the terms and conditions of all proprietary software licenses required for its proposed CWS/Web Solution when submitting Draft and Final Proposals.	Yes ☐ No ☐	Vol: Section: Page#:

V.4.2.2 Use of Third Party Software Provider's License Agreement

If a Third Party Software license agreement submitted by Bidder complies with the requirements set forth in RFP Section V.4.1, Licenses in General, the State will consider accepting the proposed license provided that any term or condition in it which states or implies that it is superior or takes precedence over other articles, attachments, specifications, provisions, terms or conditions of the Contract shall be stricken and have no legal effect.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
22	The Bidder must agree that any term or condition in the Third Party Software license agreement which states or implies that it is superior or takes precedence over other articles, attachments, specifications, provisions, terms or conditions of the Contract shall be stricken and have no legal effect.	Yes ☐ No ☐	Vol: Section: Page#:

V.5 TECHNOLOGY REQUIREMENTS

V.5.1 Ownership and Replacement

V.5.1.1 Equipment

The State requires the Bidder to be responsible for the provision of Equipment for the development/test/training environments that will be located in the Project facility throughout the term of the contract. The Bidder will be responsible for refreshing such equipment every four (4) years unless otherwise requested by the State. The Bidder shall transfer title of such Equipment to the State upon the State's Acceptance of Equipment.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
23	The Bidder agrees to be responsible for the provision of Equipment for the development/test/training environments that will be located in the Project facility throughout the term of the contract. The Bidder will be responsible for refreshing such equipment every four (4) years unless otherwise requested by the State.	Yes ☐ No ☐	Vol: Section: Page#:
24	The Bidder shall transfer title of the Equipment for the development/test/training environments that will be located in the Project facility to the State upon Initial Release Implementation completion or upon the State's request in the event that the State gives notice of a termination for cause prior to Initial Release Implementation completion, with the delivery of such Equipment constituting a Deliverable.	Yes ☐ No ☐	Vol: Section: Page#:

V.5.1.2 Equipment Maintenance Agreements

For the term of the Contract the State requires the Bidder to transfer to the State title to all maintenance agreements for Equipment for the development/test/training environments that will be located in a Project facility.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
25	The Bidder agrees that it shall transfer to the State title to all maintenance agreements for Equipment for the development/test/training environments that will be located in the Project	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	facility upon Initial Release Implementation completion or upon the State's request in the event that the State gives notice of a termination for cause prior to Initial Release Implementation completion, with the delivery of such agreements constituting a Deliverable.		

V.5.2 Use of Standard Office Automation Tools

The Bidder and all Subcontractors must use the standard word processing, relational database management, presentation, and spreadsheet products used by the State (e.g., Microsoft Office and Microsoft Project), at the version levels specified by the State, in the preparation of all project correspondence and deliverables. The Bidder shall upgrade its office automation software versions to remain compatible with the State for the duration of the Contract as stated therein. The Bidder may use a scheduling tool that is acceptable by the State.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
26	The Bidder and Subcontractors must: (1) use the standard office automation software that is used by the State at the version levels specified by the State and (2) upgrade office automation software to remain compatible with the State for the duration of the Contract.	Yes ☐ No ☐	Vol: Section: Page#:

V.5.3 Productive Use Requirements

The objective of the Productive Use Requirements is to protect the State from being a beta or experimental site for new equipment and software that has no record of proven performance.

Therefore, the State has established the following "Productive Use Requirements" to identify and contain any risks associated with new technological elements or new configurations in a proposed information system.

V.5.3.1 Customer In-Use

The purpose of the Customer In-Use requirement is to allow time for the Bidder to correct defects that could prevent new software from performing correctly in support of State programs. The State requires that each system software component

proposed as part of an automated system must have been installed and in productive use, in the configuration bid, for a paying customer external to the Bidder's organization, for at least the number of months indicated as follows:

a. Critical Software is software that is required to control the overall operation of a computer system or peripheral equipment, including operating systems, database management systems, language interpreters, assemblers and compilers, communications software, and all other essential system software. The State requires that critical software proposed as part of an automated system must have been installed and in productive use, in the same configuration as the proposal, for a paying customer external to the Bidder's organization, for at least six (6) months prior to the Final Proposal submission. Critical software shall not include CWS/Web application software for those vendors proposing a custom developed SACWIS solution.

b. All IT equipment and Commercial Off–The-Shelf (COTS) software proposed as part of an automated system must have been installed and in productive use for a paying customer external to the Bidder's organization, for at least four (4) months prior to the Final Proposal submission.

Substantial design changes in required system control modules or in components critical to the processing requirements of the State's workload are also subject to the In-Use requirement. Increases or decreases in numbers of components, or minor alteration in equipment, and minor modifications or updates to software to provide improvements or features, to correct errors, or to accommodate hardware changes may be granted an exemption from the In-Use requirement if no substantial changes in logic, architecture, or design are involved. Any remedy exemption must be approved prior to the due date and time for the Final Proposal or it may be deemed nonresponsive to the requirements of RFP OSI-0530-208. Bidders requesting an exemption to this requirement shall submit an exemption request to the Procurement Official in writing using the Proposed Requirement Change Form provided as Form 1.3 in Appendix C, Bid Response Forms of this RFP no later than 30 calendar days prior to submittal of the Final Proposal.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
27	The State requires that critical software proposed as part of an automated system must have been installed and in productive use, in the same configuration as the proposal, for a paying customer external to the Bidder's organization, for at least six (6) months prior to the Final Proposal submission. Critical software shall not include CWS/Web application software for those vendors proposing a custom developed SACWIS solution.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	All IT equipment and Commercial Off–The-Shelf (COTS) software proposed as part of an automated system must have been installed and in productive use, for a paying customer external to the Bidder's organization, for at least four (4) months prior to the Final Proposal submission. Substantial design changes in required system control modules or in components critical to the processing requirements of the State's workload are also subject to the In-Use requirement. Increases or decreases in numbers of components, or minor alteration in equipment, and minor modifications or updates to software to provide improvements or features, to correct errors, or to accommodate hardware changes may be granted an exception from the In-Use requirement by the, if no substantial changes in logic, architecture, or design are involved. Any remedy exception must be approved prior to the due date and time for the Final Proposal or it may be deemed nonresponsive to the requirements of RFP OSI-0530-208. Bidders requesting an exemption to this requirement shall submit an exemption request to the Procurement Official in writing using the Proposed Requirement Change Form provided as form 1.3 in Appendix C, Bid Response Forms of this RFP no later than 30 calendar days prior to submittal of the final proposal.		

All IT equipment and Commercial Off–The-Shelf (COTS) software proposed as part of an automated system must have been installed and in productive use for a paying customer external to the Bidder's organization, for at least four (4) months prior to the Final Proposal submission.

Substantial design changes in required system control modules or in components critical to the processing requirements of the State's workload are also subject to the In-Use requirement. Increases or decreases in numbers of components, or minor alteration in equipment, and minor modifications or updates to software to provide improvements or features, to correct errors, or to accommodate hardware changes may be granted an exception from the In-Use requirement by the DGS Procurement Division, if no substantial changes in logic, architecture, or design are involved. Any remedy exception must be approved prior to the due date and time for the Final

Proposal or it may be deemed nonresponsive to the requirements of RFP OSI-0530-208. The Bidder must check “Yes” on the Matrix indicating compliance, or “No” on the Matrix indicating noncompliance with the requirement.

V.5.3.2 Exceptions and Proposed Remedies

To meet the functional and technical requirements of this RFP, Bidders may find it necessary to propose one or more items of equipment or software that do not meet the above Productive Use Requirements. In such situations, a Bidder may propose such items only if:

a. The Bidder also proposes an interim remedy which accomplishes the stated purposes of the requirements until the requirements are met; and

b. The State approves the proposed remedy prior to the date for submission of the Final Proposal.

If the Bidder's proposed remedy includes additional equipment, software, or personnel to be used, the Bidder’s proposal must describe interim remedies to be implemented as part of the Bidder’s contractual commitment and scope of work.

The State will not consider an offer from the Bidder to pay damages for the Bidder’s failure to meet required standards of performance in lieu of these Productive Use Requirements.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
28	The Bidder’s proposal may include items of equipment or software that do not meet the above Productive Use Requirements only if (1) the Bidder also proposes an interim remedy which accomplishes the stated purposes of the requirements until they are met and (2) the State approves the proposed remedy prior to the date for submission of the Final Proposal.	Yes ☐ No ☐	Vol: Section: Page#:
29	The Bidder’s proposed remedy includes additional equipment, software or personnel to be used, the Bidder’s proposal must describe the interim remedies to be implemented as part of the Bidder’s contractual commitment and scope of work.	Yes ☐ No ☐	Vol: Section: Page#:

V.5.3.3 COTS Software Modification

If COTS software is proposed as a part of the business solution and such software must be changed to a degree that is beyond the normal scope of change facilitated by the software’s configuration parameters, the State requires the Bidder to obtain

prior approval from the State. The State does not want the Contractor to change a COTS software such that it becomes difficult to maintain, upgrade, or operate with other software programs.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
30	The Bidder must agree that the State's approval is required for COTS software changes that are beyond the normal scope of changes facilitated by software configuration parameters.	Yes ☐ No ☐	Vol: Section: Page#:

V.5.4 Current Use Requirements

The objective of the current use requirement is to protect the State from investing in a technology that is near the end of its life cycle.

V.5.4.1 Support by Manufacturers

Equipment and software must be currently supported by the manufacturers. No equipment and/or software may be proposed, specified, or employed if the manufacturer has announced an end of support or if it is reasonably foreseeable that support will end in less than two (2) years.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
31	The Bidder must agree to not propose, specify or employ equipment and software for which the manufacturer has announced an end of support or for which it is reasonably foreseeable that support will end in less than two (2) years.	Yes ☐ No ☐	Vol: Section: Page#:

V.6 GENERAL REQUIREMENTS

V.6.1 Documentation

For all COTS software and hardware proposed, the Bidder must agree to provide to the CWS/Web Project all copies of the documentation that accompany the product at purchase. In addition, the Bidder shall use RFP Appendix C, Bid Response Forms, Form 5.14, Hardware and Software Proposed, to demonstrate the hardware and software solution proposed meets the State's business needs.

The following types of documentation are examples of products for which the CWS/Web Project must receive documentation:

- Workgroup Products
- Data Base Management System Products
- Report Writing Products
- Middleware Products
- Web Server Products
- Application Server Products

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
32	The Bidder must agree to provide in its Draft and Final Proposals one copy of the manufacturer's documentation that accompanies each product proposed for the CWS/Web Solution. The Bidder proposed products shall be provided on Form 5.14 in Appendix C, Bid Response Forms, of this RFP. The following types of documentation are examples of products for which the CWS/Web Project must receive documentation: Workgroup Products, Data Base Management System Products, Report Writing Products, Middleware Products; Web Server Products; Application Server Products.	Yes ☐ No ☐	Vol: Section: Page#:

V.6.2 Encryption on Bidder Owned or Managed Devices

OSI requires that every user of a computing device must understand and comply with the Encryption on Portable Computing Devices Policy. The Contractor must: (1) obtain the State's prior approval; (2) understand and comply with the policy; and (3) encrypt its own computing devices that it uses in relation to or support of CWS/Web, in accordance with this policy. Refer to the Bidder's Library for more information on these documents.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
33	The Bidder must agree devices not owned or managed by OSI that connect to the OTech/OSI Network will require the State's prior approval and adhere to OSI's Encryption on Portable Computing Devices Policy. For a	Yes ☐ No ☐	Vol: Section: Page#:

	copy of these documents please refer to the Bidder's Library.		

V.6.3 Statement of Economic Interests

Under the Conflict of Interest Code of the California Health and Human Services Agency (CHHSA), consultants must file a Statement of Economic Interests (Form 700) on an annual basis unless the CCHSA Secretary or designee determines that the Consultant's range of duties is limited in scope. As such, upon award and prior to beginning work, and on an annual basis, the Contractor's staff and/or Subcontractors engaged in performing the services described in this RFP are required to complete and submit a Form 700 to the State's Project Director. To acquire an exemption from this requirement, Contractor must submit a request to the CCHSA Secretary explaining the basis for the request and the staff or Subcontractor staff to be excluded on that basis. Refer to RFP Appendix C, Bid Response Forms, Form 5.15 To access the Form 700 and instructions, please refer to the following link, http://www.fppc.ca.gov/index.html?id=234.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
34	The Bidder and proposed Subcontractors' staff must submit a completed Form 700 Statement of Economic Interests upon award and prior to beginning work and on an annual basis unless exempted from such reporting by the CHHSA Secretary. For a copy of the Statement of Economic Interest Form, refer to Form 5.15 in Appendix C, Bid Response Forms of this RFP.	Yes ☐ No ☐	Vol: Section: Page#:

V.6.4 Acceptable Use Security Policy

As a condition of using the OSI computing resources, every user is required to understand and comply with the Acceptable Use Security Policy and all relevant laws, regulations, policies and practices governing the use of state-owned computing resources.

Upon award and prior to beginning work, the Contractor is required to complete and submit the Security Responsibilities and Acknowledgement Form referred to in OSI's Acceptable Use Security Policy in the Bidder's Library.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
35	The Bidder must submit a completed Security	Yes ☐ No ☐	Vol:

	Responsibilities and Acknowledge Form upon award and prior to beginning work. For a copy of the Security Responsibilities and Acknowledge Form, refer to the Bidder's Library.		Section: Page#:

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VI. SOLUTION REQUIREMENTS

VI.1. INTRODUCTION

Section VI, Solution Requirements contains the mandatory requirements that must be met by the selected Contractor in the design, development, implementation, and service and support of the CWS/Web Solution. It also includes proposal requirements that request bidders to provide information in their proposals explaining how they will achieve the mandatory requirements. The mandatory requirements include:

- Activities and services to be performed
- Products to be provided or created during the term of the CWS/Web Contract
- Minimum requirements for the Bidder's experience and project staff qualifications related to this solicitation.

The mandatory requirements for Contractor products, activities, and services are listed in the tables included in this section. Mandatory requirements for the CWS/Web System are also discussed in this section. However, the complete list of the system requirements is presented in RFP Appendix B, System Requirements.

The requirements in this section reflect the State's vision for the CWS/Web Solution as described in RFP Section IV, Proposed Future Environment. Bidders should refer to Section IV to obtain an understanding of the business needs and expectations to be addressed by their proposed solutions.

In addition, RFP Appendix H, Bidder's Library Table of Contents provides a list of information on existing CWS/CMS policies, procedures, and other information related to this RFP which can be found in the Bidder's Library.

In order to minimize the timeframe for a SACWIS compliant solution, the CWS/Web Solution will be developed and implemented in two major efforts:

1. CWS/Web Initial Release (IR) – the development and implementation of the CWS/Web Initial Release requirements resulting in a compliant SACWIS.
2. CWS/Web Future Release (FR) – the development and implementation of the CWS/Web Future Release requirements to add improved business process functionality subsequent to IR. The requirements for this release have been identified by the stakeholders to improve business processes, but are not necessary for SACWIS compliance. The Future Release requirements are identified in Appendix B with a designation of "FR".

Future Release requirements will be implemented at the State's discretion and are referred to as mandatory/optional requirements. The bidder shall agree to meet all of these mandatory/optional requirements, but it is the State's option on whether or not to implement any or all of these requirements, including the related hardware, software, telecommunications, documentation, staff time, and other items and services associated with them. The bidder shall also cost these mandatory/optional

requirements in the cost workbook located in RFP Appendix E, Cost Workbook, according to the instructions presented in RFP Section VIIA, Pricing Proposal.

The following subsections contain all Contractor requirements (i.e., statement of work requirements) listed in table form. While additional contextual information is presented in the introductory paragraphs to the requirements presented in the following subsections, that information is not intended to interpret, replace, or supersede the requirement statements included in the tables or in RFP Appendix B, System Requirements.

The State has determined that it is best able to define its own needs and desired operating objectives. The State will not tailor these needs to fit a solution a bidder may have available; rather, the bidder shall submit a proposal to meet the State's needs as defined in this RFP.

Section VI is organized into the following subsections:

- Section VI.1 Introduction – Describes the purpose and content of Section VI and provides instructions to the bidder pertaining to acknowledging agreement to comply with the mandatory requirements contained in Section VI.
- Section VI.2 Project Management Requirements – Describes and identifies the mandatory requirements pertaining to contractor work activities and products for project management.
- Section VI.3 Solution Development Requirements – Describes and identifies the mandatory requirements pertaining to contractor work activities and products for planning, analyzing, designing, developing, and testing the CWS/Web Solution.
- Section VI.4 Solution Transition Requirements – Describes and identifies the mandatory requirements pertaining to contractor work activities and products for planning, preparing, implementing, and deploying the CWS/Web Solution statewide.
- Section VI.5 Support SACWIS Assessment Review Requirements – Describes and identifies the mandatory requirements pertaining to contractor work activities and products for planning and supporting the federal SACWIS assessment review performed following full implementation of the CWS/Web Solution.
- Section VI.6 Service and Support Requirements – Describes and identifies the mandatory requirements pertaining to contractor work activities and products for planning, developing, and performing the processes and functions for conducting ongoing operation and maintenance of the CWS/Web System and other services included in the CWS/Web Solution.
- Section VI.7 System Requirements – Describes and identifies the mandatory requirements pertaining to the functionality, capabilities, characteristics,

constraints, and performance of the CWS/Web System. The system requirements are included as RFP Appendix B, System Requirements.

- Section VI.8 Proposal Requirements – Describes and identifies the requirements pertaining to the information to be provided in the bidder's proposal to the RFP. The proposal requirements include: 1) bidder experience and staff qualifications and, 2) approaches to achieving requirements; and 3) conceptual system solution views. The bidder must explain how it plans to meet these proposal requirements, while satisfying all of the associated mandatory requirements.
- Section VI.9 Contractor Products and Document Submission Process – Describes the purpose and use of deliverable description documents and the process for submitting document deliverables and provides a listing of all contractor products identified in the mandatory requirements. RFP Appendix D, Product Definitions provides explanations to the Contractor Products covered in Section VI.2 through VI.4 and VI.6. Table VI-120 Product Table provides cross references between requirements and product definitions.

Sections VI.2 through VI.6 are considered the Statement of Work (SOW) for the Contractor. These sections identify the work activities, products, and requirements that are the responsibility of the Contractor. The work activities included in these sections are organized by the project life cycle activities as reflected in the CWS/Web Project Work Breakdown Structure (WBS). The State has categorized these requirements using the project WBS to organize the requirements for presentation and discussion purposes. This categorization is not intended to dictate a particular system development methodology or approach.

Section VI.8, Proposal Requirements includes proposal requirements requesting each bidder to provide information in its response to the RFP explaining the bidder's approach to designing, developing, implementing, operating and maintaining the bidder's proposed CWS/Web Solution and how that approach and solution satisfies the mandatory requirements. The information provided by the bidder will be used by the project in the evaluation of the RFP response. For additional information on the evaluation process refer to RFP Section IX, Proposal Evaluation.

Section VI.9 provides a listing of the products to be developed or provided by the selected contractor as specified in the mandatory requirements. This section also includes a discussion of the process for submission and acceptance of document products. The products are classified by the type of acceptance process by which the products will be received and evaluated. Table VI-120 Product Table lists the products to be developed or provided and includes the product item name and product identifier (e.g., PM001). Products that have a product definition document that further defines the content and format are also identified in this table. The product definition documents have matching product identifiers and are presented in Appendix D, Product Definitions. However, some products listed in Table VI-120 Product Table are not associated with a product definition document. Submission and acceptance of products that are not documents is described in RFP Appendix A, CWS/Web Contract.

The CWS/Web Project intends that the management and ongoing Service and Support of the CWS/Web Solution will fully transition to the Service and Support activities following the Initial Release Implementation Acceptance by the State. Many of the requirements for Service and Support are premised on the fact that products to be used in Service and Support activities are developed as part of the Project Management, Solution Development and Solution Transition activities and subsequently updated to fit the needs of ongoing Service and Support activities.

Figure VI - 1. CWS/Web Systems Integrator Activities depicts the CWS/Web Contractor, referred to as the CWS/Web Systems Integrator (SI) activities discussed in Section VI.2 through Section VI.6 and shows their approximate timeframes as well as the relationship of the activities and products to the Service and Support activities. The State considers the ongoing Service and Support activities as equally important as the one-time CWS/Web development activities. Bidders should provide responses that demonstrate and support the importance of effective and efficient ongoing Service and Support activities and the integration of the one-time activities and products into ongoing Service and Support activities. The Service and Support solutions being requested in this RFP are expected to be developed concurrent with Solution Development as shown in Figure VI-1 and performed throughout the entire life of the CWS/Web Solution Production Phase.

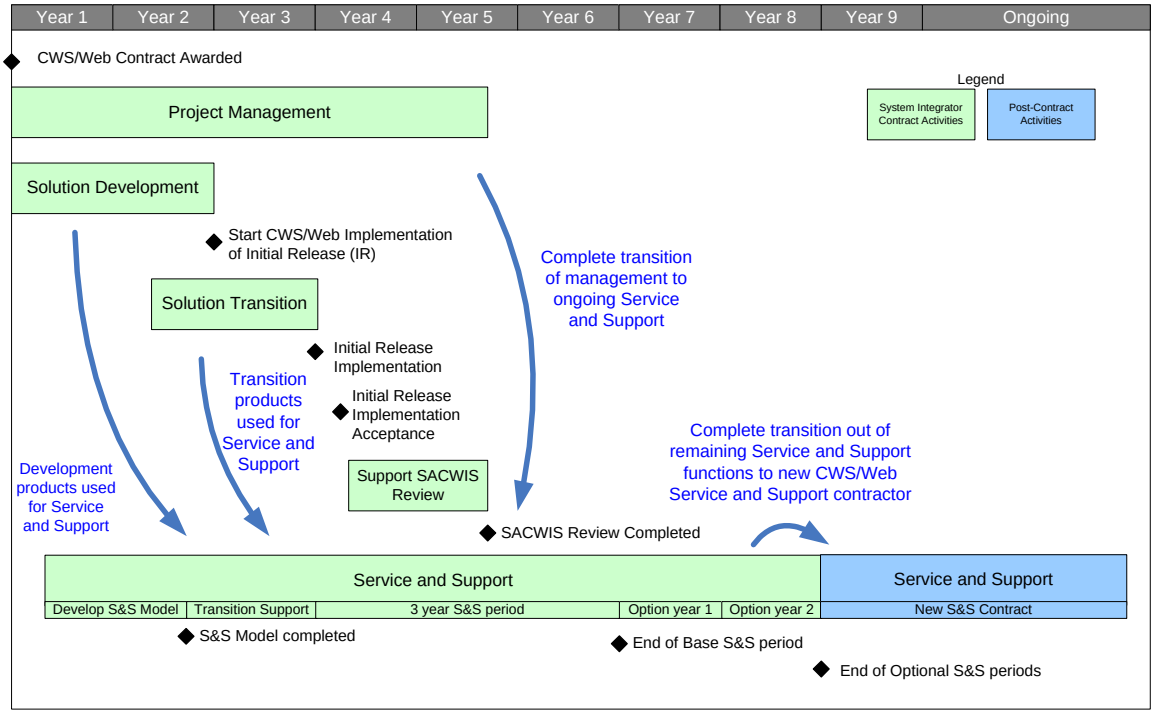

Figure VI - 1. CWS/Web Systems Integrator Activities

The focus of the CWS/Web Solution will transition from a project management focus to a service management focus once the solution has been implemented and is being used by the end-users to assist in their day-to-day work responsibilities. While many functions and processes will be created and utilized during the development phase of the CWS/Web Solution, these processes and functions will need to be

confirmed for their ongoing use during the CWS/Web Solution Production Phase. This confirmation may not appear to be significant or possibly even necessary, but as development teams disband and responsibilities are given to new individuals or organizational entities, enhancements are likely to be required. For example:

- Solution Development will include the design, build and testing of all Service and Support functions, as well as the use of many of the functions (such as Project Management and Configuration Management) to aid in the development of the CWS/Web Solution.
- Other functions, such as Service Desk, will not be used during the development phase, but will be implemented during the Deployment of the CWS/Web Solution.

Additionally the General Service and Support requirements contained in Section VI.6 drive the need for phased acceptance of Service and Support deliverables. For example:

- The solutions necessary to support production operation of the CWS/Web Solution must be ready prior to the initiation of the Deployment.
- The Sourcing Strategy factors associated with staffing information are not necessary until the statewide rollout phase is complete and a full picture of the ongoing Service and Support staffing levels and skill sets required is known.
- Once CWS/CMS has been fully retired and the CWS/Web Solution ongoing State Service and Support responsibilities are fully in place, the Service and Support functions will require updates to constantly reflect any changes made to the CWS/Web Solution production state. It is envisioned that this submittal will occur with scheduled Releases and not for every patch or corrective change. All patches and corrective changes will be required to be reflected in the next immediate Release and all associated Service and Support materials with that Release.

Figure VI - 2. CWS/Web Service and Support Phasing Approach provides an illustration of these concepts.

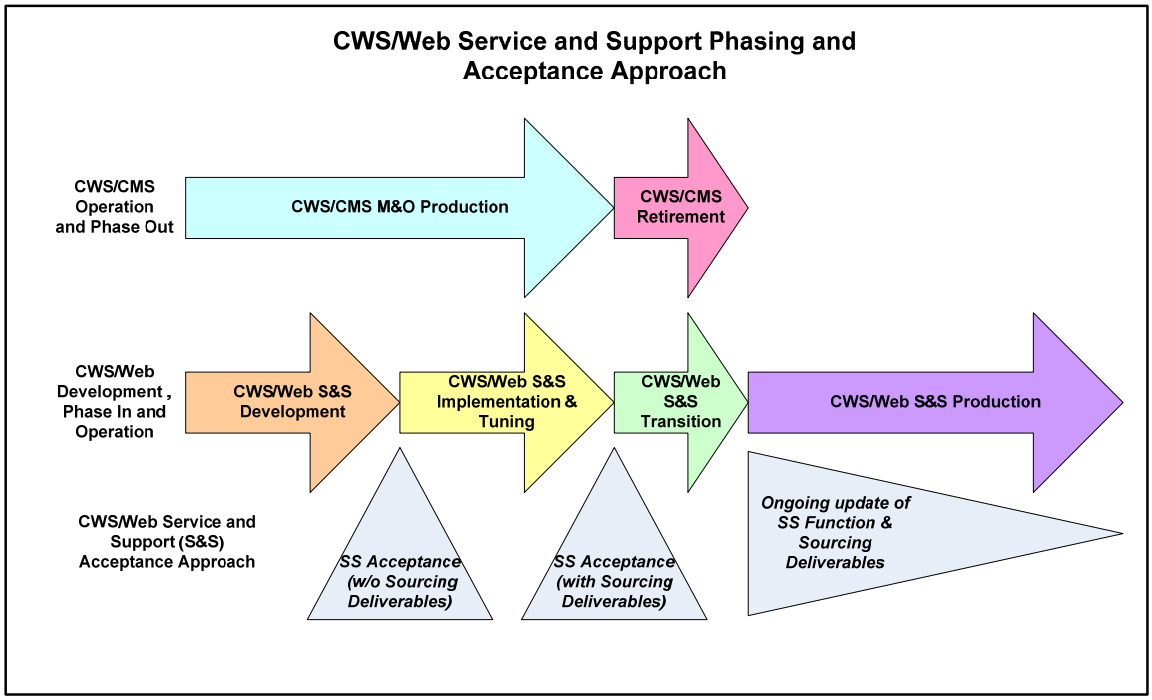

Figure VI - 2. CWS/Web Service and Support Phasing Approach

In preparing a proposal in response to the RFP, bidders are reminded that additional requirements, instructions and information pertaining to this solicitation are discussed in other sections of this RFP. These other sections include the following:

- Section I, Introduction and Overview of Requirements
- Section II, Rules Governing Competition
- Section V, Administrative Requirements
- Section VIIA, Pricing Proposal
- Section VIIB, Compensation Model
- Section VIII, Proposal Format
- Appendix A, CWS/Web Contract
- Appendix B, System Requirements
- Appendix C, Bid Response Forms
- Appendix D, Product Definitions
- Appendix E, Cost Workbook
- Appendix F1, Roles and Responsibilities for Solution Development and Transition
- Appendix F2, Roles and Responsibilities for Service and Support

VI.1.1. INSTRUCTIONS FOR MANDATORY REQUIREMENT RESPONSES

Sections VI.2 through Section VI.6 contain mandatory requirements that must be agreed to by the bidder and so acknowledged in the bidder's proposal. **Tables provided in these sections list these mandatory requirements and include a column in which the bidder is required to indicate, for each requirement, whether the bidder agrees to comply with the requirement.** The Bidder must complete the tables by indicating "Yes" or "No" in the appropriate column and referencing the proposal section that validates the compliance response, and then return a copy of Section VI as instructed in RFP Section VIII, Proposal Format.

Section VI.7, System Requirements, describes the mandatory requirements for the CWS/Web System and refers the bidder to Appendix B, System Requirements of this RFP for the list of detailed system requirements. **RFP Appendix B, System Requirements, includes tables for these mandatory system requirements and includes a column in which the Bidder is required to indicate, for each requirement, whether the Bidder agrees to comply with the requirement.** The Bidder must complete the tables by indicating "Yes" or "No" in the appropriate column, and referencing the proposal section that validates the compliance response, and then return a completed copy of RFP Appendix B, System Requirements as instructed in RFP Section VIII, Proposal Format.

Note: Failure to respond to a mandatory requirement may be cause for rejection of the Bidder's proposal. Refer to RFP Section VIII, Proposal Format, for additional instructions on preparing and formatting the proposal.

VI.2. PROJECT MANAGEMENT REQUIREMENTS

This section contains Contractor work requirements related to project management, including Products (both Deliverables and Materials) to be produced in support of project management. Project management activities include all the Systems Integrator's activities necessary to manage the Project according to the requirements stipulated in the CWS/Web Contract and to collaborate on project management activities conducted by the CWS/Web Project Office. The CWS/Web project management approach focuses on building and maintaining partnerships and supporting those partnerships with management structures necessary for project success. This approach is designed to build a smooth functioning partnership with the Office of Systems Integration (OSI), California Department of Social Services (CDSS), Office of Technology Services (OTech), counties, Contractors, and CWS/Web Project management and their respective staffs in order to achieve the common goals and objectives of the CWS/Web Project. Strong working relationships between various levels will be encouraged and supported. Active participation by the project stakeholders will occur during all phases of the Project.

During the design, development, implementation and deployment of the CWS/Web Solution, the CWS/Web Project Office oversees and manages the Contractor's effort. The CWS/Web Project Office is responsible for overseeing the Contractor and managing the State and county resources as prescribed by the project management plans and processes. The CWS/Web Project Office also monitors the Contractor's

compliance with all terms, conditions, and responsibilities set forth in the CWS/Web contract, including cost, schedule, process, performance, quality, and staffing requirements.

Project Management activities span the duration of the CWS/Web contract. These requirements are defined in the following sections:

- General Project Management and Reporting Requirements
- Project Management Plan Requirements

VI.2.1. General Project Management and Reporting Requirements

The CWS/Web Master Project Management Plan (MPP) is the overarching plan that governs all other plans. As detailed in the following requirements, the project management processes of the Contractor must complement and integrate with existing CWS/Web project management methodology and plans. The general project management and reporting requirements required of the Contractor to manage the Project and provide status reporting to the Project and stakeholders are listed in Table VI-1 General Project Management and Reporting Requirements.

Table VI-1 General Project Management and Reporting Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
a. General Requirements			
734	The Contractor is responsible for coordinating and managing the inception, requirements, design, elaboration, construction and transition of all the solution components and managing the activities of all subcontractors working under the Contractor.	Yes ☐ No ☐	Vol: Section: Page#:
737	The Contractor shall develop, submit and maintain a Organization Chart and Contact List PM005 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
738	The Contractor shall provide the workstations, servers and Local Area Network (LAN) and associated software and tools for Contractor staff.	Yes ☐ No ☐	Vol: Section: Page#:
758	The Contractor shall perform project management in accordance with the accepted Project Management Plan	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	PM001.		Page#:
760	The Contractor shall develop and submit expectation documents for the State's review and Acceptance as defined in Appendix D, Product Descriptions.	Yes ☐ No ☐	Vol: Section: Page#:
783	The Contractor shall develop and submit a Bi-Weekly Status Report PM006 in accordance with the accepted Project Management Plan PM001.	Yes ☐ No ☐	Vol: Section: Page#:
802	The Contractor shall develop, submit and maintain full traceability of all system requirements from baseline throughout all phases of the Project to final validated testing in accordance with the accepted Requirements Control Plan PM008.	Yes ☐ No ☐	Vol: Section: Page#:
803	The Contractor shall schedule and perform internal quality assurance reviews of all Contractor Products and deliver a QA Review Reports PM015 with each Product.	Yes ☐ No ☐	Vol: Section: Page#:
3652	The Contractor shall maintain all Contractor-prepared Products in accordance with the maintenance requirements defined in the approved or accepted Products or in the product description documents.	Yes ☐ No ☐	Vol: Section: Page#:
3653	The Contractor shall comply with the State's Governance and Communication Management Plan and participate in project governance and communication activities as designated in that plan.	Yes ☐ No ☐	Vol: Section: Page#:
3654	The Contractor shall manage Contractor staff in accordance with the project management plans (both State and Contractor developed).	Yes ☐ No ☐	Vol: Section: Page#:
3655	The Contractor shall manage and		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	perform project activities according to the roles and responsibilities documented in the project management plans (both State and Contractor developed).	Yes ☐ No ☐	Section: Page#:
3656	The Contractor shall participate in the State's quality reviews and quality management activities as required by the State.	Yes ☐ No ☐	Vol: Section: Page#:
3657	The Contractor shall update and provide Project schedule data in accordance with the provisions established in the State's Schedule Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
3658	The Contractor shall participate in Project scheduling meetings in accordance with the State's Schedule Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
3659	The Contractor shall participate in the State's Lessons Learned sessions as required by the State.	Yes ☐ No ☐	Vol: Section: Page#:
3660	The Contractor shall prepare and maintain a Project budget in accordance with the Contractor's work breakdown structure.	Yes ☐ No ☐	Vol: Section: Page#:
3662	The Contractor shall manage Products produced by the Contractor and accepted by the State as configured items and manage changes to these items according to the State's Change Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
4773	The Contractor shall work with and accommodate state contracted quality management, oversight and verification and validation staff.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4891	The Contractor shall perform all activities in accordance with all State accepted plans.	Yes ☐ No ☐	Vol: Section: Page#:
b. Project Change Control Management Requirements			
807	The Contractor shall provide justifiable estimates of the hours, tasks, internal and external dependencies, associated risk and mitigation, staff, and schedule necessary to complete a change.	Yes ☐ No ☐	Vol: Section: Page#:
808	The Contractor shall participate as part of the CWS/Web Project Change Control Board to provide recommendations and input on the alternatives or impacts of changes.	Yes ☐ No ☐	Vol: Section: Page#:
809	The Contractor shall gain State approval before implementing a change.	Yes ☐ No ☐	Vol: Section: Page#:
810	The Contractor shall adhere to and follow the State's Change Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
842	The Contractor shall develop, submit and maintain a Configuration Status Report PM003 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
c. Reporting Requirement			
791	The Contractor shall develop, submit and maintain Cost Control and Monitoring Report PM013 in accordance with the accepted Project Management Plan PM001.	Yes ☐ No ☐	Vol: Section: Page#:
814	The Contractor shall develop, submit and maintain a Monthly Status Report PM004 in accordance with its	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	product definition document.		Page#:
1079	The Contractor shall develop, submit and maintain Quality Assurance Reports PM014 in accordance with the accepted Project Management Plan PM001.	Yes ☐ No ☐	Vol: Section: Page#:
3661	The Contractor shall establish a budget baseline and shall measure and report to the CWS/Web Project Office variances against this baseline using earned value measurements.	Yes ☐ No ☐	Vol: Section: Page#:

VI.2.2. PROJECT MANAGEMENT PLAN REQUIREMENTS

The CWS/Web Project utilizes a collection of management plans to define and guide project management processes. The CWS/Web Master Project Management Plan (MPP) is the overarching plan that governs all other plans. These plans are available in the Bidders Library. As discussed in Section VI.2.1, General Project Management and Reporting Requirements the Project anticipates an integrated collaborative project team. As detailed in the requirements, the project management processes of the Contractor must complement and integrate with existing CWS/Web project management methodology and plans. The project management plans required of the Contractor are listed in Table VI-2 Project Management Plan Requirements.

Some project management plans have a specific description in the form of a Data Item Description (DID) that has been developed by the Project to define content, delivery timeframes, Acceptance Criteria and other requirements pertinent to the plan. The DIDs are included in RFP Appendix D, Product Definitions. In other cases, plans may have a requirement for the Contractor to prepare a Deliverable Expectation Document (DED) and obtain approval from the State prior to the development and submission of those plans. If the State has specific information requirements that are to be included in those plans, a preliminary DED has been prepared and included in RFP Appendix D, Product Definitions. For a complete listing of plans and other Products to be created or provided by the Contractor, refer to Section VI.9, Contractor Products and Deliverable Submission Process. Project management plans to be submitted with the CWS/Web Proposal are identified and discussed in Section VI.8, Proposal Requirements.

Table VI-2 Project Management Plan Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
761	The Contractor shall develop, submit and maintain a Project Management Plan PM001 throughout the project lifecycle and in accordance with its product definition document that is consistent with the CWS/Web Master Project Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
762	The Project Management Plan must provide all project-specific content necessary for the State to develop and maintain the State's CWS/Web Master Project Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
763	The Contractor shall develop, submit and maintain a Requirements Control Plan PM008 in accordance with its product definition document and is consistent with the Project Management Plan PM001.	Yes ☐ No ☐	Vol: Section: Page#:
765	The Project Management Plan must describe change control process and reference the Configuration Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
766	The Contractor shall develop, submit and maintain a Benefits Measurement Plan PM007 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
769	The Contractor shall develop, submit and maintain a Project Schedule PM002 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
770	The Contractor shall develop, submit and maintain a Risk Management Plan PM009 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
834	The Contractor shall develop, submit, and maintain a Configuration Management Plan PM016 in	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	accordance with its product definition document.		Page#:
933	The Contractor shall develop, submit, and maintain Traceability Reports PM017 in accordance with the accepted Requirements Control Plan PM008.	Yes ☐ No ☐	Vol: Section: Page#:

VI.3. SOLUTION DEVELOPMENT REQUIREMENTS

This section contains contractor work requirements related to developing the CWS/Web Solution, including products (both deliverables and materials) to be produced during solution development. Solution development includes all the activities of the Contractor necessary to plan, analyze, design, develop, and test the CWS/Web Solution for its subsequent implementation.

The CWS/Web Solution includes the CWS/Web Application, Data, equipment, processes, documentation, network infrastructure, and trained workers necessary for production operations. Figure VI - 3. CWS/Web Solution depicts the CWS/Web Solution and its various components. The CWS/Web Solution impacts numerous organizational entities including State and county agencies and external partners, service providers, and customers served by the CWS Program. The success of CWS/Web Solution requires the integration of the activities and services all of these entities. Each entity has responsibilities that contribute to the overall success of the CWS Program. The CWS/Web Contractor, referred to as the CWS/Web Systems Integrator (SI), has a major role in working with the CWS/Web Project Office and the other entities to deliver a comprehensive CWS/Web Solution that will meet the business needs of the CWS Program and its customers.

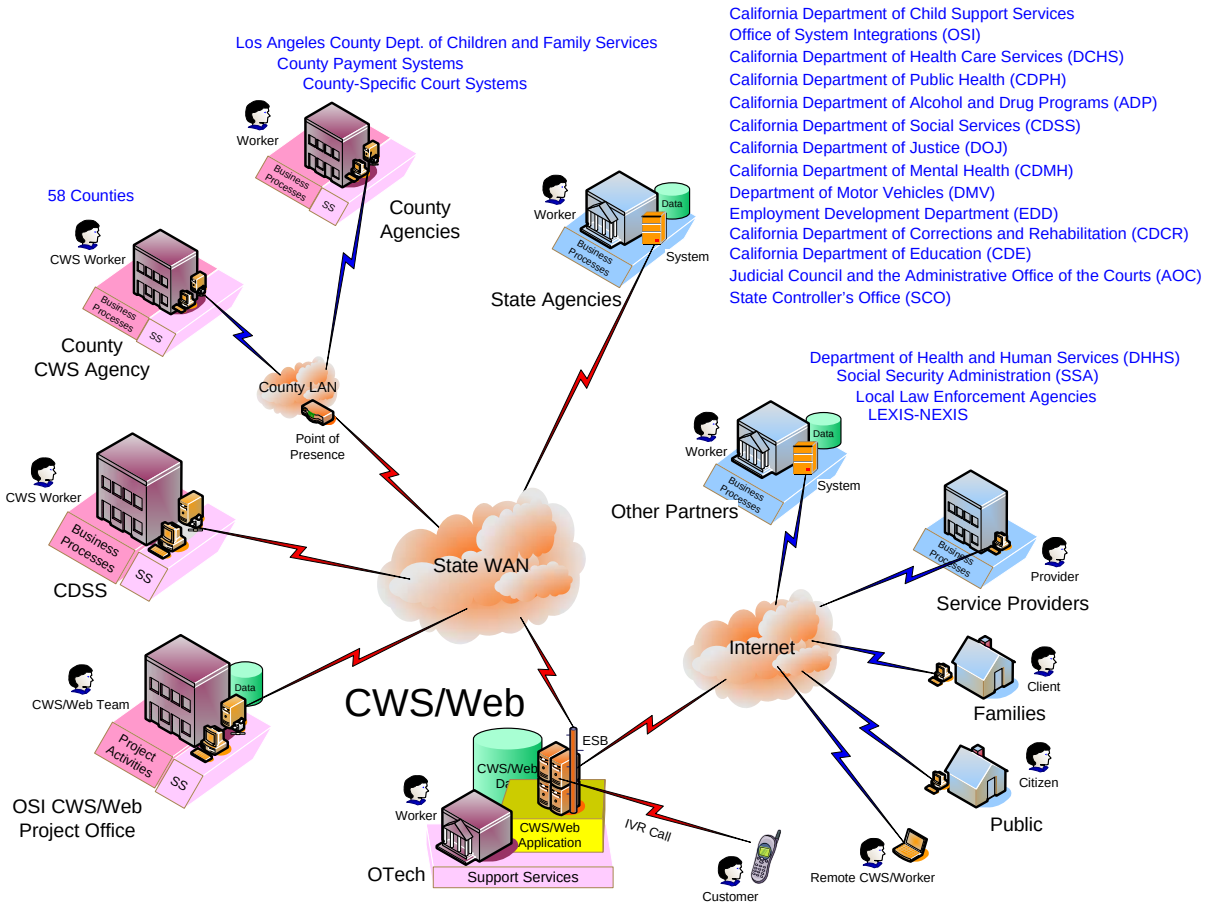

Figure VI - 3. CWS/Web Solution

Solution development begins with the activities performed to plan the development of the entire CWS/Web Solution. The plans produced during these activities are submitted to the State for acceptance and define and guide the specific project activities conducted to develop the CWS/Web Solution. The CWS/Web Project Office participates with the Contractor in the development of the plans, reviews and accepts the plans, and monitors the subsequent development activities to ensure compliance with the approved plans.

During solution development, the CWS/Web Project Office and both State and county subject matter experts and domain experts work closely with the Contractor to review and analyze the system requirements included in the CWS/Web contract, define the software requirements, define the detailed system design for the CWS/Web application, test the completed application, and assist in the definition of the data conversion requirements. As part of these activities, the Contractor will establish all of the system environments needed to develop, test, implement, operate, and support the CWS/Web Solution. The Contractor also develops any necessary applications to prepare and transform existing data for the data conversion.

Other important activities of solution development are the activities performed to define and establish the various system environments and infrastructure needed by the project to develop, test, train users, and operate the CWS/Web. The CWS/Web Project Office defines and reviews the infrastructure specifications and establishes infrastructure components to ensure acceptability and compatibility with existing and planned infrastructures in cooperation with the Contractor technical staff, OTech and the counties.

During the development of the CWS/Web Solution, the CWS/Web Project Office oversees and manages the development effort by the Contractor. The CWS/Web Project Office is responsible for overseeing the Contractor and managing the State and county resources as the system requirements are fully defined and decomposed and the system is designed, developed, tested and accepted. The CWS/Web Project Office monitors the Contractor's compliance with all terms, conditions, and responsibilities set forth in the CWS/Web contract, including cost, schedule, process, performance, quality, and staffing requirements. The CWS/Web Project Office conducts detailed acceptance reviews of the specifications created by the Contractor to verify that the Child Welfare Services business needs are properly addressed. In addition, acceptance testing is performed by stakeholders under the guidance of the CWS/Web Project Office to verify the completed application also meets the business requirements.

The CWS/Web Project Office does not intend to require a specific system development methodology, but does expect bidders to propose methodologies that are consistent with industry standards and best practices for Information Technology (IT) projects, tailored for the CWS/Web Project, where appropriate. The system development methodology must also meet specific requirements included in this RFP.

The following subsections organize, discuss and identify the specific CWS/Web Solution Development requirements to be met by the Contractor.

- Solution Development Management
- Application Development
- System Architecture Development
- Data Conversion Development
- System Environment Development

VI.3.1. SOLUTION DEVELOPMENT MANAGEMENT

The Solution Development Management requirements identify and define the activities to be performed by the Contractor in support of planning and managing the development of the CWS/Web Solution.

The requirements for the activities and products related to Solution Development Management are presented in three groups:

- Solution Development Plans

- Solution Development Support Systems
- Solution Change Management

VI.3.1.1. SOLUTION DEVELOPMENT PLANS

The requirements for the solution development plans are intended to ensure the State receives documented plans that describe the Contractor's approach, rationale, methodologies, tools, timeframes, roles and responsibilities, and other information pertaining to the solution development activities and products. The plans will be used by the State to establish a mutual understanding of the activities to be performed and products to be created or provided by the Contractor. As the plans are executed, the State will monitor the activities and products to ensure compliance with the approved plans. Table VI-3 Solution Development Plans lists the requirements for the activities and products related to developing and submitting the solution development plans.

Table VI-3 Solution Development Plans

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
811	The Contractor shall develop, submit and maintain a Software Development Plan TM002 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
851	The Contractor shall develop, submit, and maintain a Problem Resolution Plan TM023 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
854	The Contractor shall develop, submit and maintain a Performance and Capacity Management Plan TM022 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
862	The Contractor shall develop, submit and maintain a Software Test Plan TM011 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
867	The Contractor shall develop, submit and maintain a System Security Plan TM003 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
872	The Contractor shall develop, submit and maintain a Data Conversion Plan TM001 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
876	The Contractor shall work with the State and counties to determine the overall scope of Data that shall be converted, including: • Archive Data needs per data archive standards (e.g. historical) • Data that is no longer needed in the Production environment)	Yes ☐ No ☐	Vol: Section: Page#:
1914	The Contractor shall establish procedures and protocols with interface partners to ensure ongoing operation.	Yes ☐ No ☐	Vol: Section: Page#:
1915	The Contractor shall establish procedures with interface partners for handling incidents and problems (e.g., operational incident or problem, file not available).	Yes ☐ No ☐	Vol: Section: Page#:

VI.3.1.2. SOLUTION DEVELOPMENT SUPPORT SYSTEMS

The requirements for solution development support systems are intended to ensure the State receives required tools and support systems, accompanying documentation and data content that are used in the development of the CWS/Web Solution. These support systems are expected to also be used during the subsequent Solution Transition activities and Service and Support activities performed by the Contractor or the State. Table VI-4 Solution Development Support Systems Requirements lists the requirements for the activities and products related to providing tools and supports systems in support of the solution development, transition and operation efforts.

Table VI-4 Solution Development Support Systems Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
838	The Contractor shall install, deliver and maintain an automated Configuration Management System TM034.	Yes ☐ No ☐	Vol: Section: Page#:
839	The Contractor shall keep the Configuration Management System TM034 up-to-date.	Yes ☐ No ☐	Vol: Section: Page#:
843	The Contractor shall provide and maintain a Definitive Software Library (DSL) as part of the Configuration Management System TM034.	Yes ☐ No ☐	Vol: Section: Page#:
844	The Contractor shall maintain the source code and baseline components in the Definitive Software Library (DSL) in accordance with the accepted Configuration Management Plan PM016.	Yes ☐ No ☐	Vol: Section: Page#:
934	The Contractor shall update the traceability component of the Contractor's requirement management tool in coordination with the CWS/Web System Project Office.	Yes ☐ No ☐	Vol: Section: Page#:
935	The Contractor shall install, deliver and maintain a single Incident, Problem and Defect Integrated Tracking System TM032.	Yes ☐ No ☐	Vol: Section: Page#:
936	The Contractor shall install and manage a single Incident, Problem and Defect Integrated Tracking System TM032 that the Contractor and the CWS/Web Project Office shall use collaboratively for the tracking of system incidents and problems.	Yes ☐ No ☐	Vol: Section: Page#:
937	The Contractor shall allow the CWS/Web Project Office full access to the entire Incident, Problem and Defect	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Integrated Tracking System TM032 used by the Contractor.		Page#:
939	The Contractor shall perform and manage defect and issue tracking in accordance with the accepted Project Management Plan PM001.	Yes ☐ No ☐	Vol: Section: Page#:
940	The Contractor shall provide a classification and tracking method for system or application errors during testing activities that describes the severity of the deficiency, and determination based upon severity, of whether that error shall be corrected prior to the system entering production or prior to system acceptance.	Yes ☐ No ☐	Vol: Section: Page#:
941	The Contractor shall store, control and track (baselines during the construction lifecycle) all source code as configured items.	Yes ☐ No ☐	Vol: Section: Page#:
949	The Contractor shall store and manage COTS software and licenses as configured items according to the Contractor's Configuration Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
956	The Contractor shall develop, submit and maintain a Development Environment Computer Operation Manual TM017 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1031	The Contractor shall test system performance that simulates the production environment.	Yes ☐ No ☐	Vol: Section: Page#:
1136	The Contractor shall provide tools or a suite of tools that shall provide a detailed ERD, screen-to-entity cross reference, database definition and a SQL query generator.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1806	The Contractor shall develop processes, procedures and programs to populate Data into the data warehouse.	Yes ☐ No ☐	Vol: Section: Page#:
4803	The Contractor shall develop, submit and maintain an Incident, Problem and Defect Integrated System Description TM025 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4804	The Contractor shall develop, submit and maintain a Configuration Management System Description TM030 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

VI.3.1.3. SOLUTION CHANGE MANAGEMENT

The requirements for solution change management are intended to ensure the Contractor provides required services to support and integrate with CWS/Web change management processes. Solution change management involves activities related to the management, analysis and execution of changes to the CWS/Web Solution.

Table VI-5 Solution Change Management Requirements lists the requirements for the activities and products related to managing and controlling changes to the CWS/Web Solution.

Table VI-5 Solution Change Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
846	The Contractor shall conduct an impact analysis in accordance with the State's Change Management Plan for all hardware and software upgrades and custom application releases.	Yes ☐ No ☐	Vol: Section: Page#:
847	The Contractor shall develop and implement methods, processes and tools for each change, including a	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	release readiness review and development of a back-out plan.		Page#:
849	The Contractor shall conform to OTech Change Management processes for OTech-housed equipment.	Yes ☐ No ☐	Vol:

VI.3.2. APPLICATION DEVELOPMENT REQUIREMENTS

The Application Development requirements identify and define the activities to be performed and the products to be provided or created as part of the development of the CWS/Web Application. These activities are performed to define the CWS/Web system and software requirements and to design, code, and test the application that will meet those requirements. The successful completion of the application development activities results in a CWS/Web Application that is ready for statewide implementation.

The Application Development requirements are presented in two groups:

- Build Application
- Test Application

VI.3.2.1. BUILD APPLICATION

The Build Application requirements are intended to ensure the Contractor conducts business process and requirements analysis, design, coding, and other activities defined and approved in the system development plans. The Build Application requirements also include the specifications, materials, and other products to be created or provided by the Contractor as a result of these activities. The Contractor is required to conduct these activities and produce products that are in accordance with IT industry standards and best practices as identified in the requirements and in the approved plans.

The State and counties will participate in the requirements analysis and design activities to provide clarification and elaboration of the system requirements, review specifications and determine if the Contractor deliverables meet contract requirements and approved plans. Table VI-6 Build Application Requirements lists the requirements for the activities and products related to defining, designing and coding the CWS/Web application.

Table VI-6 Build Application Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
900	The Contractor shall document how each shared service will be registered and promoted for use locally or remotely.	Yes ☐ No ☐	Vol: Section: Page#:
987	The Contractor shall develop, submit and maintain a System/Subsystem Specification TM010 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
988	The Contractor shall conduct requirements gathering and requirements validation to determine detailed system requirements.	Yes ☐ No ☐	Vol: Section: Page#:
990	The Contractor shall develop, submit, and maintain a Software Requirements Specification TM009 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
991	The Contractor shall develop, submit and maintain a System/Subsystem Design Description TM021 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
993	The Contractor shall develop, submit and maintain a Software Design Description TM008 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
997	The Contractor shall conduct walkthroughs and demonstrations of designs with the State.	Yes ☐ No ☐	Vol: Section: Page#:
1009	The Contractor shall develop (e.g., configure, code, test) the CWS/Web to meet the system and software requirement specifications accepted by the State.	Yes ☐ No ☐	Vol: Section: Page#:
1185	The Contractor shall develop, load and		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	update information into the online help system on an ongoing basis.	Yes ☐ No ☐	Section: Page#:
1313	The Contractor shall design and develop the CWS/Web using a widely-deployed, industry standard application development platform.	Yes ☐ No ☐	Vol: Section: Page#:
1320	The Contractor shall provide a business view of the system using CWS best practices, functional requirements, and business principles and models. The business view of the system will reflect the changes to the CWS enterprise and its business model.	Yes ☐ No ☐	Vol: Section: Page#:
1327	The Contractor shall develop services that implement the business model.	Yes ☐ No ☐	Vol: Section: Page#:
1483	The Contractor shall ensure the business solution, including development, training, production and the data warehouse, adheres to all security, confidentiality and privacy policies and applicable statutes.	Yes ☐ No ☐	Vol: Section: Page#:
1484	The Contractor shall ensure that regulatory compliance governing security requirements are addressed by the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
1518	The Contractor shall provide the choice of encryption algorithm to be configurable by CWS/Web Project staff to adapt to changing technologies.	Yes ☐ No ☐	Vol: Section: Page#:
1622	For all interfaces, the Contractor shall work with the partners and/or owners of the external systems to develop and document a detailed design and approach.	Yes ☐ No ☐	Vol: Section: Page#:
1793	The Contractor shall maintain an		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	accurate data dictionary and entity-relationship diagram (ERD), which includes a list of the names, descriptions and data types of the fields in the database(s).	Yes ☐ No ☐	Section: Page#:
1798	The Contractor shall develop, submit and maintain a Reporting Inventory TM007 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1800	The Contractor shall validate the CWS Reports Listing to verify that reports commonly used by counties are included.	Yes ☐ No ☐	Vol: Section: Page#:
1801	The Contractor shall ensure that all reports required by federal and State regulations and those identified in the CWS Report Listing are included in the Initial Release.	Yes ☐ No ☐	Vol: Section: Page#:
1804	The Contractor shall develop and submit documentation for each report that includes a narrative description, methodology, pseudo code and SQL logic.	Yes ☐ No ☐	Vol: Section: Page#:
1805	The Contractor shall develop and provision a data warehouse environment to support the data analysis and reporting needs of the State and the counties.	Yes ☐ No ☐	Vol: Section: Page#:
1807	The Contractor shall provide ongoing daily refresh of Data in the data warehouse including extraction, transformation, and loading and daily uploads.	Yes ☐ No ☐	Vol: Section: Page#:
1808	The Contractor shall design and implement the CWS/Web for the protection of personal and sensitive Data, including encryption of sensitive Data where necessary.	Yes ☐ No ☐	Vol: Section: Page#:
1809	The Contractor shall provide the tools		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	used to build and implement the data warehouse, data marts and the logical and physical data structures.	Yes ☐ No ☐	Section: Page#:
1810	The Contractor shall develop, submit and maintain a Database Design Description TM004 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1811	The Contractor shall develop a metadata repository that can be integrated with third-party Business Intelligence and Report tools.	Yes ☐ No ☐	Vol: Section: Page#:
1812	The Contractor shall deliver to the State all tools used to define, model or build the CWS/Web database repositories.	Yes ☐ No ☐	Vol: Section: Page#:
1813	The Contractor shall develop processes and procedures for capturing and reporting on data that do not meet quality needs as defined by the Contractor proposed and State approved quality standards.	Yes ☐ No ☐	Vol: Section: Page#:
1814	The Contractor shall develop procedures and processes for correcting erroneous data during the ETL process, including description and responsibilities of State and County staff.	Yes ☐ No ☐	Vol: Section: Page#:
1822	The Contractor shall ensure that the CWS/Web design has the capacity to support the following licenses for reports and tools: End user: report viewer – 15,000 with 4% annual growth rate through the system life. Developers and Analysts: Report and query (business analysis) tools/software (e.g., OLAP, data mining tools) – 500 initially with a 4% annual growth rate through the system life.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1823	The Contractor shall design, develop, test, and implement a fixed number of forms as part of the initial release of the system as specified in the CWS Forms Listing.	Yes ☐ No ☐	Vol: Section: Page#:
1824	The Contractor shall design, develop, test, and implement all reports in the Initial Release of the system as specified in the CWS Reports Listing.	Yes ☐ No ☐	Vol: Section: Page#:
1826	The Contractor shall design, develop and test the database, data warehouse, data marts, and required reports for the CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
1937	The Contractor shall execute the procedures documented in the approved Performance and Capacity Management Plan TM002.	Yes ☐ No ☐	Vol: Section: Page#:
1938	The Contractor shall develop or provide to the State performance benchmarking methodologies and tools for predicting and demonstrating that the CWS/Web production system continues to meet performance and availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3670	The Contractor shall develop, submit and maintain an Interface Design Description TM006 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4398	The Contractor shall manage requirement additions, changes and deletions according to the State's Change Management Plan and the Requirements Control Plan PM008.	Yes ☐ No ☐	Vol: Section: Page#:
4740	The Contractor shall develop, submit and maintain a Data Warehouse Design Description TM005 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4770	The Contractor shall design a data model that maximizes long term flexibility and growth with the capability of building specialized data marts for local flexibility and speed.	Yes ☐ No ☐	Vol: Section: Page#:
4784	The Contractor shall ensure that all reports are validated for accuracy prior to User Acceptance Testing.	Yes ☐ No ☐	Vol: Section: Page#:

VI.3.2.2. TEST APPLICATION

The Test Application requirements are intended to ensure the Contractor conducts the appropriate types of testing to validate that the CWS/Web Application meets and performs in accordance with the system and software requirements and approved test plans. The State will conduct a User Acceptance Test, supported by the Contractor, following the successful completion of testing by the Contractor to determine if the application is ready for release to production. Table VI-7 Test Application Requirements lists the requirements for the activities and products related to testing the CWS/Web application.

Table VI-7 Test Application Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
965	The Contractor shall maintain the automated test tool and automated scripts, including State test tools and scripts, under configuration management control.	Yes ☐ No ☐	Vol: Section: Page#:
966	The Contractor shall provide access to the testing environment including but not limited to the State staff and technical experts as designated by the State Project Manager for testing.	Yes ☐ No ☐	Vol: Section: Page#:
1012	The Contractor shall develop, submit and maintain Software Test Documentation TM012 in	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	accordance with its product definition document.		Page#:
1013	The Contractor shall develop and submit a Test Certification TM040, in accordance with the accepted Software Test Plan TM011, certifying the completion and successful passing of all required testing prior to recommending to proceed to User Acceptance Testing.	Yes ☐ No ☐	Vol: Section: Page#:
1015	The Contractor shall not perform testing or development in the production environments.	Yes ☐ No ☐	Vol: Section: Page#:
1016	The Contractor shall be responsible for building test plans, executing test plans, and creating test reports per the Software Test Plan TM011.	Yes ☐ No ☐	Vol: Section: Page#:
1017	The Contractor shall develop, maintain, and submit the test procedures and scripts to the State throughout the life of the system to reflect the accepted design and current requirements.	Yes ☐ No ☐	Vol: Section: Page#:
1018	The Contractor shall allow OTech and CWS/Web Project Office to run validation and testing software against externally-facing internet applications to help identify potential security issues. The Contractor shall repair any Deficiencies found during this testing.	Yes ☐ No ☐	Vol: Section: Page#:
1019	For User Acceptance Testing, the Contractor shall provide copies of production data to the associated testing environment.	Yes ☐ No ☐	Vol: Section: Page#:
1027	The Contractor shall conduct testing to include the following:	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Verification that all planned tests are executed until a successful test is conducted. • Verification of end-to-end workflows and scenarios. • Final verification of requirements and design. • Identification of any non-testable items. • Verification that help files and training materials are consistent with functionality of system. • Verification that no unused code exists in the system. • Verification that coding includes comments explaining logic and changes.		Page#:
1030	The Contractor shall test the hardware and software in accordance with the Software Test Plan TM011.	Yes ☐ No ☐	Vol: Section: Page#:
1032	The Contractor shall perform system performance testing as part of initial implementation as well as every major release (any release other than for minor, non-performance-related defects) or architectural change.	Yes ☐ No ☐	Vol: Section: Page#:
1033	The Contractor shall collect and report metrics during the performance tests sufficient to demonstrate that all system performance requirements are met. Performance Metrics reported during Performance Testing must include, but not be limited to, the following: • System resource utilization on all system components (e.g., processor, memory, page swap activity, I/O wait times) • Response times for business	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	functions • Response times for individual page loads • Breakdown of time spent in each "layer" (e.g., workstation, LAN, WAN, access/security server, web server, application server, database server)		
1034	The Contractor's Stress Test shall ensure that the installed system meets CWS/Web system performance requirements when under peak usage. At a minimum the tests shall demonstrate that the installed system meets all CWS/Web system performance and availability requirements: • While supporting the first-year peak number of concurrent users working under normal conditions. • While executing any batch processing cycle. • While utilizing the Wide Area Network (WAN), including expected ancillary and potentially competing network traffic. • While exercising peak volumes of page requests, CPU usage, disk usage, and local network traffic. • Without experiencing previously undiscovered or unanticipated system errors, such as memory leaks, that would only be detected under load testing. • While executing peak report request and generation processing (standard or ad hoc). • While simultaneously processing routine and ad hoc queries to the Data Warehouse.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1035	The Contractor's Stress Test shall identify the maximum capacity of the system in terms of usage and throughput in each tested area that result in the system failing to meet the CWS/Web system performance requirements.	Yes ☐ No ☐	Vol: Section: Page#:
1040	The Contractor shall validate through availability and reliability testing that the system can meet the Systems Integrator Service Level Agreement SS006.	Yes ☐ No ☐	Vol: Section: Page#:
1042	The Contractor shall perform Security Testing with each production release in order to ensure that the System does not expose CWS and/or its stakeholders to security risks. Security tests shall include, but not be limited to: • Verification that security infrastructure requirements (e.g. Kerberos authentication) have been met. • An external vulnerability assessment, as defined in NIST 800-42. • Penetration testing, as defined in NIST 800-42. • Web Services vulnerability testing that includes, but is not limited to, vulnerabilities defined in Appendix B of NIST 800-95.	Yes ☐ No ☐	Vol: Section: Page#:
1044	The Contractor shall address and resolve security vulnerability issues/concerns as a result of security test results, recommendations and State approval in accordance with the accepted Project Management Plan PM001.	Yes ☐ No ☐	Vol: Section: Page#:
1045	The Contractor shall perform an end-		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	to-end test of the system prior to the start of User Acceptance Testing.	Yes ☐ No ☐	Section: Page#:
1048	The Contractor shall support the CWS/Web Project Office execution of thorough User Acceptance Testing to verify that the application is functioning as required in this Contract for all users Statewide.	Yes ☐ No ☐	Vol: Section: Page#:
1051	The Contractor shall conduct regression testing to ensure that functionality delivered to the production environment does not cause defects in previously implemented and tested functionality.	Yes ☐ No ☐	Vol: Section: Page#:
1052	The Contractor shall conduct a regression test cycle for each incremental development effort prior to release to production.	Yes ☐ No ☐	Vol: Section: Page#:
1053	The Contractor shall conduct regression testing with every production release in accordance with the Software Test Plan TM011.	Yes ☐ No ☐	Vol: Section: Page#:
1054	The Contractor shall conduct Regression Testing to include, but not be limited to, the following: • Determining the extent of verification and validation analyses and tests that shall be repeated when changes are made to any previously examined software products • Assessing the nature of the system change to determine potential ripple, side effects and impacts on other aspects of the system • Rerunning test cases based on changes, error corrections and impact assessment, to detect	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	errors spawned by system changes • Verification that the system has not been affected negatively or unexpectedly by changes • Comparison of results from previous releases to current test results.		
3618	The Contractor is responsible for creating a load model based on current use of CWS/CMS that identifies average and peak utilization. • Length of time each function spends in each component of the system Client, network bandwidth and server. • End-to-end response time for all user initiated transactions.	Yes ☐ No ☐	Vol: Section: Page#:
4400	The Contractor shall provide the CWS/Web Project Office with access to all testing environments.	Yes ☐ No ☐	Vol: Section: Page#:
4750	The Contractor shall conduct Integration Testing to include: Verification of each functional area and inter-functional interface • Demonstration that all requirements have been verified • Demonstration that hardware Specifications and COTS software components have been verified for correctness and compliance with specifications • Demonstration that external interfaces have been verified.	Yes ☐ No ☐	Vol: Section: Page#:
4765	The Contractor shall provide the following in support of User	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Acceptance Testing: • System support for the User Acceptance Testing Environment to include loading of converted and production data • System support for installation and configuration of tools necessary to execute stress tests • System support for installation and configuration of tools necessary to execute performance tests • Training and support of CWS/Web Project Office and county test staff		Page#:

VI.3.3. SYSTEM ARCHITECTURE DEVELOPMENT REQUIREMENTS

The System Architecture Development requirements identify and define the activities to be performed and the products to be provided or created as part of the definition and design of the CWS/Web architecture. The requirements for system architecture development are intended to ensure the State receives a CWS/Web architecture that supports the architecture vision of the State, supports the CWS/Web Application and facilitates ongoing Service and Support activities.

VI.3.3.1. DEFINE SYSTEM ARCHITECTURE

These activities are performed to define a CWS/Web architecture that meets the functional and technical system requirements defined as part of the Build Application activities. Table VI-8 System Architecture Development Requirements lists the requirements for the activities and products related to defining the CWS/Web system architecture.

Table VI-8 System Architecture Development Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1000	The CWS/Web infrastructure shall have a flexible, distributed network access model that leverages the benefits of centralized management and resource	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	pooling.		
1324	The Contractor shall provide a set of business context diagrams for the organization that include mission, business motivators, customers, Products and Services, business functions, performance, Environment, and Value.	Yes ☐ No ☐	Vol: Section: Page#:
1347	The Contractor shall describe the capability of the ESB to implement synchronous and asynchronous program-to-program communication, moving messages between SOA service consumer modules and service provider modules at runtime (may be required to interface with external County and State systems).	Yes ☐ No ☐	Vol: Section: Page#:
1488	The Contractor shall identify the IT risk considerations regarding the security of the access control infrastructure for day-to-day security administration activities and auditing purposes.	Yes ☐ No ☐	Vol: Section: Page#:
1792	The Contractor shall provide an overview of its overall architecture and approach to meeting CWS/Web system reporting needs.	Yes ☐ No ☐	Vol: Section: Page#:
1797	The Contractor shall specify all hardware and software required for support of CWS/Web system reporting.	Yes ☐ No ☐	Vol: Section: Page#:
3671	The Contractor shall implement a versioning approach in place to accommodate consumers of these new feature set of services.	Yes ☐ No ☐	Vol: Section: Page#:
3965	The Contractor shall design, build, integrate, test, and implement all Solution Architecture products following OSI Enterprise Architecture frameworks and standards.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4399	The Contractor shall perform infrastructure design in accordance with the OTtech infrastructure.	Yes ☐ No ☐	Vol: Section: Page#:

VI.3.4. DATA CONVERSION DEVELOPMENT REQUIREMENTS

The Data Conversion Development Requirements identify and define the activities to be performed and the products to be provided or created as part of the analysis, design, coding, and testing of the software needed to convert data from the existing CWS/CMS and other auxiliary systems in preparation for populating the CWS/Web data repositories. The requirements for Data Conversion development are intended to ensure the data from existing systems is properly identified, transformed, and populated into the CWS/Web and that the resulting data can be properly processed by the CWS/Web application.

VI.3.4.1. BUILD CONVERSION SOFTWARE

The Build Conversion Software activities are performed to prepare plans, specifications and applications for converting existing data and populating that data into the CWS/Web data repositories. The State will work closely with the Contractor to define, review, and approve the Data Conversion requirements, prepare existing data for transformation, and validate the results of Data Conversion tests. Table VI-9 Build Conversion Software Requirements lists the requirements for the activities and products related to building the Conversion software.

Table VI-9 Build Conversion Software Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
874	The Contractor shall provide all services needed to transform, standardize and migrate existing electronic operational data in order to establish an initial database suitable for live operations.	Yes ☐ No ☐	Vol: Section: Page#:
875	The Contractor shall develop and submit a Data Quality Report TM039 in accordance with the accepted Data Conversion Plan TM001.	Yes ☐ No ☐	Vol: Section: Page#:
879	The Contractor shall implement a Data		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Conversion strategy that ensures: • Ongoing reporting requirements are met. • Changes in case jurisdiction (e.g., a child moves from one county not on CWS/Web system to another county on CWS/Web system and vice versa) address the potential problems of operating within two systems simultaneously and address the scenarios where data must be moved between counties on different systems. • Synchronization of data issues between CWS/Web system and existing environment are resolved.	Yes ☐ No ☐	Section: Page#:
1061	The Contractor shall develop and provide any training, documentation, maintenance, or software identified in the Data Conversion Plan TM001 as being required to support the conversion from the existing system and county-specific systems to the CWS/Web system.	Yes ☐ No ☐	Vol: Section: Page#:
1062	The Contractor shall test all Conversion software and procedures developed for use as part of CWS/Web system Conversion.	Yes ☐ No ☐	Vol: Section: Page#:
1067	The Contractor shall verify that the CWS/Web system will operate absent instances where minimum data is converted as part of the Deployment Readiness Assessment Checklist TR013.	Yes ☐ No ☐	Vol: Section: Page#:
1068	The Contractor shall consult with State and county staff to determine Conversion requirements including formatting changes, data transfer and source to target field-level data	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	exchange.		
1069	The Contractor shall provide adequate resources to Conversion plans and activities to complete transition to the CWS/Web system.	Yes ☐ No ☐	Vol: Section: Page#:
1070	The Contractor shall develop and submit a Data Conversion Problems Report TM041 in accordance with the accepted Data Conversion Plan TM001.	Yes ☐ No ☐	Vol: Section: Page#:
1071	The Contractor shall convert all data in support of development, testing, Pilot and Deployment.	Yes ☐ No ☐	Vol: Section: Page#:
1073	The Contractor shall conduct the conversion activity of archiving master and transaction files.	Yes ☐ No ☐	Vol: Section: Page#:
1074	The Contractor shall conduct the post-conversion activity of archiving and/or warehousing of closed account data.	Yes ☐ No ☐	Vol: Section: Page#:
1075	The Contractor shall conduct the post-conversion activity of confirming that converted data is functioning as designed.	Yes ☐ No ☐	Vol: Section: Page#:
1076	The Contractor shall conduct the post-conversion activity of performing post-conversion data clean-up.	Yes ☐ No ☐	Vol: Section: Page#:
1077	The Contractor shall conduct the post-conversion activity of assessing converted data abnormalities that may appear.	Yes ☐ No ☐	Vol: Section: Page#:
1078	The Contractor shall conduct the post-		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	conversion activity of reviewing how manual entries were handled.	Yes ☐ No ☐	Section: Page#:
1080	The Contractor shall test Data Conversion to the CWS/Web System, for each Data Conversion, prior to statewide implementation to ensure the success of the Data Conversion and ability to operate the CWS/Web System.	Yes ☐ No ☐	Vol: Section: Page#:
1081	The Contractor shall develop and submit a Data Conversion Design Specification TM013 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1084	The Contractor shall monitor the first reporting cycle after each Data Conversion to verify data integrity.	Yes ☐ No ☐	Vol: Section: Page#:
4749	The Contractor shall ensure that the data transformed from automated Data Conversion does not result in any omitted Data content or error content.	Yes ☐ No ☐	Vol: Section: Page#:
4776	The Contractor shall develop the Data Conversion system as part of the Data Conversion Environment TM035.	Yes ☐ No ☐	Vol: Section: Page#:

VI.3.5. SYSTEM ENVIRONMENT DEVELOPMENT REQUIREMENTS

The System Environment Development requirements identify and define the activities to be performed and the products to be provided or created as part of the analysis, design, and establishment of the system environments required to support the development, training, testing, and production use of the CWS/Web. The requirements for system environment development are intended to ensure adequate system environments are available to a support the development, testing, training, and conversion activities of the project as well as the operation and maintenance of CWS/Web production system. The environments include the hardware, software, networks, and facilities necessary to support these activities.

VI.3.5.1. ESTABLISH ENVIRONMENTS

The Establish Environments activities are performed to prepare specifications and acquire hardware and software for the environments. The activities include testing and installing the hardware, software, networks, and facilities necessary to establish the environments. Technical staff from OTech, the project and the counties will assist the Contractor in defining and reviewing the environment specifications to ensure acceptability and compatibility with existing and planned infrastructures. Table VI-10 Establish Environments Requirements lists the requirements for the activities and products related to establishing the system environments.

Table VI-10 Establish Environments Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
944	The Contractor shall install and configure all required automated tools.	Yes ☐ No ☐	Vol: Section: Page#:
947	The Contractor shall provide access to the State for all tools and databases required for development, conversion, testing, training and production support.	Yes ☐ No ☐	Vol: Section: Page#:
954	The Contractor shall acquire, install and maintain all hardware and equipment for all environments located at the CWS/Web Project Office.	Yes ☐ No ☐	Vol: Section: Page#:
957	The Contractor shall procure, install, deliver and maintain the Development Environment TM038.	Yes ☐ No ☐	Vol: Section: Page#:
959	The Contractor shall provide complete design and specifications (including all hardware, software, infrastructure, connectivity, and configuration information) for a minimum of two test environments: user acceptance testing and system testing.	Yes ☐ No ☐	Vol: Section: Page#:
962	The Contractor shall provide all application software and software tools for the Test Environments at the	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	development site, including load modeling and stress/load testing so that the State can test the performance and capacity of all components of the initial installation as well as future enhancements and expansions of the system.		Page#:
967	The Contractor shall provide to the State configuration documentation for all of the testing environments located in a State facility.	Yes ☐ No ☐	Vol: Section: Page#:
968	The Contractor shall provide all hardware specifications for the training environment to be provided by OTech.	Yes ☐ No ☐	Vol: Section: Page#:
969	The Contractor shall provide all software and tools for any portion of the training environment located at the CWS/Web Project Office.	Yes ☐ No ☐	Vol: Section: Page#:
970	The Contractor shall, in coordination with the CWS/Web Project Office and OTech, install and configure the training environment at OTech.	Yes ☐ No ☐	Vol: Section: Page#:
971	The Contractor shall populate the training environment with data converted from the CWS/CMS and county systems.	Yes ☐ No ☐	Vol: Section: Page#:
972	The Contractor shall develop, submit and maintain a Training Environment Computer Operation Manual TM016 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
977	The Contractor shall install, configure and maintain, in coordination with OTech the User Acceptance Testing Environment TM036 at OTech.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
978	The Contractor will populate the User Acceptance Testing environment with data converted from the CWS/CMS and county systems.	Yes ☐ No ☐	Vol: Section: Page#:
979	The Contractor shall develop, submit and maintain a User Acceptance Testing Environment Computer Operation Manual TM018 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
980	The Contractor shall provide to the State configuration documentation for all of the User Acceptance Testing environment located in a State facility.	Yes ☐ No ☐	Vol: Section: Page#:
983	The Contractor shall install, configure and maintain, in coordination with OTech, the CWS/Web Production Environment TM037 at OTech.	Yes ☐ No ☐	Vol: Section: Page#:
985	The Contractor shall develop, submit and maintain a Production Environment Computer Operation Manual TM019 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
986	The Contractor shall develop, submit and maintain a System Operation Manual TM020 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1020	The Contractor shall provide the testing tools and test configuration to the State as the system is transitioned into Service and Support.	Yes ☐ No ☐	Vol: Section: Page#:
1025	For functional testing, the Contractor shall provide a test environment that contains all the components and functionality of the production environment for testing builds of CWS/Web system.	Yes ☐ No ☐	Vol: Section: Page#:
1058	The Contractor shall install, deliver and		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	maintain the Data Conversion Environment TM035.	Yes ☐ No ☐	Section: Page#:
1066	The Contractor shall develop and submit a Data Conversion Environment Computer Operation Manual TM015 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1094	The Contractor shall procure, install, deliver and maintain the portion of the Training Environment TM031 located at the CWS/Web Project Office.	Yes ☐ No ☐	Vol: Section: Page#:
1096	The Contractor shall update the CWS/Web system Training Environment TM031 to reflect all application releases and modifications in the production environments.	Yes ☐ No ☐	Vol: Section: Page#:
1098	The Contractor shall provide the option to release functionality to the Training Environment TM031 prior to release to the production environment.	Yes ☐ No ☐	Vol: Section: Page#:
1099	The Contractor shall provide automated tools for loading data into the Training Environment TM031.	Yes ☐ No ☐	Vol: Section: Page#:
1100	The Contractor shall provide a web-enabled, interactive training tool to support virtual interactive training.	Yes ☐ No ☐	Vol: Section: Page#:
1101	The Contractor shall provide automated tools for restoring the data to an identified state in the Training Environment TM031.	Yes ☐ No ☐	Vol: Section: Page#:
1154	The Contractor shall assist the State in establishing and preparing the initial	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	production environment.		Page#:
4723	The Contractor shall be responsible for maintenance of all hardware, software and equipment for all environments at the development site.	Yes ☐ No ☐	Vol: Section: Page#:
4739	The Contractor shall develop and submit a Hardware and Software Specifications for the Environments at OTech and Counties/CDSS TM014 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4785	The Contractor shall be responsible for refreshing all hardware and equipment for all environments at the development site every four (4) years, unless otherwise indicated in the OSI IT Workstation Refresh and Single Workstation Computing Policy.	Yes ☐ No ☐	Vol: Section: Page#:
4802	The Contractor shall develop, submit and maintain a Training Environment Description TM024 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4805	The Contractor shall develop, submit and maintain a Data Conversion Environment Description TM026 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4806	The Contractor shall develop, submit and maintain an User Acceptance Testing Environment Description TM027 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4807	The Contractor shall develop, submit and maintain a Production Environment Description TM028 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4808	The Contractor shall develop, submit,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	and maintain a Development Environment Description TM029 in accordance with its product definition document.	Yes ☐ No ☐	Section: Page#:
4809	The Contractor shall install, configure and maintain the CWS/Web application in the Production Environment TM037.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4. SOLUTION TRANSITION REQUIREMENTS

This section contains Contractor requirements related to transitioning the CWS/Web Solution into production, including Services to be provided and Products (both Deliverables and Materials) to be produced during solution transition. For the purposes of introduction and discussion in this section, transition and implementation are equivalent terms.

Solution transition includes all the activities necessary to transition from the CWS/CMS to the CWS/Web Solution. The activities include business process transition, organizational change readiness, site preparation, training, and system deployment. CWS/Web Service and Support activities will begin upon completion of the initial Deployment and will become full Service and Support activities upon Initial Release Implementation Acceptance.

The CWS/Web Project Office is responsible for overseeing the Contractor and managing the State and county resources as the solution transition is planned and executed. The CWS/Web Project Office also monitors the Contractor's compliance with all terms, conditions, and responsibilities set forth in the CWS/Web Contract and in accepted plans for the implementation activities and products. The requirements for this section are categorized as follows:

- Transition Management
- Training and Knowledge Management
- CWS/Web Deployment

VI.4.1. TRANSITION MANAGEMENT REQUIREMENTS

The Contractor will plan and manage the CWS/Web transition activities according to the Project management requirements described in Section VI.2, Project Management Requirements and requirements described in this section.

VI.4.1.1. TRANSITION PLANS

These plans encompass business and technical Implementation and Deployment; user training, technical training, knowledge management, and problem resolution. The plans and activities described in this section provide the foundation for successfully bringing the CWS/Web Solution into full production. Table VI-11 Transition Plan Requirements lists the requirements for the activities and Products related to transitioning the CWS/Web Solution.

Table VI-11 Transition Plan Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
815	The Contractor shall develop, submit, and maintain a Software Installation Plan TR008 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
880	The Contractor shall develop, submit, and maintain a Software Transition Plan TR019 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1090	The Contractor shall develop, submit, and maintain a Master Training and Knowledge Management Plan TR001 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1145	The Contractor shall develop, submit, and maintain a Statewide Deployment Plan TR007 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1155	The Contractor shall develop, submit, and maintain a Business Process Transition Plan TR021 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.1.2. TRANSITION SUPPORT MANUALS

The Contractor is required to develop, deliver and maintain Documentation for supporting the CWS/Web Solution. The transition manuals provide user, support, operation and technical staff with Documentation necessary to use, operate, and Service and Support the CWS/Web. The transition support manuals will be developed in parallel to the design, development and Implementation of the

CWS/Web to ensure the manuals are available for formal training and testing activities. As system changes are made, the support manuals will be updated in parallel to ensure that updates to manuals occur with system changes.

Table VI-12 Transition Support Manuals

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1108	The Contractor shall develop, submit, and maintain a Software User Manual (SUM) TR018 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.2. TRAINING AND KNOWLEDGE MANAGEMENT

Training and Knowledge Management activities are planned and performed to prepare all Users and support staff associated with the CWS/Web Solution to effectively use and support the new system.

VI.4.2.1. CWS/WEB USER TRAINING

The Contractor will work closely with the CWS/Web Project Office, State and county representatives to define the training approach. The Contractor will provide direct training to End Users in varying types of roles such as trainers, CWS workers, and help desk staff throughout the State. The CWS/Web Training will consist of classroom instruction and online tools. Table VI-13 CWS/Web User Training Requirements lists the requirements for the activities and Products related to training the Users on the CWS/Web Application.

Table VI-13 CWS/Web User Training Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1124	The Contractor staff shall train CWS trainers from each County (200 staff) in CWS/Web System functionality.	Yes ☐ No ☐	Vol: Section: Page#:
1125	The Contractor shall train State and county (200 staff) managers, supervisors, and report administrators in	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	management of the CWS/Web System.		Page#:
1126	The Contractor shall provide just-in-time End-User CWS/Web System training prior to but not more than 60 days prior to Deployment to End Users.	Yes ☐ No ☐	Vol: Section: Page#:
1127	For any CWS/Web User training, the Contractor shall provide a minimum of one training material packet per trainee.	Yes ☐ No ☐	Vol: Section: Page#:
1133	The Contractor shall develop training for the Administrators and Report Developers to include, at a minimum, the following topics: • System design and schema • System usage • System procedures • BI Application and tools development • Report generation • System administration and maintenance • Setup and configuration of all computing environments developed by the Contractor.	Yes ☐ No ☐	Vol: Section: Page#:
1137	The Contractor shall develop training on the CWS/Web functionality.	Yes ☐ No ☐	Vol: Section: Page#:
1138	The Contractor shall provide CWS/Web User training for Administrative and Business Intelligence (up to 100 staff) on: • Reporting • Data mining tools • Web content management • Workflow management	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• The training environment		
1151	The Pilot User training shall mimic the CWS/Web User Training as defined in the CWS/Web User Training Plan TR002.	Yes ☐ No ☐	Vol: Section: Page#:
1829	The Contractor shall provide counties with training and assistance in defining, mapping, and creating existing reports to run against the CWS/Web Data.	Yes ☐ No ☐	Vol: Section: Page#:
4738	The Contractor shall develop, submit, and maintain the CWS/Web User Training Plan TR002 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4781	The Contractor shall train 12,500 CWS/Web Users in a classroom environment averaging 1 to 2 days.	Yes ☐ No ☐	Vol: Section: Page#:
4782	The Contractor shall train 10,000 CWS/Web Users needing role specific training in a classroom or other environment.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.2.2. TECHNICAL TRAINING

The Contractor will work with the CWS/Web Project Office to develop and deliver technical training to the power users and technical staff tasked with supporting the CWS/Web Solution. Table VI-14 Technical Training Requirements lists the requirements for the activities and products related to technical training on the CWS/Web Solution.

Table VI-14 Technical Training Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1129	The Contractor shall develop, submit and maintain a Technical Training Plan TR003 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1130	The Contractor shall provide technical training, at a minimum, for State and county staff who will: • Participate in the development and implementation of the CWS/Web. • Provide operational support to the CWS/Web. • Assist internal users with technical support for the CWS/Web. • Support and administer the business rules engine. • Support and administer workflows.	Yes ☐ No ☐	Vol: Section: Page#:
1134	The Contractor shall provide training, at a minimum, for: • State and County technical staff who shall be participating in the development and Implementation of the CWS/Web System. • State and county technical staff that will be supporting the CWS/Web System. • State and county staff that will assist internal Users with report development.	Yes ☐ No ☐	Vol: Section: Page#:
1135	The Contractor shall provide training to State and county technical staff if system upgrades are installed and there is a change in system functionality.	Yes ☐ No ☐	Vol: Section: Page#:
1140	The Contractor shall develop training for the OTech and County Data Center Technical Support Staff to include, as a minimum, the following topics: • System design	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• System design • System usage • Database Design and Maintenance. • System procedures • Application and tools development. • Report generation • System administration and maintenance. • Setup and configuration of all computing environments developed by the Contractor.		
1142	The Contractor shall continue to provide training to the State and county technical staff when system upgrades have been installed and there is a change in system functionality as determined by the State.	Yes ☐ No ☐	Vol: Section: Page#:
4783	The Contractor shall conduct training per the accepted Technical Training Plan TR003.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.2.3. KNOWLEDGE MANAGEMENT

As a supplement to the training activities, the CWS/Project Office requires the Contractor to plan and perform technical knowledge transfer and training activities. Knowledge transfer activities are performed to provide the State and county personnel with the knowledge and skills needed to operate, maintain, configure, and modify the CWS/Web Solution. These activities are performed by the Contractor with support and participation from designated State and county staff. The Knowledge Management Plan developed by the Contractor and accepted by the CWS/Web Project Office describes the approach for transferring, tracking, measuring and monitoring the transfer of knowledge. Knowledge transfer occurs over the entire Project lifecycle and is monitored by the CWS/Web Project Office to ensure the knowledge management activities are performed in accordance with the approved plan. Table VI-15 Knowledge Management Requirements lists the requirements for the activities and Products related to knowledge transfer during Project lifecycle.

Table VI-15 Knowledge Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1010	The Contractor shall conduct knowledge transfer with State and county staff or designees on the configuration, code and testing methodology	Yes ☐ No ☐	Vol: Section: Page#:
1128	The Contractor shall provide technical training and ensure knowledge transfer occurs as system components are developed and implemented, e.g., mentoring, classroom, and hands-on training (approximately 150 State and county staff).	Yes ☐ No ☐	Vol: Section: Page#:
1139	The Contractor shall provide training and ensure knowledge transfer occurs as system components are developed and implemented, e.g., mentoring, classroom training, and hands-on training for State and county data center staff (approximately30).	Yes ☐ No ☐	Vol: Section: Page#:
1141	The Contractor shall develop, submit and maintain the Knowledge Management Plan TR016 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1796	The Contractor shall develop knowledge transfer Documentation regarding the data warehouse and reporting.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.2.4. SERVICE AND SUPPORT STAFF TRAINING

In support of the Service and Support Function Delivery Plan the Contractor will plan, document, and deliver the strategy and approach it will use to train staff to successfully and effectively perform and/or utilize each Function or process included in the Function Delivery Plan. The ability to perform each Function will include the usage, maintenance, support and operation of any underpinning Documentation and toolsets.

Table VI-16 Service and Support Staff Training Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3677	The Contractor shall develop, submit, and maintain a Service and Support Staff Training Plan TR010 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.2.5. TRAINING ADMINISTRATION

The Contractor will administer the CWS/Web training and knowledge management functions in conjunction with the CWS/Web Project Office. Training Administration will develop, deliver, track, and report all training associated with the development, implementation and transition to Service and Support. It will develop and maintain curriculum, prepare training materials, coordinate training schedules, and arrange for training facilities. The training is coordinated with the transition to the CWS/Web Solution. The CWS/Web Project Office reviews and accepts the training approach and curriculum to ensure it meets the needs of the Users and subsequently monitors the delivery of the training to ensure compliance with the approved plans and curriculum. Table VI-17 Training Administration Requirements lists the requirements for the activities and Products related to the administration of training during the CWS/Web Project.

Table VI-17 Training Administration Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1089	The Contractor shall implement training evaluation measurement tools to evaluate the effectiveness of training.	Yes ☐ No ☐	Vol: Section: Page#:
1091	The Contractor shall report the progress of training and knowledge transfer activities in the Bi-Weekly Status Reports PM006.	Yes ☐ No ☐	Vol: Section: Page#:
1092	The Contractor shall report the metrics for tracking progress in training and knowledge transfer activities in the	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Monthly Status Reports PM004.		Page#:
1093	The Contractor shall provide Training facilities (if State / County facilities are not available or adequate) for the training of State and County staff in support of the proposed Master Training and Knowledge Management Plan TR001.	Yes ☐ No ☐	Vol: Section: Page#:
1109	The Contractor shall develop, submit and maintain a CWS/Web Training Manual TR006 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1111	The Contractor shall provide all Training Materials TR020 developed for the CWS/Web solution to the CWS/Web Project Office in accordance with the Training Administration Plan TR004.	Yes ☐ No ☐	Vol: Section: Page#:
1112	The Contractor shall provide electronic copies of all training materials (User, technical, trainee and instructor) in a format that can be updated and printed by CWS/Web Project Office staff using software for which CWS/Web Project Office owns licenses.	Yes ☐ No ☐	Vol: Section: Page#:
1113	The Contractor shall provide updated training Documentation as necessary to incorporate new processes or functionality due to system Releases, upgrades or changes.	Yes ☐ No ☐	Vol: Section: Page#:
1114	The Contractor shall schedule all training during regular work hours, on State business days, unless the Contractor receives advance approval from the CWS/Web Project Office for specific training at other times.	Yes ☐ No ☐	Vol: Section: Page#:
1115	The Contractor shall provide all training within the State of California.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1116	The Contractor shall ensure that Contractor staff are not assigned to train State staff and work on critical path development tasks concurrently.	Yes ☐ No ☐	Vol: Section: Page#:
1117	The Contractor shall provide End User training Documentation in written manuals, on a stand-alone compact disc, and online, as part of a help facility for the system.	Yes ☐ No ☐	Vol: Section: Page#:
1118	The Contractor shall schedule and provide County End User staff training in a manner that is least disruptive to the business processes.	Yes ☐ No ☐	Vol: Section: Page#:
1119	The Contractor shall ensure that class sizes do not exceed twenty participants with a trainer to trainee ratio of 1:12 or 2:20.	Yes ☐ No ☐	Vol: Section: Page#:
1120	The Contractor shall develop the training schedule in conjunction with the Deployment and transition strategy.	Yes ☐ No ☐	Vol: Section: Page#:
1121	The Contractor shall develop, submit and maintain a Training Administration Plan TR004 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1122	The Contractor shall develop, submit and maintain Training Curriculum TR005 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1131	For the duration of the contract, the Contractor shall provide technical training to the State and county technical staff when system upgrades have been installed and there is a change in system functionality as determined by the State	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1132	The Contractor shall provide technical training and ensure knowledge transfer occurs throughout the Project as system components are developed and implemented (e.g., mentoring, classroom training, and hands-on training for up to 150 staff).	Yes ☐ No ☐	Vol: Section: Page#:
1150	The Contractor shall train Pilot Users and technical staff involved in the Pilot.	Yes ☐ No ☐	Vol: Section: Page#:
3322	The Contractor shall implement changes to resolve training deficiencies as indicated in the training evaluation measurement tools to provide effective training.	Yes ☐ No ☐	Vol: Section: Page#:
4395	The web-enabled, interactive training tool shall have the capability to track the training completed by Users.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.3. CWS/WEB DEPLOYMENT REQUIREMENTS

The Contractor will work with the CWS/Web Project Office to plan and prepare organizations for the Deployment of the CWS/Web Solution. A rolled out Deployment approach has been used to communicate the requirements related to Deployment. The CWS/Web Project Office expects the Contractor to design and submit a deployment approach that best suits the CWS/Web Solution.

VI.4.3.1. ORGANIZATIONAL CHANGE READINESS

Organizational change readiness, also referred to as organizational change management, focuses on preparing the organization for change. For CWS/Web, organizational change readiness is focused on preparing State and county Users for the transition from existing business processes and systems to the CWS/Web Solution. The goal of organizational change readiness is to prepare State and county Users for the transition to CWS/Web with little or no business interruption. Prior to the actual transition from the existing system to the CWS/Web Solution, activities are performed to prepare for and communicate the business process changes and impacts that will occur as a result of transitioning to the CWS/Web Solution. The CWS/Web Project Office and the Contractor will work together to define and execute communications strategies and techniques that keep impacted stakeholders

informed about potential impacts, changes, and the status of activities. Table VI-18 Organizational Change Readiness Requirements lists the requirements for the activities and products related to preparing organizations for transitioning to the CWS/Web Application.

Table VI-18 Organizational Change Readiness Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3668	The Contractor shall develop, submit and maintain an Organizational Change Readiness (CR) Plan TR009 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3669	The Contractor shall perform CWS/Web organizational change readiness activities in accordance with the approved CWS/Web Organizational Change Readiness Plan TR009.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.3.2. DEPLOYMENT

A major portion of transitioning the CWS/Web Solution in to production are the activities performed to prepare organizations to transition from the existing system(s) and business processes to the CWS/Web. These activities are performed by the Contractor with support from the State and its counties. The Contractor will work with the CWS/Web Project Office, CDSS, the counties, and external interface partners to customize a Deployment work plan for each organization and ensure readiness for The CWS/Web Solution.

An initial Deployment is planned to verify the readiness of the CWS/Web Solution, prior to statewide Deployment. This initial Deployment is also referred to as the Pilot. The CWS/Web Project Office participates with the Contractor to customize the work plan and to review the readiness of each organization for Deployment. CDSS also reviews the readiness of each organization with other impacted users and must grant approval before any Deployments are made. Table VI-19 Deployment Requirements lists the requirements for the activities and products related to deploying the CWS/Web Solution.

Table VI-19 Deployment Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
822	The Contractor shall develop and submit a Deployment schedule that takes into consideration the retirement of the existing CWS/CMS.	Yes ☐ No ☐	Vol: Section: Page#:
823	The Contractor shall perform the following activities throughout the deployment: Conduct planning sessions and overviews with each Deployment organization; Provide dedicated resources teams to assist county workers and IT staff; Provide Just-In-Time (JIT) training for State and county staff to address system and usability problems as they occur.	Yes ☐ No ☐	Vol: Section: Page#:
824	The Contractor shall take into consideration State holidays and DTS Mainframe, Web and Network Maintenance Schedule in devising the Deployment schedule. The Contractor shall not conduct Deployment of CWS/Web System during major holidays.	Yes ☐ No ☐	Vol: Section: Page#:
830	The Contractor shall be responsible for rollback in case of a failed Pilot or Deployment.	Yes ☐ No ☐	Vol: Section: Page#:
848	The Contractor shall perform a Release readiness review with the State prior to any Release into production.	Yes ☐ No ☐	Vol: Section: Page#:
1147	The Contractor shall work with the State and counties to establish Deployment success criteria for evaluation of production readiness.	Yes ☐ No ☐	Vol: Section: Page#:
1152	The Contractor shall provide a description of the Pilot, conduct a presentation and question-and-answer	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	sessions to ensure the Pilot Users are fully informed of their responsibilities and understand their important role in the CWS/Web Project.		Page#:
1153	Prior to Pilot, the Contractor's Service Desk staff shall be trained in the CWS/Web system, Service Desk supporting tools and the Function Delivery Plan SS003 for the Service Desk Function.	Yes ☐ No ☐	Vol: Section: Page#:
1156	The Contractor shall prepare and configure the system for the Pilot and subsequent Deployments including establishing User accounts, configuring workflows and configuring county specific Data.	Yes ☐ No ☐	Vol: Section: Page#:
1158	The Contractor shall develop and submit a Deployment Readiness Assessment Checklist TR013 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1159	The Contractor, in conjunction with the State and counties, shall conduct all readiness assessments.	Yes ☐ No ☐	Vol: Section: Page#:
1160	The Contractor shall test, during Pilot, all components of the system including at a minimum: training, help desk, production support, documentation, interfaces, all functionality, reporting (standard and ad hoc), worker efficiency, mobility, data conversion, readiness planning, implementation support, security, data corruption, disaster recovery, problem escalation, and change process.	Yes ☐ No ☐	Vol: Section: Page#:
1161	The Contractor shall provide Service and Support beginning with the Pilot.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1163	The Statewide Deployment Plan TR007 shall clearly identify the individuals at the State and in other Agencies who will participate in Pilot efforts based on specialized work categories. The Statewide Deployment Plan TR007 must state the business need for including the individuals in the Pilot.	Yes ☐ No ☐	Vol: Section: Page#:
1164	The Pilot of CWS/Web system must include full system functionality, with live Data, in multiple environments with varying complexity (e.g., small, medium and large counties; geographic dispersion of offices across counties; dedicated/coexistent counties).	Yes ☐ No ☐	Vol: Section: Page#:
1165	The Contractor shall update the accepted Statewide Deployment Plan's TR007 processes and procedures to reflect the results, findings and lessons learned during the Pilot.	Yes ☐ No ☐	Vol: Section: Page#:
1166	At completion of the Pilot the Contractor shall assess the results, and modify Implementation and support processes based on the findings of the Pilot.	Yes ☐ No ☐	Vol: Section: Page#:
1167	The Contractor shall provide up to two weeks of on site support to Users during Pilot and Deployment in accordance with the accepted Statewide Deployment Plan TR007.	Yes ☐ No ☐	Vol: Section: Page#:
1168	The Contractor shall measure the success of the Pilot against pre-established success criteria to be developed by the State, counties and Contractor.	Yes ☐ No ☐	Vol: Section: Page#:
1169	The Contractor shall ensure that problems encountered during the Deployment are identified, communicated and resolved in accordance with the accepted Problem Resolution Plan TM023.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1171	The State in conjunction with the counties will make a go/no-go decision to proceed with full Deployment after completion of Pilot.	Yes ☐ No ☐	Vol: Section: Page#:
1173	The Contractor shall implement and configure the CWS/Web solution for use by the State and each county.	Yes ☐ No ☐	Vol: Section: Page#:
1174	The Contractor shall conduct all activities in accordance with the Statewide Deployment Plan TR007.	Yes ☐ No ☐	Vol: Section: Page#:
1175	In support of the Pilot and Deployment, the Contractor shall be responsible for: • Configuring roles and workflows • User IDs and accounts • Configuring County specific tables • Data Conversion • Training per the Master Training and Knowledge Management Plan TR001 • Transferring roles and responsibilities to county and State system administrators	Yes ☐ No ☐	Vol: Section: Page#:
1176	Throughout Deployment, the Contractor shall provide adequate staffing to meet the Implementation requirements and maintain the service level requirements.	Yes ☐ No ☐	Vol: Section: Page#:
1177	At completion of each Deployment the Contractor, together with the County and State, shall assess the results and modify Deployment and support processes.	Yes ☐ No ☐	Vol: Section: Page#:
1178	During Deployment, the Contractor shall monitor the system performance and take corrective actions to meet Service	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Level Agreements prior to the next Deployment.		Page#:
1179	The Contractor shall develop and submit a Deployment Readiness Assessment Certification Letter TR012 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1180	The Contractor shall conduct an analysis, develop and submit a Deployment Completion Report TR015 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1181	The Contractor shall develop and submit a Deployment Completion Certification Letter TR014 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4722	The Pilot shall include individuals at the State and in other Agencies to participate in Pilot efforts based on specialized work categories.	Yes ☐ No ☐	Vol: Section: Page#:

VI.5. SUPPORT SACWIS ASSESSMENT REVIEW REQUIREMENTS

This section contains Contractor requirements related to the SACWIS review, including Deliverables and Materials to be produced in support of the SACWIS review.

The Administration for Children and Families (ACF) will conduct a SACWIS Assessment Review after full Deployment of the CWS/Web Solution Initial Release. This assessment review will follow the federal SACWIS Assessment Review Guide and to assess the system solution on conformance with all mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State for implementation and determine that the solution supports child welfare services business practices as described in the approved Implementation Advance Planning Document. Additional information on the SACWIS Assessment Review Process and the SACWIS Assessment Review Guide can be found at http://www.acf.hhs.gov/programs/cb/systems/sacwis/process.htm.

The State will work with ACF throughout the development life cycle to facilitate any interim reviews required by ACF and the SACWIS Assessment Review following full

Deployment of the CWS/Web Solution Initial Release. The State will work with ACF to determine agendas and a schedule for reviewing and monitoring activities and will expect the Contractor to participate in these activities as requested by the State. In preparation for the SACWIS Assessment Review, a SACWIS Review Guide document is completed and submitted to ACF at least six weeks prior to the on-site review.

The following requirements describe how the Contractor will support and assist the State with assessment review activities. The Contractor will assist the State to develop corrective action plans to address issues and deficiencies identified in the draft SACWIS Assessment Review Final Report including supporting documentation to support these activities as needed. Upon receiving the SACWIS Assessment Review Final Report, any deficiencies noted will be handled via Section 3 – Additional Work and Section 9 – Maintenance of CWS/Web Solution of the CWS/Web Contract. Information on the corrective action plan can be located at http://www.acf.hhs.gov/programs/cb/systems/sacwis/bulletin1.htm. Supporting documentation may include but is not limited to requirements analysis, design documents, user manuals, test plans, work breakdown structures, and project plans.

The general SACWIS Assessment Review requirements require the Contractor to assist the State in SACWIS Assessment Review activities and provide status reporting to the Project and stakeholders. Table VI-20 SACWIS Assessment Review Requirements lists the requirements for the activities and Products related to SACWIS Assessment Review.

Table VI-20 SACWIS Assessment Review Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3663	The Contractor shall assist the CWS/Web Project Office, with staff and resources, in planning and supporting the interim reviews and SACWIS Assessment Review as described in the SACWIS Assessment Review Process and Methodology.	Yes ☐ No ☐	Vol: Section: Page#:
3665	The Contractor shall assist the State with development of corrective action plans and supporting documentation to respond to findings identified in the draft SACWIS Assessment Review Final Report.	Yes ☐ No ☐	Vol: Section: Page#:
3666	The Contractor shall correct deficiencies identified in the federal SACWIS Assessment Review Final Report	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	according to federally-approved corrective action plans		Page#:
4670	The Contractor shall participate in daily meetings regarding Document Review Findings.	Yes ☐ No ☐	Vol: Section: Page#:
4673	The Contractor shall provide monthly reports on Contractor activities conducted in support of scheduled Post-Report Activities to achieve compliance in each of the deficient functional components.	Yes ☐ No ☐	Vol: Section: Page#:
4906	For completion of the SACWIS Review Guide, the Contractor shall provide to the State the SACWIS Review documentation in accordance with the "Request Review and Submit Documentation" section of the SACWIS Assessment Review Process.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6. SERVICE AND SUPPORT REQUIREMENTS

This section contains Contractor work requirements related to performing service and support activities of the CWS/Web Solution, including products (both deliverables and materials) to be produced. Service and support includes all the activities of the Contractor necessary to plan, analyze, design, develop, and test the CWS/Web Solution for its subsequent releases.

The CWS/Web Project is requiring a robust and mature service and support solution be put in place. This service and support solution must be designed and implemented in a manner that allows it to continuously mature and evolve to meet the changing needs of the CWS Program. Integrated into this service and support solution request is the incorporation of a sourcing strategy that will position the State of California to continuously provide ***quality*** service and support functionality at a ***competitive price*** enabled by ***changeable*** sourcing arrangements. For additional information on this ownership strategy, refer to RFP Section IV.9, Service and Support.

This strategy recognizes that the production phase of the CWS/Web Solution is the longest phase and represents the largest investment. As such, this solicitation is requiring the programmatic functional solution that will be utilized by the CWS Program on a daily basis, as well as the design, creation, testing, delivery,

maintenance, and management of the necessary service and support solutions needed to ensure CWS Program service level needs are consistently met.

This section is structured into the following major topic areas (which parallel those included in RFP Section IV.9, Service and Support) to provide a comprehensive picture of what the State is requiring to successfully maintain, enhance, manage and deliver the production CWS/Web Solution.

- Section VI.6.1 General Service and Support – Within the context provided in Section IV.9– Service and Support, this topic area provides the requirements that are common for all functions included in Section VI.6.2, Service Oversight, Section VI.6.3, Service Delivery, and Section VI.6.4, Service Maintenance.
- Section VI.6.2, Service Oversight – Service Oversight focuses on ensuring that all service and support functions are effectively operating individually and together to deliver the required CWS/Web Solution service levels.
- Section VI.6.3, Service Maintenance – Service Maintenance focuses on maintaining and enhancing the CWS/Web Solution components to the state of required policy, programmatic and technology currency and compliance.
- Section VI.6.4, Service Delivery – Service Delivery focuses on the activities necessary to ensure the CWS/Web Solution is available for CWS Program use as required.
- Section VI.6.5, Transition Out – Provides the requirements for the Contractor at the conclusion of the contract.

VI.6.1. GENERAL SERVICE AND SUPPORT

The general Service and Support requirements are required for all Service and Support functions contained with Section VI.6.2, Service Oversight, Section VI.6.3, Service Maintenance and Section VI.6.5, Service Delivery.

Table VI-21 General Service and Support Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
817	The Contractor shall ensure that the Contractor's processes are in alignment with ITIL frameworks and guidelines and are consistent with State processes.	Yes ☐ No ☐	Vol: Section: Page#:
2049	The Contractor will be required to conduct a background check, including criminal records, for selected Contractor employees as set forth in Appendix A,	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	the Contract.		
3674	The Contractor shall deliver to the State all Products and Materials identified in Section VI CWS/Web Service and Support Requirements - General Service and Support Requirements for each function contained in the Service Oversight, Service Delivery and Service Maintenance dimensions that allow the State to change the delivery responsibilities of any function.	Yes ☐ No ☐	Vol: Section: Page#:
3675	The Contractor shall develop, submit and maintain the State Staffing Package SS002 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3676	The Contractor shall develop, submit and maintain the Resource (non-personnel) Calculation and Justification Package SS001 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3678	The Contractor shall submit all Products and Materials necessary to maintain, enhance, support, operate and perform delivery responsibilities for each function that would allow the State to change delivery responsibilities initially when statewide rollout is completed and subsequently at each Major Production Release to the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3679	The Contractor shall update all Materials and Products impacted by a Major Production Release to the CWS/Web Solution upon completion of user acceptance testing to ensure information is kept current and useable throughout the life of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3681	The Contractor shall assess all Products and Materials (i.e. plans, processes, and toolsets) put in place to support the	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	design, development and deployment phase of the CWS/Web Solution for suitability of use during the CWS/Web Solution Production Phase and update or replace for use during the CWS/Web Solution Production Phase.		Page#:
4390	The Contractor shall develop, submit and maintain a Function Delivery Plan SS003 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4391	The Contractor shall test all impacted Service and Support Functions (including all Service Delivery Partnerships) to ensure readiness and successful operation prior to implementation of a Major Production Release.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.1.1. OSI COLLABORATIONS

The functions contained in the three Service and Support model dimensions detailed in Sections VI.6.2, Service Oversight, VI.6.3, Service Maintenance, and VI.6.4, Service Delivery address the functions that directly impact the CWS/Web Solution ability to meet its service level expectations. There are other functions and organizations within OSI that the CWS/Web Division Office and CWS/Web Solution must periodically interact with to maintain the CWS/Web Solution's ability to continue to meet its service level expectations. These collaborations are listed below and are expected to be addressed in the CWS/Web Solution Management Guide specified in the Oversight – Internal Operations Function.

OSI Project Management Office (PMO):

- General responsibilities include:
    - Improving the effectiveness of OSI Portfolio project management by incorporating lessons learned to standardize and support repeatable and measureable practices and processes across projects
    - Integrating and leveraging current project management standards, policies, processes, templates, tools across the OSI portfolio
    - Tracking project performance through the collection and analysis of common metrics

- The maintenance, communication of best practices and methodologies in project planning, management and communication
- The development of policies and procedures, project evaluation, and performance measurement
- The development and delivery of training

- CWS/Web Solution specific responsibilities include:
  - Providing OSI project management policies, practices, toolkits, templates and supporting materials upon request by the CWS/Web Division Office
  - Gathering lessons learned materials from CWS/Web Solution future releases to improve OSI project management practices associated with the maintenance of a production solution

OSI Information Security Office (ISO):

- General responsibilities include:
  - Provide for integrity and security of automated information, produced or used in the course of agency operations
  - Provide for the security of information technology facilities, software, and equipment utilized for automated processing
  - Establish and maintain an information technology risk management program, including a risk analysis process
  - Ensure the development and maintenance of an agency Disaster Recovery Plan and Continuity of Operations/Continuity of Government (COOP/COG) Plan
  - Maintain an ongoing security and privacy program
- CWS/Web Solution specific responsibilities include:
  - Providing State Disaster Recovery Plan requirements for the CWS/Web Solution, the CWS/Web Division Office and the Contractor's work sites and functions
  - Providing federal, State, OSI, and program security policies and requirements that the CWS/Web Solution must be in compliance with
  - Providing consultation to the CWS/Web Division Office upon request

OSI Strategic Planning and Alignment Office (SPAO):

- General responsibilities include:
  - Coordinating strategic integration of OSI Projects and other OSI Portfolio stakeholders
  - Communication of the OSI short-term and long-term strategic direction

- Early stakeholder notification of reporting requirements and a tool to track the completion of periodic mandated strategic reports
- A governance framework that support the vetting of OSI standards and policies
- Tools to assess candidate projects' and OSI readiness to be added to the OSI portfolio
- Intake processes to initiate new projects or transition existing projects into the OSI portfolio
- Portfolio management processes to identify cross-project interdependencies, and identify and mitigate issues and risks

- CWS/Web Solution specific responsibilities include:
  - Providing OSI policy templates and instructions for use in formulating and adopting CWS/Web Solution specific policy
  - Ensuring the CWS/Web Division Office is provided federal, State and programmatic policy revisions to enable impact analysis to be performed on the CWS/Web Solution

OSI Information Technology Office (ITO):

- General responsibilities include
  - Operations Services
    - Help Desk
    - Desktop Support
    - System Capacity Planning
    - Imaging Support
    - Infrastructure Security
    - Exchange Mail Support
    - Inventory and Asset Management
    - Server Support
    - Network and Internet Connectivity and Support
    - Application installation, updates and support for centralized tools (e.g., email, Windows O/S, MS-Office, Kovair, Requisite Pro)
  - Technical Services
    - IT operational guides and procedures
    - Disaster Recovery
    - IT procurement

- Metrics collection and analysis
- Applications Development/Project Office Support Tools (POST) Services
- Division Office supporting tools
- OSI web development and maintenance – Internet and OSI Intranet

- CWS/Web Solution specific responsibilities:
    - Provision of "General" services to the CWS/Web Division Office

OSI Enterprise Architecture Office (EAO):

- General responsibilities include:
    - Sharing of EA methods, best practices and standards
    - Technical reference models and standards to implement a centralized and consistent technology infrastructure
    - Methodology that allows OSI to align project architectures with the adopted standards and target architectures
    - Business reference model and service catalog from which OSI Division Offices can readily identify shared service opportunities
    - Standardized approach for implementing inter-agency and/or department level interfaces and interoperability requirements
    - EA specifications and standard inputs to support project activities during planning, procurement, design, development and production
    - Mentoring OSI stakeholders in the use of EA models and standards
    - Performing EA consulting as requested
- CWS/Web Solution specific responsibilities include:
    - Providing consulting assistance on the CWS/Web Solution implementation of the OSI Solution Architecture Framework (SAF) and associated toolsets (The SAF can be found in the Bidder's Library.)
    - Providing review assistance (as available) of CWS/Web Solution Architecture materials upon request from the CWS/Web Division Office

OSI Fiscal Management and Legislative Services Office:

- General responsibilities include:
    - Preparing budget estimates for the development of the Governors annual budget
    - Responding to Governor's Office, Department of Finance (DOF) and Legislature on budget related questions
    - Monitors and reports on project expenditures and revenue

- Verifies and reviews the accuracy of Inter-agency agreements (IAAs) developed by the projects
- Coordinates with program sponsor agency budgets
- Records, processes and reconciles expenses, payments, reimbursements, cost allocation, revenue receipts
- Monitors and maintains cash balance
- Processes travel claims

- CWS/Web specific responsibilities:
  - Reviewing Contractor supplied function specific State Sourcing Strategy deliverables, including:
    - Personnel resource need based on resource estimates and justification materials
    - Non-personnel resource funding request calculations and justifications

OSI Administrative Operation Branch Office – Human Resources Section:

- General responsibilities include:
  - Position classification and pay
  - Recruitment and examination
  - Labor relations
  - Workers compensation
  - Training request processing
  - Succession planning
- CWS/Web Solution specific responsibilities:
  - Providing classification specifications
  - Providing Department of Personnel Administration (DPA) personnel guidelines
  - Providing OSI personnel documentation templates and instructions
  - Reviewing Contractor supplied function specific State Sourcing Strategy deliverables, including:
    - Duty Statements for appropriate civil service classification determination based on supplied skill set requirements and duty statements
    - Resource need based on resource estimates and justification materials

OSI Administrative Operation Branch Office – Business Operations Section:

- General responsibilities include:
    - Facility leases
    - Space planning
    - Building/Site Management
    - Physical Security
    - Emergency planning
    - Maintenance
    - Telecommunications
    - Procurements for facility and equipment (non-IT)
- CWS/Web Solution specific responsibilities:
    - Emergency Evacuation Planning for the CWS/Web Division Office facility
    - Tenant improvements to accommodate CWS/Web Solution development and test environments

OSI General Administration organization:

- General responsibilities include:
    - Clerical Support
    - OSI Administrative Manual maintenance
    - Training coordination
    - Facilitates review of OSI policies and procedures
- No CWS/Web Solution specific responsibilities.

OSI Acquisition Office:

- General responsibilities include:
    - OSI policies and standards for procurements
    - Monitoring compliance with OSI procurement policies
    - Collects, documents and disseminates OSI procurement lessons learned
    - Tracks and reports on procurements
- CWS/Web Solution specific responsibilities include:
    - Working with the CWS/Web Division Office and the Contractor to ensure all contract terms and conditions and tracking mechanisms are fully communicated and understood by all parties

- Ongoing CWS/Web Contract administration oversight and contract dispute assistance. While the CWS/Web Division Office will be responsible for daily management of the CWS/Web Contract, the Acquisition Center will attend the CWS/Web Solution Oversight – Internal Operations Function meetings on a monthly basis, and more frequently as needed to track contract issues and remediation efforts.

CWS/Web Division Office Librarian (Document Management):

- General responsibilities include:
  - Version control of documents
  - Document control, check-in and check-out
  - Establish, maintain and modify the CWS/Web document baseline
  - Style guides and formats for document creation
  - Processes and tools for document retention and archiving
  - Processes to manage electronic and hardcopy libraries
  - Record retention schedule
  - Document management plan
  - Research assistance
  - Training on library tools
  - Administer automated document management tool
- CWS/Web Solution Specific responsibilities include:
  - Collaborate with CWS/Web Division Office on document management policies, practices, toolkits, templates and supporting materials

VI.6.2. SERVICE OVERSIGHT

The Service and Support delivery model is a process oriented framework organized into dimensions. The first dimension is Service Oversight. Service Oversight focuses on ensuring that all service and support functions are effectively operating individually and together to deliver the required CWS/Web Solution service levels.

Table VI-22 Service Oversight Dimension Summary

Function	Scope of Responsibility	Collaborations
Asset Management	The Asset Management Function is responsible for maintaining and managing the mechanisms that track the status, location, ownership, life cycle and cost of replacement of all assets utilized in the CWS/Web Solution from a financial management perspective.	• Contract Management • Governance • Oversight – Internal Operations • Performance Measures • Proposal Development • All other Functions in the three Service and Support dimensions
Communications	The Communications Function is responsible for maintaining and managing the mechanisms that enable timely and effective communication with all parties that are directly or indirectly impacted by the CWS/Web Solution.	• Change Management • Customer Relationship Management • Customer Training • Governance • Oversight – Internal Operations • Performance Measures • Problem Management • Release Management • Service Desk

Function	Scope of Responsibility	Collaborations
Customer Relationship Management	The Customer Relationship Management Function is responsible for maintaining and managing the mechanisms that ensure a positive partnership between CWS/Web Solution stakeholders and the CWS/Web Division Office.	• Change Management • Communications • Customer Training • Governance • Oversight – Internal Operations • Performance Measures • Problem Management • Release Management • Service Desk • All other Functions in the three Service and Support dimensions
Governance	The Governance Function is responsible for maintaining the mechanisms that enable timely and accurate decision making by CWS/Web Solution stakeholders in regards to the performance and currency of the CWS/Web Solution.	• Oversight – Internal Operations • Performance Measures • All other Functions in the three Service and Support dimensions • All Stakeholders external to the CWS/Web Division Office
Work Request Receipt	The Work Request Receipt Function is responsible for maintaining and managing the mechanisms that facilitate a centralized reception point for all CWS/Web Solution work requests so they can be logged, tracked and reported through closure.	• Change Management • Governance • Oversight – Internal Operations • Performance Measures • Proposal Development • Service Desk

Function	Scope of Responsibility	Collaborations
Oversight-Internal Operations	The Oversight – Internal Operations Function is responsible for maintaining and managing the mechanisms that CWS/Web Division Office leadership will use: • Review CWS/Web Solution performance to see if that performance is meeting service level requirements or to direct the necessary remediation activities to meet service level requirements • Provide oversight and direction in regards to each individual Function's performance contribution to meeting CWS/Web Solution service level requirements • Provide workload prioritization and approval decisions	• Contract Management • Governance • Performance Measures • Proposal Development • Service Level Management • Work Request Receipt • All other Functions in the three Service and Support dimensions
Performance Measures	The Performance Measures Function is responsible for: • Assisting in the development and maintenance of all system and Function performance related tracking solutions • Maintaining and managing report creation as needed for: o Overall CWS/Web Solution performance o Each Function's operational management needs o Oversight – Internal Operations o Service Level Management o Contract obligations.	• Contract Management • Oversight – Internal Operations • Service Level Management • All other Functions in the three Service and Support dimensions

Function	Scope of Responsibility	Collaborations
Policy	The Policy Function is responsible for maintaining and managing the mechanisms that: • Interpret the impact of all federal, State, and OSI policy changes on the CWS/Web Solution • Create and maintain CWS/Web Solution specific policies.	• Communications • Control Agency Compliance • Governance • Oversight – Internal Operations • Performance Measures • Proposal Development • Work Request Receipt • All other Functions in the three Service and Support dimensions
Proposal Development	The Proposal Development Function is responsible for maintaining and managing the mechanisms that produce consistent and timely analyses of potential CWS/Web Solution work requests to provide CWS/Web Solution decision makers with the information they need to determine approval and priority.	• Governance • IT Resource Management • Oversight – Internal Operations • Performance Measures • Work Request Receipt • All other Functions in the three Service and Support dimensions
IT Resource Management	The IT Resource Management Function is responsible for maintaining and managing the mechanisms that track staff and skill set resource allocations so that decision makers will have the information they need in determining approval and priority of work requests.	• Governance • Oversight – Internal Operations • Performance Measures • All other Functions in the three Service and Support dimensions

VI.6.2.1. ASSET MANAGEMENT

The CWS/Web Solution requires that all of its assets are tracked and managed from a financial perspective to facilitate fiscal planning and funding acquisition. The goal envisioned by implementing an Asset Management Function is to provide the

necessary capabilities to enable the CWS/Web Division Office to optimize its IT asset investments for the reduction and control of the CWS/Web Solution total cost of ownership.

The Asset Management Function is responsible for maintaining and managing the mechanisms that track the status, location, ownership, life cycle and cost of replacement of IT assets utilized in the CWS/Web Solution from a financial management perspective. The State requests the Contractor to develop and maintain the Asset Management solution. This solution will enable the CWS/Web Division Office to:

- Track CWS/Web Solution assets throughout an asset's life
- Forecast future financial needs
- Provide financial justification in support of funding requests to refresh or replace assets.

It is not desired to track IT assets installed at OTech unless those assets are paid via a pass-through charge from OTech. A pass-through charge is for dedicated assets not included in the OTech base service offering. In this situation, the CWS/Web Division Office will need those assets tracked for financial planning and funding acquisition.

The implemented Asset Management solution must be integrated with the Configuration Management solution to eliminate duplication of work and conflicts in data. For example Asset Management requires the recording and maintenance of accurate financial information for individual CWS/Web Solution assets, such as details associated with:

- Acquisition
- Suppliers
- Purchase specifications
- Repair history
- Assignment of ownership
- Location
- Warranties
- Licensing
- Disposal regulations
- Relationship to other assets.

This asset information, along with information necessary to meet Configuration Management needs, may come from the same source, such as:

- The Operations Function may supply maintenance records as well as update configuration item detail for the same asset into the configuration management data base
- The Servers (Hosting) and Storage Function may use configuration information to create the purchase specifications for an asset to be purchased
- The Configuration Management Function may supply notifications to the Asset Management Function that asset financial related information may require updating as changes are being planned for an asset.

The Asset Management Function works closely with the:

- Contract Management Function to ensure all licenses and assets to be delivered by the Contractor to the State are recorded and tracked
- Oversight – Internal Operations Function to report on financial needs for asset replacement, maintenance and license fee renewals
- Proposal Development Function to analyze the financial impact on CWS/Web Solution assets impacted by a proposed change
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Asset Management Function
- All other functions in the three Service and Support dimensions to ensure when an asset is purchased modified or retired that it is recorded and tracked by the Asset Management Function. Table VI-23 Asset Management Requirements lists the requirements for the Asset Management solution to be delivered by the Contractor.

Table VI-23 Asset Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1877	The Contractor shall provide a complete list of all CWS/Web Application Solution hardware and software with annotations for scheduled end-of-life and end-of-support constraints quarterly (as agreed with the approval and Acceptance the Function Delivery Plan SS003 for the Asset Management Function).	Yes ☐ No ☐	Vol: Section: Page#:
3859	The Contractor shall design, build, implement and maintain the Asset Management Function as per the final	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.		Page#:
3860	The Contractor shall install, deliver and maintain an Asset Management System SS004 that contains life cycle information about each asset from an IT financial management perspective.	Yes ☐ No ☐	Vol: Section: Page#:
3861	The Contractor shall include in the Function Delivery Plan SS003 for the Asset Management Function the following additional detail: • Contract Management Function to ensure all licenses and assets to be delivered by the Contractor to the State are recorded and tracked. • Oversight – Internal Operations Function to report on financial needs for asset replacement, maintenance and license fee renewals. • Proposal Development Function to analyze the financial impact on CWS/Web Solution assets impacted by a proposed change. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Asset Management Function. All other Functions in the three Service and Support dimensions to ensure when an asset is purchased, modified or retired that it is recorded and tracked by the Asset Management Function.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3862	The Contractor shall design, build, implement and maintain a CWS/Web Asset Management Function that works closely with the Contract Management Function to ensure all licenses and assets to be delivered by the Contractor to the State are recorded and tracked.	Yes ☐ No ☐	Vol: Section: Page#:
3863	The Contractor shall design, build, implement and maintain a CWS/Web Asset Management Function that works closely with the Oversight-Internal Operations Function to report on financial needs for asset replacement, maintenance and license fee renewals.	Yes ☐ No ☐	Vol: Section: Page#:
3864	The Contractor shall design, build, implement and maintain a CWS/Web Asset Management Function that works closely with the Proposal Development Function to analyze the financial impact on CWS/Web Solution assets impacted by a proposed change.	Yes ☐ No ☐	Vol: Section: Page#:
3865	The Contractor shall design, build, implement and maintain a CWS/Web Asset Management Function that works closely with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Asset Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
3866	The Contractor shall design, build, implement and maintain a CWS/Web Asset Management Function that works closely with the all other Functions in the three Service and Support dimensions to ensure when an asset is purchased, modified or retired that it is recorded and tracked by the Asset Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4890	The Contractor shall develop, submit and maintain an Asset Management System Description SS023 in accordance with its product definition	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	document.		

VI.6.2.2. COMMUNICATIONS

The Communications Function is responsible for maintaining and managing the mechanisms that enable timely and effective communication with all stakeholders that are directly or indirectly impacted by the CWS/Web Solution.

The CWS/Web Solution environment is challenging in that multiple entities will be using CWS/Web Solution or participating in its delivery. The goal envisioned is a comprehensive Communications solution to ensure all stakeholders are kept informed about events associated with the delivery of the CWS/Web Solution, such as:

- Maintaining and updating Frequently Asked Question materials
- Presentations for releases
- Presentations for regional user group meetings
- Events of interest
- Information about CWS/Web Solution performance
- Any changes envisioned or occurring
- Disruptions occurring in the delivery of the CWS/Web Solution.

A close linkage to the Customer Relationship Management Function exists as these representatives will be primary communication agents during the CWS/Web Solution Production Phase.

The envisioned implementation approach for putting the Communications solution in place is that:

- A communications solution will be established by the Contractor and CWS/Web Project during the development and transition phases. (It should be noted that CWS/CMS has existing communications processes that should be reviewed and could potentially be leveraged in the development of the new communications solution. The CWS/CMS Communication Management Plan is located in the Bidder's Library.)
- Prior to the start of the CWS/Web Solution Production Phase the Contractor will modify as necessary the development and transition phase communications solution to address any specific needs of the CWS/Web Solution Production Phase.

The Communications Function works closely with the:

- Customer Relationship Management Function to ensure communication strategies being used meet the needs of the CWS/Web Solution stakeholders
- Customer Training Function to communicate training event details
- Change and Release Management Functions to prepare and issue communications about upcoming CWS/Web releases
- Problem Management Functions to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes
- Service Desk Function to announce events that will disrupt service that are out of the normal maintenance windows
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Communications Function
- Policy Function to ensure communication strategies are developed and deployed regarding:
    - External policy impacts on the CWS/Web Solution
    - The introduction or modification of any CWS/Web Solution specific policy impacts

Table VI-24 Communications Requirements lists the requirements for the Communications solution to be delivered by the Contractor.

Table VI-24 Communications Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3867	The Contractor shall design, build, implement and maintain a communication Service and Support solution that complies with the intent of IEEE Std 1490-2003 and EEE Std 1362-1998 and EIA/IEEE J-Std 016-1995, F.2.1.	Yes ☐ No ☐	Vol: Section: Page#:
3868	he Contractor shall design, build, implement and maintain the Communications Function as per the final agreement on the scope and content of the Function Delivery Plan SS003.	Yes ☐ No ☐	Vol: Section: Page#:
3869	The Contractor shall include in the		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response

	Function Delivery Plan SS003 for the Communications Function the following additional detail:
	• Customer Relationship Management Function to ensure communication strategies being used meet the needs of the CWS/Web Solution stakeholders.
	• Customer Training Function to communicate training event details.
	• Change and Release Management Functions to prepare and issue communications about upcoming CWS/Web releases.
	• Problem Management Functions to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes.
	• Service Desk Function to announce events that will disrupt service that are out of the normal maintenance windows.
	• Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Communications Function.
	• Policy Function to ensure communication strategies are developed and deployed regarding:
	  • External policy impacts on the CWS/Web Solution.
	  • The introduction or modification of any CWS/Web Solution specific policy impacts.
		Yes ☐ No ☐	Section:
			Page#:

3870	The Contractor shall design, build, implement and maintain a CWS/Web Communications Function that works closely with the Customer Training Function to communicate training event details.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3871	The Contractor shall design, build, implement and maintain a CWS/Web Communications Function that works closely with the Customer Relationship Management Function to ensure communication strategies being used meet the needs of the CWS/Web Solution stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
3872	The Contractor shall design, build, implement and maintain a CWS/Web Communications Function that works closely with the Problem Management Functions to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes.	Yes ☐ No ☐	Vol: Section: Page#:
3873	The Contractor shall design, build, implement and maintain a CWS/Web Communications Function that works closely with the Change and Release Management Functions to prepare and issue communications about upcoming CWS/Web releases.	Yes ☐ No ☐	Vol: Section: Page#:
3874	The Contractor shall design, build, implement and maintain a CWS/Web Communications Function that works closely with the Service Desk Function to announce events that will disrupt service that are out of the normal maintenance windows.	Yes ☐ No ☐	Vol: Section: Page#:
3875	The Contractor shall design, build, implement and maintain a CWS/Web Communications Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Communications Function.	Yes ☐ No ☐	Vol: Section: Page#:
3876	The Contractor shall design, build, implement and maintain a CWS/Web Communications Function that works closely with the Policy Function to ensure communication strategies are	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	developed and deployed regarding: • External policy impacts on the CWS/Web Solution. • The introduction or modification of any CWS/Web Solution specific policy impacts.		

VI.6.2.3. INTENTIONALLY LEFT BLANK

VI.6.2.4. CUSTOMER RELATIONSHIP MANAGEMENT

The Customer Relationship Management (CRM) Function is responsible for maintaining and managing the mechanisms that ensure a positive partnership between CWS/Web Solution stakeholders and the CWS/Web Division Office.

The Customer Relationship Management Function provides a conduit through which service and development commitments can be initiated and tracked in conjunction with the Work Request Receipt Function. Additionally CRM facilitates the communication between CWS/Web Solution stakeholders and the CWS/Web Division Office to resolve the stakeholders' needs in a mutually agreed upon manner.

This close linkage assists the Oversight – Internal Operations Function to prioritize future CWS/Web Solution stakeholder work requests to be met in a timely manner while ensuring CWS/Web Solution investments are appropriate and performed according to stakeholder needs and expectations.

The typical duties of the Customer Relationship Management Function are:

- Assisting the Communications Function to maintain effective communication links between CWS/Web Solution stakeholders and the CWS/Web Division Office
- Regularly assessing CWS/Web Solution stakeholder satisfaction
- Assisting the Service Level Management Function to develop and maintain service level agreements between CWS Program and CWS/Web Division Office
- Maintaining a portfolio of CWS/Web Solution stakeholders
- Tracking all requests for additional work and services associated with each specific stakeholder and partner, ensuring that all commitments and agreements are being successfully fulfilled
- Helping CWS/Web Solution stakeholders resolve problems they encounter in working with the CWS/Web Division Office and its State and Contractor partners

- Working with CWS/Web Division Office leadership to continuously re-align priorities as CWS/Web stakeholders' requirements change

The envisioned implementation approach for putting the Customer Relationship Management solution in place is that:

- A Customer Relationship Management solution will be put in place by the Contractor and CWS/Web Project during the development and implementation phases. (It should be noted that CWS/CMS has existing Customer Relationship Management processes that should be reviewed and could potentially be leveraged in the development of the new Customer Relationship Management solution. The Customer Relations Procedural Guide is located in the Bidder's Library.)
- Prior to the start of the CWS/Web Solution Production Phase the Contractor will modify as necessary the development and implementation phase customer relationship management solution to address any specific needs of the CWS/Web Solution Production Phase.

The Customer Relationship Management Function works closely with the:

- Communications Function to ensure communication strategies being used meet the needs of the CWS/Web Solution stakeholders
- Customer Training Function to obtain stakeholder input about training events and communicate feedback to the Customer Training Function
- Change and Release Management Functions to provide stakeholders with clarifications about upcoming CWS/Web releases
- Problem Management Functions to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes
- Service Desk Function to obtain stakeholder input about events that will disrupt service that are out of the normal maintenance windows
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Relationship Management Function
- All other functions in the three Service and Support dimensions to provide feedback from stakeholders about specific service and support functions as necessary

Table VI-25 Customer Relationship Management Requirements lists the requirements for the Customer Relationship Management solution to be delivered by the Contractor.

Table VI-25 Customer Relationship Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2039	The Contractor shall include in its Service and Support Customer Relationship Management solution the procedures to verify Acceptance of CWS/Web Application Solution service delivery performance by contacting the End-User to confirm results and level of satisfaction.	Yes ☐ No ☐	Vol: Section: Page#:
2040	The Contractor shall develop and execute procedures for conducting and reporting results of End-User Satisfaction surveys.	Yes ☐ No ☐	Vol: Section: Page#:
3877	The Contractor shall conduct and document end-user satisfaction surveys results in accordance with the accepted Function Delivery Plan SS003.	Yes ☐ No ☐	Vol: Section: Page#:
3878	The Contractor shall design, build, implement and maintain the Customer Relationship Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3879	The Contractor shall include in the Function Delivery Plan SS003 for the Customer Relationship Management Function the following additional detail: • Communications Function to ensure communication strategies being used meet the needs of the CWS/Web Solution stakeholders. • Customer Training Function to obtain stakeholder input about training events and communicate feedback to the Customer Training Function. • Change and Release Management Functions to provide stakeholders with clarifications about upcoming CWS/Web releases.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Problem Management Functions to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes. • Service Desk Function to obtain stakeholder input about events that will disrupt services that are out of the normal maintenance windows. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Relationship Management Function. • All other Functions in the three Service and Support dimensions to provide feedback from stakeholders about specific functions as necessary.		
3880	The Contractor shall design, build, implement and maintain a CWS/Web Customer Relationship Management Function that works closely with the Communications Function to ensure communication strategies being used meet the needs of the CWS/Web Solution stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
3881	The Contractor shall design, build, implement and maintain a CWS/Web Customer Relationship Management Function that works closely with the Customer Training Function to obtain stakeholder input about training events and communicate feedback to the Customer Training Function.	Yes ☐ No ☐	Vol: Section: Page#:
3882	The Contractor shall design, build, implement and maintain a CWS/Web Customer Relationship Management Function that works closely with the Change and Release Management Functions to provide stakeholders with clarifications about upcoming CWS/Web	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	releases.		
3883	The Contractor shall design, build, implement and maintain a CWS/Web Customer Relationship Management Function that works closely with the Problem Management Functions to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes.	Yes ☐ No ☐	Vol: Section: Page#:
3884	The Contractor shall design, build, implement and maintain a CWS/Web Customer Relationship Management Function that works closely with the Service Desk Function to obtain stakeholder input about events that will disrupt service that are out of the normal maintenance windows.	Yes ☐ No ☐	Vol: Section: Page#:
3885	The Contractor shall design, build, implement and maintain a CWS/Web Customer Relationship Management Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Relationship Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
3886	The Contractor shall design, build, implement and maintain a CWS/Web Customer Relationship Management Function that works closely with the all other Functions in the three Service and Support dimensions to provide feedback from stakeholders about specific Service and Support functions as necessary.	Yes ☐ No ☐	Vol: Section: Page#:
4688	The Contractor staff shall have experience in customer relationship management, communication management and governance in an environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.5. GOVERNANCE

The Governance Function is responsible for maintaining the mechanisms that enable timely and accurate decision making by stakeholders in regards to the performance and currency of the CWS/Web alignment with stakeholder requirements.

The goal of the Governance Function is to build and maintain solutions that facilitate informed decision making by the CWS/Web Division Office and CWS/Web Solution stakeholders based on the types of decisions that will be necessary to sustain CWS/Web Solution usability, performance, and cost.

The CWS/Web Solution has many stakeholders that interact from a wide variety of vantage points, some of which are described in:

- The Child Welfare Services Case Management System (CWS/CMS) CWS/Web Project Governance and Communication Plan (September 2008) in the CWS/Web Bidder's Library provides detail on the envisioned governance structures and participants during the CWS/Web design, develop and implement phase of the CWS/Web project
- RFP Section III.2.3, CWS/CMS Project (Maintenance and Operations) State Governance Structure provides detail on existing Service and Support governance structures and participants.

These structures address a wide range of responsibilities across a vast majority of the various spectrums of the CWS/CMS Solution including:

- Policy Creation and Evolution – both Programmatic and Technical
- Strategic Goal Creation and Implementation Oversight
- CWS/CMS Solution performance oversight and management
- CWS/CMS delivery enhancement planning and oversight
- Stakeholder relationship management

Existing governance solutions potentially serve as input to the design, development, implementation, and maintenance of all CWS/Web Solution governance structures.

The CWS/CMS governance structures have evolved since the initial implementation of CWS/CMS in 1997 employing principles to ensure:

- All stakeholders are involved appropriately in making decisions
- Stakeholders understand the process to obtain needed decisions
- Stakeholder governance roles and responsibilities are clearly defined

These principles continue to be pertinent to the CWS/Web Solution.

The Service Oriented Architecture (SOA) aspect of the CWS/Web Solution will present challenges in the design, development, implementation, and maintenance of some governance structures. As the intent of SOA is to allow the sharing of existing

services, the result is the movement of governance outside the realm of direct control of the CWS/Web Solution. SOA implementation, governance and oversight solution creation are under the leadership of the California Office of the Chief Information Officer (OCIO). These efforts are currently evolving. As such the Contractor will have to account for this evolving state.

One critical aspect of effective governance is that all stakeholders are kept informed of what decisions are being contemplated or made. As such, the Governance solutions developed must ensure close collaboration with the solutions developed for the Communications Function.

The envisioned implementation approach for putting the Governance solutions in place is that:

- The Contractor and CWS/Web Project will build and utilize these Governance solutions during the development and implementation phases. (It should be noted that CWS/CMS has existing governance processes that should be reviewed and could potentially be leveraged in the development of the new governance solution. The CWS/CMS Project Governance Structure is located in the Bidder's Library.)
- Prior to the start of the CWS/Web Solution Production Phase, the Contractor will modify as necessary the development and implementation phase governance solutions to address any specific needs of the CWS/Web Solution Production Phase.

The Governance Function works closely with:

- All other functions in the three Service and Support dimensions to ensure decision making structures for each individual function are working satisfactorily and meeting expected outcomes
- All external CWS/Web Solution governance structures to ensure the CWS/Web Solution is providing those structures the information they need
- The Performance Measures and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Governance Function
- Oversight - Internal Operations Function to assess and direct remediation's as necessary to improve the performance of the CWS/Web Solution

Table VI-26 Governance Requirements lists the requirements for the Governance solution to be delivered by the Contractor.

Table VI-26 Governance Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3887	The Contractor shall design, build, implement and maintain the appropriate CWS/Web Governance structures that ensure the CWS/Web Solution is always in alignment with Program Stakeholder requirements and strategies.	Yes ☐ No ☐	Vol: Section: Page#:
3888	The Contractor shall design, build, implement and maintain the appropriate CWS/Web Governance structures that oversee the CWS/Web Solution performance against agreed upon service levels and enabling appropriate corrective actions to occur as needed.	Yes ☐ No ☐	Vol: Section: Page#:
3889	The Contractor shall design, build, implement and maintain the appropriate CWS/Web Governance structures in a manner that includes an annual evaluation of those governance structures to determine if changes and/or improvements are needed.	Yes ☐ No ☐	Vol: Section: Page#:
3890	The Contractor shall design, build, implement and maintain the appropriate CWS/Web Governance structures that ensure the CWS/Web Solution modifications are approved and prioritized in alignment with Program needs.	Yes ☐ No ☐	Vol: Section: Page#:
3891	The Contractor shall design, build, implement and maintain the Governance Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3892	The Contractor shall include in the Function Delivery Plan SS003 for the Governance Function the following additional detail: • All other Functions in the three Service and Support dimensions to ensure decision making structures for each individual Function are	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	working satisfactorily and meeting expected outcomes. • All external CWS/Web Solution governance structures to ensure the CWS/Web Solution is providing those structures the information they need. • The Performance Measures and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Governance Function. • Oversight -Internal Operations Function to assess and direct remediation as necessary to improve the performance of the CWS/Web Solution.		
3893	The Contractor shall design, build, implement and maintain a CWS/Web Governance Function that works closely with all other functions in the three Service and Support dimensions to ensure decision making structures for each individual function are working satisfactorily and meeting expected outcomes.	Yes ☐ No ☐	Vol: Section: Page#:
3894	The Contractor shall design, build, implement and maintain a CWS/Web Governance Function that works closely with all external CWS/Web Solution governance structures are to ensure the CWS/Web Solution is providing those structures the information they need.	Yes ☐ No ☐	Vol: Section: Page#:
3895	The Contractor shall design, build, implement and maintain a CWS/Web Governance Function that works closely with the Performance Measures and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Governance Function.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3896	The Contractor shall design, build, implement and maintain a CWS/Web Governance Function that works closely with the Oversight - Internal Operations Function to assess and direct remediation as necessary to improve the performance of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4689	The Contractor staff shall have experience in the design and implementation of Program level, Application Service level and functional level governance solutions; as well as design, implementation and management of functional level performance focused governance solutions.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.6. WORK REQUEST RECEIPT

The Work Request Receipt Function is responsible for maintaining and managing the mechanisms that facilitate a centralized reception point for all CWS/Web Solution work requests so they can be logged, tracked and reported through closure.

Typical duties of the Work Request Receipt Function are:

- Receipt, log and track requests to modify existing CWS/Web Solution components
- Receipt, log and track requests to develop new CWS/Web Solution components
- Ensure stakeholder requests contain sufficient information to be assigned for ownership by a specific Service and Support Function in the most efficient & effective manner
- Ensure stakeholder requests contain sufficient information to obtain a clear understanding of its scope
- Provide updates to stakeholders on the status of their work request
- Route all work requests to the entity responsible for addressing the request
- Work closely with the Customer Relationship Management Function to ensure the CWS/Web Solution User representative assigned to the stakeholder is aware of the request

- Work closely with the Oversight – Internal Operations Function to obtain and provide periodic updates for all pending and active requests

The envisioned implementation approach for putting the Work Request Receipt solution in place is that:

- The Contractor and CWS/Web Project will build and utilize a Work Request Receipt solution during the development and implementation phases. (It should be noted that CWS/CMS has existing work receipt processes that should be reviewed and could potentially be leveraged in the development of the new Work Request Receipt solution. The County Specific SCR Process and the Project Office Change Review (POCR) Roles and Responsibilities documents can be found in the Bidder's Library.)
- Prior to the start of the CWS/Web Solution Production Phase, the Contractor will modify as necessary the development and implementation phase Work Request to address any specific needs of the CWS/Web Solution Production Phase.

The Work Request Receipt Function works closely with the:

- Change Management Function to obtain the status of an approved work request
- Proposal Development Function to obtain the status of a submitted work request
- Service Desk Function to provide status information that can be provided to the requestor
- Policy Function to report status of the work request
- Oversight – Internal Operations Function to provide an inventory of all work requests received, pending, approved, disapproved, or in development to aid in prioritization and assignment of work requests
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Work Request Receipt Function

Table VI-27 Work Request Receipt Requirements lists the requirements for the Work Request Receipt solution to be delivered by the Contractor.

Table VI-27 Work Request Receipt Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2037	The Contractor shall provide end-user or manager online/portal access to Service Request status.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3897	The Contractor shall design, build, implement and maintain the Work Receipt Request Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3898	The Contractor shall include in the Function Delivery Plan SS003 for the Work Receipt Request Function the following additional detail: • Change Management Function to obtain the status of an approved work request Policy Function to record any policy impact analysis requests. • Proposal Development Function to obtain the status of a submitted work request. • Service Desk Function to provide status information that can be provided to the requestor. • Oversight – Internal Operations Function to provide an inventory of all work requests received, pending, approved, disapproved, or in development to aid in prioritization and assignment of work requests. • Performance Measures, Governance and Oversight – Internal Operations. Functions to assess and adjust as necessary the performance of the Work Request Receipt Function.	Yes ☐ No ☐	Vol: Section: Page#:
3899	The Contractor shall design, build, implement and maintain a CWS/Web Work Request Receipt Function that works closely with the Change Management Function to obtain the status of an approved work request.	Yes ☐ No ☐	Vol: Section: Page#:
3900	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Work Request Receipt Function that works closely with the Policy Function to record any policy impact analysis requests.	Yes ☐ No ☐	Section: Page#:
3901	The Contractor shall design, build, implement and maintain a CWS/Web Work Request Receipt Function that works closely with the Proposal Development Function to obtain the status of a submitted work request.	Yes ☐ No ☐	Vol: Section: Page#:
3902	The Contractor shall design, build, implement and maintain a CWS/Web Work Request Receipt Function that works closely with the Service Desk Function to provide status information that can be provided to the requestor.	Yes ☐ No ☐	Vol: Section: Page#:
3903	The Contractor shall design, build, implement and maintain a CWS/Web Work Request Receipt Function that works closely with the Oversight – Internal Operations Function to provide an inventory of all work requests received, pending, approved, disapproved, or in development to aid in prioritization and assignment of work requests.	Yes ☐ No ☐	Vol: Section: Page#:
3904	The Contractor shall design, build, implement and maintain a CWS/Web Work Request Receipt Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Work Request Receipt Function.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.7. VI.6.2.7 INTENTIONALLY LEFT BLANK

VI.6.2.8. OVERSIGHT – INTERNAL OPERATIONS

The Oversight – Internal Operations Function is responsible for maintaining and managing the mechanisms that CWS/Web Division Office leadership will use to:

- Review CWS/Web Solution performance to see if that performance is meeting service level requirements or provide direction for the necessary remediation activities to meet service level requirements
- Provide oversight and direction in regards to each individual Function's performance contribution to meeting CWS/Web Solution service level requirements
- Making workload prioritization and approval decisions

The Internal - Oversight Function represents the daily management responsibilities of CWS/Web Solution and is charged with ensuring delivery requirements are met consistently. Section VI.6.1, General Service and Support Requirements require the delivery of governance solutions for each individual function that address:

- Identification and implementation of function specific performance metrics
- Identification and implementation of data gathering mechanisms associated with identified function specific performance metrics
- Definition of performance metric analysis and reporting requirements for each function
- Creation and utilization of function specific performance metric reporting to direct remediation and process improvements at function level
- Creation and maintenance of function specific governance structures and procedures to review and make decisions based on Function specific performance metrics reporting

While these function-specific governance solutions facilitate decisions being made at the lowest level, there is the need to have the picture of how all the parts fit and work together. As such, the State is requiring a CWS/Web Solution Management Guide that provides CWS/Web Division Office leadership a detailed explanation of how:

- All functions, contained within this solicitation and the Contractor's proposal, relate to one another and will be managed as a whole to ensure CWS/Web Solution availability and performance requirements are met
- All CWS/Web Division Office sourcing arrangements relate to one another and will be managed as a whole to ensure CWS/Web availability and performance requirements are met
- The CWS/Web Solution is constructed and delivered and how CWS/Web Division Office individual responsibilities contribute to the success of the CWS/Web Solution.

The Oversight – Internal Operations Function will initially focus on the following:

- CWS/Web Solution performance versus contractual requirements
- Service and Support function performance
- Work Request approval and scheduling

- Work Request status review
- Overseeing remediation efforts for CWS/Web Solution performance problems or Work Request issues.

The Oversight – Internal Operations Function works closely with the:

- Asset Management Function to report on financial needs for asset replacement, maintenance and license fee renewals
- Contract Management Function to address any contractual actions that need to be taken in the case of the CWS/Web Solution not meeting contractual performance requirements
- IT Resource Management Function to provide the information needed to:
    - Understand CWS/Web Solution capacity to make future workload commitments
    - Understand CWS/Web Solution capacity to effectively maintain and support existing workload commitments
    - Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs
    - Analyze workload requirements to determine if short term/long term contracted services should be utilized to meet critical skill shortfalls or excess workload requirements
- Proposal Development Function to evaluate and make approval decisions regarding work request received and analyzed
- Work Request Receipt Function to review the inventory of all work requests received, pending, approved, disapproved, in development for prioritization and assignment of work requests
- Release Management Function for authorizing, prioritizing, and scheduling releases to the CWS/Web Solution
- Service Level Management and Performance Measures Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expectations
- Performance Measures and Governance Functions to assess and direct remediation's as necessary to improve the performance of the CWS/Web Solution
- All other functions in the three Service and Support dimensions to review their performance and direct remediation's as necessary to improve the performance of those functions having degraded performance

Table VI-28 Oversight – Internal Operations Requirements lists the requirements for the Oversight – Internal Operations solution to be delivered by the Contractor.

Table VI-28 Oversight – Internal Operations Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1859	The Contractor shall act as the integrator of all Service and Support activities related to the CWS/Web Solution on behalf of the OSI CWS/Web Division Office as agreed to with the approval and Acceptance of the CWS/Web Solution Management Guide.	Yes ☐ No ☐	Vol: Section: Page#:
3623	The Contractor shall ensure that all CWS/Web Solution service levels are met by establishing and maintaining the processes, procedures and relationships with all parties (OTech, Counties, and sub-contractors) involved in the delivery of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3905	The Contractor shall design, build, integrate, test and implement the CWS/Web Oversight - Internal Operations Function in alignment with Information Technology Infrastructure Library (ITIL), Project Management Institute (PMI), Control Objectives for Information and related Technologies (COBIT) and Information Systems Audit and Control Association (ISACA) frameworks and guidelines.	Yes ☐ No ☐	Vol: Section: Page#:
3906	The Contractor shall design, build, implement and maintain the Oversight - Internal Operations Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3907	The Contractor shall develop, submit and maintain the CWS/Web Solution Management Guide SS007 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3909	The Contractor shall work with the		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	CWS/Web Division Office leadership to create and execute remediations based on process improvement identifications.	Yes ☐ No ☐	Section: Page#:
3910	The Contractor shall develop, submit and maintain the Systems Integrator Service Level Agreement SS006 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

3911	The Contractor shall include in the Function Delivery Plan SS003 for the Oversight - Internal Operations Function the following additional detail:
	• Asset Management Function to report on financial needs for asset replacement, maintenance and license fee renewals.
	• Contract Management Function to address any contractual actions that need to be taken in the case of the CWS/Web Solution not meeting contractual performance requirements.
	• IT Resource Management Function to provide the information needed to:
	  • Understand CWS/Web Solution capacity to make future workload commitments
	  • Understand CWS/Web Solution capacity to effectively maintain and support existing workload commitments.
	  • Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs.
	  • Analyze workload requirements to determine if short term/long term contracted services should be utilized to meet critical skill shortfalls or excess workload
		Yes ☐ No ☐	Vol:
			Section:
			Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	requirements. • Proposal Development Function to evaluate and make approval decisions regarding work request received and analyzed. • Work Request Receipt Function to review the inventory of all work requests received, pending, approved, disapproved, in development for prioritization and assignment of work requests. • Service Level Management and Performance Measures Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expected performance. • Performance Measures and Governance Functions to assess and direct remediation as necessary to improve the performance of the CWS/Web Solution. • Release Management Function for authorizing, prioritizing, and scheduling releases to the CWS/Web Solution. • All other Functions in the three Service and Support dimensions to review their performance and direct remediation as necessary to improve the performance of those Functions having degraded performance.		
3912	The Contractor shall design, build, implement and maintain a CWS/Web Oversight -Internal Operations Function that works closely with the Asset Management Function to report on financial needs for asset replacement, maintenance and license fee renewals.	Yes ☐ No ☐	Vol: Section: Page#:
3913	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Oversight - Internal Operations Function that works closely with the Contract Management Function to address any contractual actions that need to be taken in the case of the CWS/Web Solution not meeting contractual performance requirements.	Yes ☐ No ☐	Section: Page#:
3914	The Contractor shall design, build, implement and maintain a CWS/Web Oversight -Internal Operations Function that works closely with the IT Resource Management Function to provide the information needed to: • Understand CWS/Web Solution capacity to make future workload commitments • Understand CWS/Web Solution capacity to effectively maintain and support existing workload commitments • Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs • Analyze workload requirements to determine if short term/long term contracted services should be utilized to meet critical skill shortfalls or excess workload requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3915	The Contractor shall design, build, implement and maintain a CWS/Web Oversight - Internal Operations Function that works closely with the Proposal Development Function to evaluate and make approval decisions regarding work requests received and analyzed.	Yes ☐ No ☐	Vol: Section: Page#:
3916	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Oversight - Internal Operations Function that works closely with the Work Request Receipt Function to review the inventory of all work requests received, pending, approved, disapproved, in development for prioritization and assignment of work requests.	Yes ☐ No ☐	Section: Page#:
3917	The Contractor shall design, build, implement and maintain a CWS/Web Oversight - Internal Operations Function that works closely with the Service Level Management and Performance Measures Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expected performance.	Yes ☐ No ☐	Vol: Section: Page#:
3918	The Contractor shall design, build, implement and maintain a CWS/Web Oversight - Internal Operations Function that works closely with the Performance Measures and Governance Functions to assess and direct remediation as necessary to improve the performance of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3919	The Contractor shall design, build, implement and maintain a CWS/Web Oversight - Internal Operations Function that works closely with the Release Management Function for authorizing, prioritizing, and scheduling releases to the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3920	The Contractor shall design, build, implement and maintain a CWS/Web Oversight - Internal Operations Function that works closely with the all other Functions in the three Service and Support dimensions to review their performance and direct remediation as necessary to improve the performance of those Functions having degraded performance.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4691	The Contractor staff shall have experience managing internal Service and Support Function day-to-day delivery in environments similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

The State requires the Contractor to enter into a formal Service Level Agreement (SLA) that will be the basis for determining the Contractor's monthly compensation during the CWS/Web Solution Production Phase.

It is intended that the State will pay the Contractor monthly in arrears during the CWS/Web Solution Production Phase minus any Customer Credits that are applied to that period. Customer Credit is enforced when service level degradation breaches a pre-determined severity level and/or other performance parameters stipulated in the SLA.

The State is requiring the following process to be followed to develop and gain acceptance of the SLA and Customer Credit provisions contained within:

1) Proposal Phase
   a) The Bidder shall submit a proposed SLA using the format outlined in Systems Integrator Service Level Agreement SS006 with its proposal.
   b) The State shall evaluate the proposed SLA for its clarity and appropriateness.
2) Post Award Phase
   a) The Contractor shall develop, submit and gain acceptance of a formal SLA deliverable prior to the start of the IR Implementation Phase.
   b) The State and the Contractor shall utilize the SLA during the Pilot and IR Implementation to gain experience in terms of system service level needs and responses. **NO CUSTOMER CREDITS WILL BE TAKEN DURING THIS PERIOD.**
   c) 60 days following the completion of the Initial Release (IR) Implementation Phase, based on experience gained during the Pilot and IR Implementation Phase, the State will consider requests from the Contractor to adjust service levels.
   d) The Contractor shall submit a final SLA to the State incorporating any State approved changes for State review and Acceptance.
   e) The Contractor shall review on a monthly basis with the CWS/Web Division Office the CWS/Web Solution and Contractor performance against SLA provisions to determine the need for any Customer Credits utilizing the Service and Support Oversight – Internal Operations Function.

The SLA shall address performance in the following areas based on the performance requirements contained within Section VI and RFP Appendix B, System Requirements:

1) End-to-end Response Times (system performance)
2) Capacity (system growth adaptability)
3) Availability (resilience to component failure and ability to perform maintenance)
4) Disaster Recovery (ability to recover at an alternate site)
5) Reliability and Integrity of Data (security and backup/recovery practices)
6) Incident Resolution (Service Desk and issue resolution performance)
7) Enhancement Processing and Timeliness (Enhancement request timeliness)
8) Any proposed augmented performance areas, the rationale for the augmentation and how any augmentation is envisioned to be used in the SLA and Customer Credit provisions.

Table VI-29 Oversight – Internal Operations Requirements-SLA lists the requirements for the Oversight – Internal Operations-SLA solution to be delivered by the Contractor.

Table VI-29 Oversight – Internal Operations Requirements-SLA

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4813	The Contractor shall update its proposed SLA in accordance with the product definition document, Systems Integrator Service Level Agreement SS006, that addresses the following performance areas contained within Section VI - Solution Requirements and Appendix B – System Requirements (at a minimum): End-to-End Response Times (system performance) Capacity (system growth adaptability) Availability (resilience to component failure and ability to perform maintenance) Disaster Recovery (ability to recover at an alternate site) Reliability and Integrity of Data (security and backup/recovery practices) Incident Resolution (Service Desk and issue resolution performance) Enhancement Processing and Timeliness (Enhancement request timeliness)	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Any augmentations included in the Contractor's proposal SLA		
4814	The Contractor shall update its proposed SLA in accordance with the product definition document, Systems Integrator Service Level Agreement SS006, that contains Customer Credit provisions for degraded service level performance by performance area including: • Performance Requirement(s) • Calculations used to determine performance achieved during reporting period. • Data sources, including how data sources are created and captured. • Sample Performance Report • Customer Credit formula for calculating credits to the State.	Yes ☐ No ☐	Vol: Section: Page#:
4815	The Contractor shall provide to the State, 60 calendar days following the completion of the IR Implementation Phase, an updated SLA with any suggested modifications based on experience gained in terms of system service level needs and responses.	Yes ☐ No ☐	Vol: Section: Page#:
4816	The Contractor shall submit a final SLA to the State incorporating any State approved changes for review and Acceptance by the State.	Yes ☐ No ☐	Vol: Section: Page#:
4817	The Contractor shall review on a monthly basis with the CWS/Web Division Office the CWS/Web Solution and Contractor performance against SLA provisions to determine the need for any Customer Credits utilizing the Service and Support Oversight - Internal Operations Function.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.9. PERFORMANCE MEASURES

The Performance Measures Function is responsible for:

- Assisting in the development and maintenance of all CWS/Web Solution level and individual function performance related tracking solutions
- Maintaining and managing report creation as needed for:
    - Overall CWS/Web Solution performance
    - Each function's operational management needs
    - Oversight – Internal Operations
    - Service Level Management
    - Contract obligations.

Section VI.6.1, General Service and Support requirements require the delivery of performance measurement solutions for the CWS/Web Solution as a whole and for each individual function that address:

- Performance metrics
- Data gathering mechanisms
- Reporting
- Utilization of performance reports to direct remediation and process improvements.

The goal of the Performance Measures Function is to have the Contractor build and maintain solutions that provide CWS/Web Solution decision makers the information they need to sustain CWS/Web Solution usability, performance, and cost. The Performance Measures Function primary focus is:

- Function Performance Measures - Each function will implement performance measures that align with and the results serve to support the overall performance requirements of the CWS/Web Solution. These performance measures will be used to review actual performance against expected levels of performance. This information will be used by the function owner and the Oversight – Internal Operations Function to identify corrective actions necessary to improve the function's performance to meet expected levels.
- CWS/Web Solution Service Level Performance Measures – These performance measures will become the basis for determining if programmatic and contractual service level requirements have been met. These performance measures will represent a CWS/Web Solution view, but must be traceable to the individual function level performance measures to assign accountability and remediation responsibility. This information will be used by the Oversight – Internal Operations and the Service Level Management functions to meet their responsibilities.

The Performance Measures Function works closely with the:

- Contract management activities to address any contractual actions that need to be taken in the case of the CWS/Web Solution not meeting contractual performance requirements
- Oversight – Internal Operations Function to report and provide performance analytics to enable the Oversight – Internal Operations Function to assess overall Service and Support performance and identify remediation's necessary because of degraded performance
- Service Level Management Function to provide the reporting and performance analytics necessary for the CWS/Web Division Office to report against its service level agreement with the CWS Program
- All other functions in the three Service and Support dimensions to maintain and enhance their performance tracking, reporting and performance analytics to provide each function the information they need to maintain expected performance levels or identify remediation's necessary because of degraded performance

Table VI-30 Performance Measures Requirements lists the requirements for the Performance Measures solution to be delivered by the Contractor.

Table VI-30 Performance Measures Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3921	The Contractor shall design, build, integrate, test, and implement the CWS/Web Solution performance measures solution for each Function in alignment with ITIL and COBIT frameworks and guidelines.	Yes ☐ No ☐	Vol: Section: Page#:
3922	The Contractor shall design, build, implement and maintain the Performance Measures Function as per the final Agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3923	The Contractor shall work with the CWS/Web Service and Support Functions to create and execute remediation based on less than required performance of an individual Function or partner.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3924	The Contractor shall include in the Function Delivery Plan SS003 for the Performance Measures Function the following additional detail: • Contract Management Function to address any contractual actions that need to be taken in the case of the CWS/Web Solution not meeting contractual performance requirements. • Oversight - Internal Operations Function to report and provide performance analytics to enable the Oversight - Internal Operations Function to assess overall Service and Support performance and identify remediation necessary because of degraded performance. • Service Level Management Function to provide the reporting and performance analytics necessary for the CWS/Web Division Office to report against its service level agreement with the CWS Program. • All other functions in the three Service and Support dimensions to maintain and enhance their performance tracking, reporting and performance analysis to provide each function the information they need to maintain expected performance levels or identify remediation necessary because of degraded performance.	Yes ☐ No ☐	Vol: Section: Page#:
3925	The Contractor shall design, build, implement and maintain a CWS/Web Performance Measures Function that works closely with the contract management activities to address any contractual actions that need to be taken in the case of the CWS/Web Solution not meeting contractual	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	performance requirements.		
3926	The Contractor shall design, build, implement and maintain a CWS/Web Performance Measures Function that works closely with the Oversight - Internal Operations Function to report and provide performance analysis to enable the Oversight - Internal Operations Function to assess overall Service and Support performance and identify remediation necessary because of degraded performance.	Yes ☐ No ☐	Vol: Section: Page#:
3927	The Contractor shall design, build, implement and maintain a CWS/Web Performance Measures Function that works closely with the Service Level Management Function to provide the reporting and performance analysis necessary for the CWS/Web Division Office to report against its service level agreement with the CWS Program.	Yes ☐ No ☐	Vol: Section: Page#:
3928	The Contractor shall design, build, implement and maintain a CWS/Web Performance Measures Function that works closely with all other functions in the three Service and Support dimensions to maintain and enhance their performance tracking, reporting and performance analysis to provide each function the information they need to maintain expected performance levels or identify remediation necessary because of degraded performance.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.10. POLICY

This Policy Function is responsible for maintaining and managing the mechanisms that:

- Interpret the impact of all federal, State, and OSI policy changes on the CWS/Web Solution
- Create and maintain CWS/Web Solution specific policies.

The goal of the Policy Function is to have the Contractor build the processes which the CWS/Web Division Office will use to:

- Gather the information necessary to assess the impact of the policy change and take appropriate actions
- Accept, analyze, and decide upon proposed CWS/Web Solution specific policies.

The Policy Function works closely with the:

- Communications Function to ensure communication strategies are developed and deployed regarding:
    - External policy impacts on the CWS/Web Solution
    - The introduction or modification of any CWS/Web Solution specific policy impacts
- Control Agency Compliance Function to get clarifications about external policy requirements to aid in the analysis of impact on the CWS/Web Solution
- Proposal Development Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy
- Work Request Receipt Function to record any policy impact analysis requests
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Policy Function
- All other functions in the three Service and Support dimensions to obtain:
    - Policy impact analysis on the CWS/Web Solution
    - CWS/Web Solution specific policy needs

Table VI-31 Policy Requirements lists the requirements for the Policy solution to be delivered by the Contractor.

Table VI-31 Policy Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3929	The Contractor shall design, build, implement and maintain the Policy Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3930	The Contractor shall include in the		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Function Delivery Plan SS003 for the Policy Function the following additional detail: • Communications Function to ensure communication strategies are developed and deployed regarding: • External policy impacts on the CWS/Web Solution • The introduction or modification of any CWS/Web Solution specific policy impacts. • Control Agency Compliance Function to get clarifications about external policy requirements to aid in the analysis of impact on the CWS/Web Solution. • Proposal Development Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy. • Work Request Receipt Function to record any policy impact analysis requests. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Policy Function. • All other functions in the three Service and Support dimensions to obtain: • Policy impact analysis on the CWS/Web Solution. • CWS/Web Solution specific policy needs.	Yes ☐ No ☐	Section: Page#:
3931	The Contractor shall design, build, implement and maintain a CWS/Web Policy Function that works closely with the Communications Function to ensure communication strategies are developed and deployed regarding:	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• External policy impacts on the CWS/Web Solution. • The introduction or modification of any CWS/Web Solution specific policy impacts.		
3932	The Contractor shall design, build, implement and maintain a CWS/Web Policy Function that works closely with the Control Agency Compliance Function to get clarifications about external policy requirements to aid in the analysis of impact on the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3933	The Contractor shall design, build, implement and maintain a CWS/Web Policy Function that works closely with the Proposal Development Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy.	Yes ☐ No ☐	Vol: Section: Page#:
3934	The Contractor shall design, build, implement and maintain a CWS/Web Policy Function that works closely with the Work Request Receipt Function to record any policy impact analysis requests.	Yes ☐ No ☐	Vol: Section: Page#:
3935	The Contractor shall design, build, implement and maintain a CWS/Web Policy Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Policy Function.	Yes ☐ No ☐	Vol: Section: Page#:
3936	The Contractor shall design, build, implement and maintain a CWS/Web Policy service and support function that works closely with all other functions in the three Service and Support dimensions to obtain: • Policy impact analysis on the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	CWS/Web Solution. • CWS/Web Solution specific policy needs.		

VI.6.2.11. PROPOSAL DEVELOPMENT

The Proposal Development Function is responsible for maintaining and managing the mechanisms that produce consistent and timely analyses of potential CWS/Web Solution work requests to provide CWS/Web Solution decision makers with the information they need to determine approval and priority. Typical duties of the Proposal Development Function are:

- Creating templates and instructions of what information is required in the analysis of a work request
- Providing training on how to use the templates
- Coordinating with all functions as necessary to develop the proposal
- Obtaining additional information from the stakeholder about their request to clarify scope
- Identify association/link of each request, if any, to other CWS/Web Solution projects or proposals
- Assessing resource impacts for availability
- Impact on the CWS/Web Solution Architecture
- Identification of any contractual impacts or costs
- Consolidation of information gathered into a single decision document
- Presentation to the Oversight – Internal Operations Function for decision or elevation
- Communicating the decision to the Work Request Receipt and Customer Relationship Management Functions to communicate decision to the stakeholder.

The envisioned implementation approach for putting the Proposal Development solution in place is that the Contractor and CWS/Web Project will build and utilize a Proposal Development solution during the development and implementation phases. (It should be noted that CWS/CMS has existing work receipt processes that should be reviewed and could potentially be leveraged in the development of the new Proposal Development solution. The County Specific SCR Process and the Project

Office Change Review (POCR) Roles and Responsibilities documents are located in the Bidder's Library. Prior to the start of the CWS/Web Solution Production Phase, the Contractor will make necessary modifications to address CWS/Web Solution Production Phase needs.

The Proposal Development Function works closely with the:

- Asset Management Function to analyze the financial impact on CWS/Web Solution assets impacted by a proposed change
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Proposal Development Function
- Policy Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy
- IT Resource Management Function to determine skill set and human resource availability for potential assignment to the work request upon its approval
- Oversight – Internal Operations Function to present work request analysis results for approval and prioritization decisions
- Work Request Receipt Function to report status of the work request
- All other functions in the three Service and Support dimensions to secure the information necessary to scope, cost and timeline necessary to satisfy the work request

Table VI-32 Proposal Development Requirements lists the requirements for the Proposal Development solution to be delivered by the Contractor.

Table VI-32 Proposal Development Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3937	The Contractor shall design, build, implement and maintain the Proposal Development Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3938	The Contractor shall include in the Function Delivery Plan SS003 for the Policy Function the following additional detail: • Asset Management Function to	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	analyze the financial impact on CWS/Web Solution assets impacted by a proposed change. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Proposal Development Function. • Policy Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy. • IT Resource Management Function to determine skill set and human resource. availability for potential assignment to the work request upon its approval. • Oversight – Internal Operations Function to present work request analysis results for approval and prioritization decisions. • Work Request Receipt Function to report status of the work request. • All other Functions in the three Service and Support dimensions to secure the information necessary to scope, cost and timeline necessary to satisfy the work request.		
3939	The Contractor shall design, build, implement and maintain a CWS/Web Proposal Development Function that works closely with the Asset Management Function to analyze the financial impact on CWS/Web Solution assets impacted by a proposed change.	Yes ☐ No ☐	Vol: Section: Page#:
3940	The Contractor shall design, build, implement and maintain a CWS/Web Proposal Development Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	performance of the Proposal Development Function.		
3941	The Contractor shall design, build, implement and maintain a CWS/Web Proposal Development Function that works closely with the Policy Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy.	Yes ☐ No ☐	Vol: Section: Page#:
3942	The Contractor shall design, build, implement and maintain a CWS/Web Proposal Development Function that works closely with the IT Resource Management Function to determine skill set and human resource availability for potential assignment to the work request upon its approval.	Yes ☐ No ☐	Vol: Section: Page#:
3943	The Contractor shall design, build, implement and maintain a CWS/Web Proposal Development Function that works closely with the Oversight – Internal Operations Function to present work request analysis results for approval and prioritization decisions.	Yes ☐ No ☐	Vol: Section: Page#:
3944	The Contractor shall design, build, implement and maintain a CWS/Web Proposal Development Function that works closely with the Work Request Receipt Function to report status of the work request.	Yes ☐ No ☐	Vol: Section: Page#:
3945	The Contractor shall design, build, implement and maintain a CWS/Web Proposal Development Function that works closely with all other Functions in the three Service and Support dimensions to secure the information necessary to determine scope, cost and timeline necessary to satisfy the work request.	Yes ☐ No ☐	Vol: Section: Page#:
3995	The Contractor shall provide an impact evaluation for all hardware and software upgrades and custom application	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	releases during the CWS/Web Solution Production Phase for approval by the CWS/Web Division Office prior to change being implemented.		Page#:

VI.6.2.12. IT RESOURCE MANAGEMENT

The IT Resource Management Function is responsible for maintaining and managing the mechanisms that track staff and skill set resource allocations so that decision makers will have the information they need in determining approval and priority of work requests.

IT Resource Management entails collecting, managing and reporting on all CWS/Web Division Office staff and skill set resource allocation information. IT Resource Management information, such as project and activity scheduling, staff utilization and availability, and aggregate workload from a CWS/Web Solution perspective is essential for the Oversight – Internal Operations Function to make informed decisions about commitments and priorities.

Effective IT Resource Management practices allow easy, instant access to all current CWS/Web related workload commitments – projects, operational efforts, and resource capacity information - staff availability, skills, and experience needed to perform the work. Timely access to an accurate repository of this information provides numerous benefits to managing the CWS/Web Solution.

The IT Resource Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the IT Resource Management Function
- Proposal Development Function to determine skill set and human resource availability for potential assignment to the work request upon its approval
- Oversight – Internal Operations Function to provide the information needed to:
    - Understand CWS/Web Solution capacity to make future workload commitments
    - Understand CWS/Web Solution capacity to effectively maintain and support existing workload commitments
    - Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs

- Analyze workload requirements to determine if short term/long term contracted services should be utilized to meet critical skill shortfalls or excess workload requirements

- All other functions in the three Service and Support dimensions to secure the information necessary to track and forecast staff and skill set availability for new work requests

Table VI-33 IT Resource Management Requirements lists the requirements for the IT Resource Management solution to be delivered by the Contractor.

Table VI-33 IT Resource Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3946	The Contractor shall design, build, implement and maintain the IT Resource Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:

3947	The Contractor shall include in the Function Delivery Plan SS003 for the IT Resource Management Function the following additional detail:
	• Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the IT. Resource Management Function
	• Proposal Development Function to determine skill set and human resource availability for potential assignment to the work request upon its approval.
	• Oversight – Internal Operations Function to provide the information needed to:
	  • Understand CWS/Web Solution capacity to make future workload commitments.
	  • Understand CWS/Web Solution capacity to effectively maintain
		Yes ☐ No ☐	Vol:
			Section:
			Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	and support existing workload commitments. • Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs. • Analyze workload requirements to determine if short term/long term contracted services should be utilized to meet critical skill shortfalls or excess workload requirements, • All other functions in the three Service and Support dimensions to secure the information necessary to track and forecast staff and skill set availability for new work requests,		
3948	The Contractor shall design, build, implement and maintain a CWS/Web IT Resource Management Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the IT Resource Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
3949	The Contractor shall design, build, implement and maintain a CWS/Web IT Resource Management Function that works closely with the Proposal Development Function to determine skill set and human resource availability for potential assignment to the work request upon its approval.	Yes ☐ No ☐	Vol: Section: Page#:
3950	The Contractor shall design, build, implement and maintain a CWS/Web IT Resource Management Function that	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	works closely with the Oversight – Internal Operations Function to provide the information needed to: • Understand CWS/Web Solution capacity to make future workload commitments. • Understand CWS/Web Solution capacity to effectively maintain and support existing workload commitments. • Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs. • Analyze workload requirements to determine if short term/long term contracted services should be utilized to meet critical skill shortfalls or excess workload requirements.		Page#:
3951	The Contractor shall design, build, implement and maintain a CWS/Web IT Resource Management Function that works closely with all other functions in the three Service and Support dimensions to secure the information necessary to track and forecast staff and skill set availability for new work requests.	Yes ☐ No ☐	Vol: Section: Page#:
4696	The Contractor staff shall have experience performing IT resource management for a system similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.13. SERVICE LEVEL MANAGEMENT

The Service Level Management Function is responsible for maintaining the CWS/Web Performance Agreement between the CWS/Web Division Office and the CWS Program. This function is also responsible for reporting on the Systems

Integrator Service Level Agreement between the CWS/Web Division Office and the Contractor.

Service Level Management is achieved by first establishing a Performance Agreement with the CWS Program for the CWS/Web Solution to which they subscribe. This Performance Agreement will enable the CWS Program to track the cost and performance of the CWS/Web Solution. These include (but are not limited to):

- Overall Cost
- System performance against contractual performance requirements
- End-to-end response time
- Hours of availability for use
- Service Desk and Incident Management performance against contractual performance requirements
- Customer Training performance against contractual performance requirements
- Application enhancement processing against contractual performance requirements
- Stakeholder satisfaction

All items included in the CWS/Web Performance Agreement between the CWS/Web Division Office and the CWS Program must be effectively monitored and measured using mutually understood and agreed upon measurement factors and interpretation criteria.

The CWS/Web Performance Agreement is completely separate from the service level agreement between the CWS/Web Division Office and the Contractor. That Systems Integrator Service Level Agreement is monitored and acted upon by the Oversight – Internal Operations Function, although the outputs of the Oversight – Internal Operations Function will be incorporated into the contents and reporting associated with the CWS/Web Performance Agreement.

The Service Level Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Level Management Function
- Performance Measures Function to obtain the reporting and performance analytics necessary for the CWS/Web Division Office to report against its performance agreement with the CWS Program
- Oversight – Internal Operations Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expectations

- Contract management activities to assess the impact of requested service level changes with the CWS Program on existing contractual agreements
- Customer Relationship Management Function to obtain and report on stakeholder satisfaction with the CWS/Web Solution

Table VI-34 Service Level Management Requirements lists the requirements for the Service Level Management solution to be delivered by the Contractor.

Table VI-34 Service Level Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3952	The Contractor shall design, build, integrate, test, and implement the CWS/Web Service Level Management Function in alignment with ITIL frameworks and guidelines.	Yes ☐ No ☐	Vol: Section: Page#:
3953	The Contractor shall design, build, implement and maintain the Service Level Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3954	The Contractor shall develop, submit and maintain a CWS/Web Performance Agreement SS005 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3955	The Contractor shall monitor all functions and service partners for conformance to agreements reached in their performance agreement(s).	Yes ☐ No ☐	Vol: Section: Page#:
3956	The Contractor shall report monthly to the CWS/Web Division Office leadership on the performance of all functions and service partners.	Yes ☐ No ☐	Vol: Section: Page#:
3957	The Contractor shall work with the CWS/Web Division Office leadership to create and execute remediations identified to adjust performance to agreed upon service levels.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3958	The Contractor shall work with the CWS/Web Division Office leadership to track and report on performance remediations.	Yes ☐ No ☐	Vol: Section: Page#:
3959	The Contractor shall include in the Function Delivery Plan SS003 for the Service Level Management Function the following additional detail: • Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Service Level Management Function. • Performance Measures Function to obtain the reporting and performance analysis necessary for the CWS/Web Division Office to report against its performance agreement with the CWS Program. • Oversight - Internal Operations Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expected performance. • Contract Management Function to assess the impact of requested service level changes with the CWS Program on existing contractual agreements. • Customer Relationship Management Function to obtain and report on stakeholder satisfaction with the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3960	The Contractor shall design, build, implement and maintain a CWS/Web Service Level Management Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Level	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function.		
3961	The Contractor shall design, build, implement and maintain a CWS/Web Service Level Management Function that works closely with the Performance Measures Function to obtain the reporting and performance analysis necessary for the CWS/Web Division Office to report against its service level agreement with the CWS Program.	Yes ☐ No ☐	Vol: Section: Page#:
3962	The Contractor shall design, build, implement and maintain a CWS/Web Service Level Management Function that works closely with the Oversight - Internal Operations Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expected performance.	Yes ☐ No ☐	Vol: Section: Page#:
3963	The Contractor shall design, build, implement and maintain a CWS/Web Service Level Management Function that works closely with the contract management activities to assess the impact of requested service level changes with the CWS Program on existing contractual agreements.	Yes ☐ No ☐	Vol: Section: Page#:
3964	The Contractor shall design, build, implement and maintain a CWS/Web Service Level Management Function that works closely with the Customer Relationship Management Function to obtain and report on stakeholder satisfaction with the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4040	The Contractor shall work directly with the Office of Technology Services (OTech) concerning OTech's role in supporting the CWS/Web solution by defining and implementing clear and transparent roles and responsibilities as described in SS017 Service Partner Performance Agreement.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4697	The Contractor staff shall have experience managing, maintaining, monitoring and reporting on performance measures associated with service level agreements, operational level agreements and under-pinning contracts in environments similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4698	The Contractor staff performing in the Service Level Manager role must be certified at the ITIL Service Manager Master level for at least ITIL Version 2.	Yes ☐ No ☐	Vol: Section: Page#:
4786	The Contractor shall provide all CWS/Web service level reporting to CDSS and OSI, including services provided by OTech.	Yes ☐ No ☐	Vol: Section: Page#:
4787	The Contractor shall establish procedures to provide support to OTech to resolve all service level issues and deficiencies stemming from OTech-provided services.	Yes ☐ No ☐	Vol: Section: Page#:
4788	The Contractor shall work with the State to develop/refine service level objectives encompassing all CWS/Web maintenance and operations services requirements and to comply with the Performance and Capacity Management Plan TM022.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.14. SOLUTION ARCHITECTURE

The Solution Architecture Function maintains and manages the mechanisms necessary to ensure the production CWS/Web Solution meets CWS Program requirements while being in alignment with State, CDSS and OSI enterprise architecture policies, frameworks and standards.

Solution Architecture establishes the policies and standards within which technical solutions for the CWS Program are designed and evaluated, so that economies of scale can be obtained and new solution integration facilitated. Solution Architecture is a living function that evolves as the technology industry introduces new solution capabilities. As such it must be built and maintained. Initiatives analyzed by the

Proposal Development Function are presented to the Oversight – Internal Operations Function and evaluated as to their fit within the agreed upon Solution Architecture for the stakeholder.

It is envisioned that the Solution Architecture Function will ensure:

- All solutions are designed within and conform to technical architecture standards
- Technical architecture standards evolve to meet new needs in a real life manner
- All solutions nearing their end of life have a technology evolution strategy identified and pursued
- All proposed new technology is reviewed before it is introduced into the CWS/Web Solution, including an evaluation of the pros, cons, and impacts of introducing the technology.

The CWS/Web Solution Architecture environment is challenging in that multiple entities will be participating in the delivery of the CWS/Web Solution. This will require the Contractor deliver a comprehensive and cohesive CWS/Web Solution Architecture that integrates multiple partner architectures in a manner that ensures the CWS/Web Solution is delivered at required service levels. The Solution Architecture Function must address, at a minimum, the following:

- Solution Architecture administration
- Distributed accountability for partner architectures that exist across the various entities that comprise the CWS/Web service delivery partnership consortium, including:
    - California Office of Technology Services
    - Counties
    - CWS County Program Managers
    - California Department of Social Services
    - Interfacing California State Departments
    - Federal entities
    - Private entities
    - OSI
    - Contractors associated with the delivery and support of the CWS/Web Solution

Solution Architecture establishes the technology "standards and guidelines" to be employed by each of the technical functions and client organizations. The development of the solution architecture must involve stakeholders. This involvement helps ensure a common understanding and inclusion of stakeholder needs and requirements.

The Solution Architecture Function must be constructed to ensure alignment between the Solution Architecture Function and what is actually deployed into the CWS/Web Solution production environment. Thus the Solution Architecture Function must ensure this required alignment. The Solution Architecture Function's primary responsibilities include:

  - Providing systems integration administration
  - Maintaining the enterprise Solution Architecture documentation
  - Providing technical impact analysis on potential or proposed changes.
  - Validating proposed system designs to ensure consistency with established architecture
  - Coordinating changes between the Application Maintenance & Support, Network (Connectivity), Servers (Hosting) & Storage, Information Management and Security Functions
  - Developing, maintaining and enforcing IT Policies, Standards & Procedures

- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage technical architects ensure:
  - All solutions are designed and conform to Solution Architecture standards
  - Solution Architecture standards evolve to meet new needs in a real life manner
  - All solutions nearing their end of life have a technology retirement strategy identified and pursued
  - That the introduction of change is appropriately managed and transitioned into the CWS/Web Solution production environment
  - That the necessary skill-sets to provide ongoing production support to meet the stakeholders required levels of service are identified and addressed prior to the change being introduced into the CWS/Web production environment.

The Office of Systems Integration (OSI), Enterprise Architecture Office (EAO) has developed significant Solution Architecture tools and frameworks. It is intended that these tools and frameworks be utilized in the creation and maintenance of the CWS/Web Solution. The Contractor is encouraged to augment these tools and frameworks with solution sets that they have deployed successfully in other settings. (The OSI Solution Architecture Framework and the OSI Solution Architecture Framework Toolkit can be found in the Bidder's Library.)

The OSI Solution Architecture Framework (SAF) Toolkit is a guide to assist solution architects (SAs) assigned to and supporting a project team. The SAF Toolkit provides SAs with the means for creating project solutions that are leveraged

appropriately across the enterprise's business activities and technical infrastructure to ensure effectiveness and value to the project sponsor. This Toolkit allows SAs to create a consistent set of deliverables that model the solution's business, data, service, and technical infrastructure to address the project sponsor's business needs and furnish the "blueprints" needed by the project's development team.

The SAF Toolkit consists of a methodology, a series of templates, instructions, and examples of completed models to facilitate the development of an architected solution and the architecture deliverables required for the project effort. The SAF Toolkit is an important part of Enterprise Architecture (EA) implementation as it obtains and considers information from a project sponsor's EA program, along with their business strategy and relevant drivers to create a solution within the project scope. The SAF Toolkit helps the SA provide a project solution that is aligned within the context of the enterprise's business activities, management of data, service delivery approach, and technology use. This alignment ensures that the project solution indentifies opportunities for sharing across the appropriate community of interest and helps sponsors avoid unnecessary redundancy and cost.

The Solution Architecture Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Solution Architecture Function
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure:
    - All solutions are designed and conform to Solution Architecture standards
    - Solution Architecture standards evolve to meet new needs in a real life manner
    - All solutions nearing their end of life have a technology retirement strategy identified and pursued
    - That the introduction of change is appropriately managed and transitioned into the CWS/Web Solution production environment
    - That the necessary skill-sets to provide ongoing production support to meet the stakeholders required levels of service are put in place prior to the change being introduced into the CWS/Web production environment
- Availability Management, Capacity Management, Change Management, Configuration Management, Service Continuity Management Functions to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements

Table VI-35 Solution Architecture Requirements lists the requirements for the Solution Architecture solution to be delivered by the Contractor.

Table VI-35 Solution Architecture Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3966	The Contractor shall design, build, implement and maintain the Solution Architecture Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:

3967	The Contractor shall include in the Function Delivery Plan SS003 for the Solution Architecture Function the following additional detail:
	• Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Solution Architecture Function
	• Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure:
	  • All solutions are designed and conform to Solution Architecture standards.
	  • Solution Architecture standards evolve to meet new needs in a real life manner.
	  • All solutions nearing their end of life have a technology retirement strategy identified and pursued.
	  • That the introduction of change is appropriately managed and transitioned into the CWS/Web Solution production environment.
	  • That the necessary skill-sets to provide ongoing production support to meet the stakeholders required levels of service are put in place prior to the change
		Yes ☐ No ☐	Vol:
			Section:
			Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	being introduced into the CWS/Web production environment. • Availability Management, Capacity Management, Change Management, Configuration Management, Service Continuity Management Functions to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.		
3968	The Contractor shall design, build, implement and maintain a CWS/Web Solution Architecture Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Solution Architecture Function.	Yes ☐ No ☐	Vol: Section: Page#:
3969	The Contractor shall design, build, implement and maintain a CWS/Web Solution Architecture Function that works closely with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure: • All solutions are designed and conform to Solution Architecture standards. • Solution Architecture standards evolve to meet new needs in a real life manner. • All solutions nearing their end of life have a technology retirement strategy identified and pursued. • That the introduction of change is appropriately managed and transitioned into the CWS/Web Solution production environment.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• That the necessary skill-sets to provide ongoing production support to meet the stakeholders required levels of service are put in place prior to the change being introduced into the CWS/Web production environment.		
3970	The Contractor shall design, build, implement and maintain a CWS/Web Solution Architecture Function that works closely with the Availability Management, Capacity Management, Change Management, Configuration Management, Service Continuity Management Functions to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3. SERVICE MAINTENANCE

The Service and Support delivery model is a process oriented framework organized into dimensions. The second dimension is Service Maintenance. Service Maintenance focuses on maintaining and enhancing the CWS/Web Solution components to the state of required policy, programmatic and technology currency and compliance.

Table VI-36 Service Maintenance Dimension Summary

Function	Scope of Responsibility	Collaborations
Application Maintenance & Support	The Application Maintenance and Support Function is responsible for maintaining and enhancing the CWS/Web Solution programmatic oriented software, as well as any software tools utilized within any of the Service and Support functions. Application Maintenance and Support ensures that the availability of all production application systems meets agreed upon service level agreements. This includes supporting break/fix needs, maintenance (i.e. system software releases or other non-negotiable changes), performance improvements, enhancements, and efforts to reduce ongoing support and/or production costs.	• Availability Management • Capacity Management • Configuration Management • Customer Relationship Management • Customer Training • Governance • Incident Management • Information Management • Interface Management • Oversight – Internal Operations • Performance Measures • Personal Device Support • Problem Management • Project Management • Proposal Development • Quality Assurance • Requirements Management • Release Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Solution Architecture • Technical Writing • Testing • Work Request Receipt

Function	Scope of Responsibility	Collaborations
Directory Repository Management	The Directory Repository Management Function is responsible for maintaining and managing the mechanisms through which all repositories typically associated with directories of people, places, things, and events are kept current and useable.	• Application Maintenance & Support • Customer Relationship Management • Customer Training • Governance • Incident Management • Oversight – Internal Operations • Performance Measures • Problem Management • Security • Service Desk • Technical Writing Requirements Management
Control Agency Compliance	The Control Agency Compliance Function is responsible for maintaining and managing the mechanisms that collect all the information needed from the Service and Support functions that the CWS/Web Division Office needs to meet the Control Agency Compliance requirements associated with the CWS/Web Solution.	• Governance • OSI Enterprise Services • Oversight – Internal Operations • Performance Measures • All other functions in the three Service and Support dimensions
Customer Report Creation Support	The Customer Report Creation Support is responsible for maintaining and managing the mechanisms that provide assistance to CWS workers, managers and stakeholders to create customized reports for their needs. Additionally, this function is also responsible for creating, maintaining, enhancing, and supporting report templates commonly used throughout the State.	• Application Maintenance & Support • Capacity Management • Customer Training • Governance • Incident Management • Information Management • Oversight – Internal Operations • Performance Measures • Problem Management • Quality Assurance • Service Desk • Technical Writing • Testing

Function	Scope of Responsibility	Collaborations
Forms Management	The Forms Management Function is responsible for maintaining and managing all CWS/Web Solution forms to ensure compliance with Federal and State regulations and usability in the delivery of CWS Program services.	• Application Maintenance & Support • Change Management • Customer Training • Governance • Incident Management • Information Management • Oversight – Internal Operations • Performance Measures • Problem Management • Release Management • Service Desk • Technical Writing

Function	Scope of Responsibility	Collaborations
Information Management	The Information Management Function ensures that all CWS/Web Solution data created or needed by the stakeholder is: • Stored and managed according to security and data standards • Available on-demand and accessible to the stakeholder and whoever that stakeholder authorizes to utilize that information • Documented to allow impact analysis for future changes The Information Management Function is responsible for all CWS/Web Solution databases, data marts, data warehouses and all other application data files.	• Application Maintenance & Support • Availability Management • Capacity Management • Change Management • Configuration Management • Customer Relationship Management • Customer Training • Forms Management • Governance • Incident Management • Interface Management • Operations • Oversight – Internal Operations • Performance Measures • Problem Management • Project Management • Proposal Development • Quality Assurance • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Solution Architecture • Technical Writing • Testing • Work Request Receipt

Function	Scope of Responsibility	Collaborations
Interface Management	The Interface Management Function is responsible for maintaining and managing the governmental and non-governmental working relationships between the organizational entities associated with each of the interfaces implemented for the CWS/Web Solution. The objective is to ensure the ongoing integrity, confidentiality, and availability of these interfaces for use by CWS/Web Solution end-users.	• Application Maintenance & Support • Availability Management • Capacity Management • Change Management • Customer Training • Governance • Incident Management • Oversight – Internal Operations • Performance Measures • Problem Management • Project Management • Proposal Development • Quality Assurance • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Technical Writing • Testing • Other organizations: o Counties o OTech o Federal Departments o Other State Departments

Function	Scope of Responsibility	Collaborations
Project Management	The Project Management Function is responsible for providing project management over all CWS/Web Solution future releases and planned changes to ensures they are: • Managed successfully from a schedule, scope and cost perspective • Conducted in accordance with State and OSI project management policies, practices and standards	• Application Maintenance & Support • Availability Management • Capacity Management • Change Management • Communications • Configuration Management • Customer Relationship Management • Governance • Information Management • Networks (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Proposal Development • Quality Assurance • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Technical Writing • Testing • CWS Program • OSI Enterprise Services

Function	Scope of Responsibility	Collaborations
Quality Assurance	The Quality Assurance Function is responsible for maintaining and managing the mechanisms for final acceptance of all CWS/Web Solution changes prior to release into the production environment including validation that all Service and Support functions will be prepared for the post-change environment.	• Application Maintenance & Support • Change Management • Configuration Management • Customer Training • Governance • Information Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Desk • Technical Writing • Testing

Function	Scope of Responsibility	Collaborations
Requirements Management	The Requirements Management Function is responsible for maintaining and managing the mechanisms to ensure the CWS/Web Solution requirements repository: • Consistently reflects how the production CWS/Web Solution is constructed currently and/or as it will be after a release is made • Available for use by Service and Support functions as they require	• Application Maintenance & Support • Change Management • Configuration Management • Governance • Information Management • Networks (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Project Management • Quality Assurance • Release Management • Security • Servers (Hosting) & Storage • Technical Writing • Testing
Technical Writing	The Technical Writing Function is responsible for providing guidance and assistance in the creation of all CWS/Web Solution Service and Support documents. This function assists with the creation and maintenance of such items as: • User Reference Guides, • Training materials • Quick reference material • Function procedures • Technical Documentation	• Document Management • Governance • Oversight – Internal Operations • Performance Measures • All other Functions in the three Service and Support dimensions

Function	Scope of Responsibility	Collaborations
Testing	The Testing Function is responsible for maintaining and managing the mechanisms by which any proposed change to the CWS/Web Solution is tested through the various testing phases (unit to performance) prior to being passed to the Quality Assurance Function for final acceptance testing. This includes such activities as: • Creating and maintaining test case scenarios • Creating and maintaining test data • Validating test results to ensure expected outcomes are achieved • Managing supporting test libraries and test environments • Testing impact of change on all affected Service and Support functions	• Governance • Oversight – Internal Operations • Performance Measures • Quality Assurance • Release Management • Requirements Management • Technical Writing • All other Functions in the three Service and Support dimensions as impacted by a change

Function	Scope of Responsibility	Collaborations
Workflow & Business Rules Management	The Workflow and Business Rule Management Function provides assistance to CWS/Web Solution stakeholders in the use of this functionality provided by the CWS/Web Solution. Additionally it maintains and manages the mechanisms that identify and support common usage patterns that are made available to all CWS/Web Solution stakeholders.	• Application Maintenance & Support • Change Management • Customer Relationship Management • Customer Training • Governance • Incident Management • Information Management • Interface Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Problem Management • Proposal Development • Quality Assurance • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Solution Architecture • Technical Writing • Testing

VI.6.3.1. APPLICATION MAINTENANCE & SUPPORT

The Application Maintenance and Support Function is responsible for the CWS/Web Solution programmatic oriented software, as well as any software tools utilized within any of the Service and Support functions. Application Maintenance and Support ensures that the availability of all production application systems meet agreed upon service level agreements. This includes supporting Corrective, Perfective, Preventive, Adaptive, and Emergency changes and efforts to reduce ongoing support and/or production costs.

Typical duties of the Application Maintenance & Support Function are:

- Developing, maintaining and supporting CWS/Web Solution application code

- Deploying, maintaining and administering application development tools
- Coordinating the installation of software modifications into the CWS/Web Solution processing environments (see Servers (Hosting) & Storage Function for list of processing environments)
- Performing reviews to ensure alignment between requirements, designs, code changes, testing and readiness for deployment
- Creating and maintaining application documentation
- Maintaining all configuration items that are necessary to maintain, support and operate the CWS/Web Solution
- Developing and maintaining system design documentation

The Application Maintenance & Support Function works closely with the:

- Information Management Function for any data related changes necessary to support the application changes being developed and deployed
- Requirements Management Function to develop CWS/Web Solution requirements documentation
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches
- Customer Training Function for training material updates required to reflect planned application enhancement changes
- Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment
- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for application related information such as:
    - Source Code
    - Job processing scripts
    - Load libraries
    - As-built documentation
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes)
- Interface Management Function to maintain the usability of all necessary interfaces, SOA and shared services solutions deployed within the CWS/Web Solution
- Solution Architecture Function to ensure the application layer remains in conformance and compliance with the overall CWS/Web Solution Architecture

- Service Desk, Incident and/or Problem Management Functions to provide 2nd and 3rd severity level support for incidents or problems being assigned to the Application Maintenance & Support Function
- Service Continuity Management Function to ensure all software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster
- Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Servers (Hosting) & Storage Function for any server or storage changes necessary to support the application changes being developed and deployed
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Application Maintenance & Support Function

Table VI-37 Application Maintenance and Support Requirements list the requirements for the Application Maintenance & Support solution to be delivered by the Contractor.

Table VI-37 Application Maintenance and Support Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1969	The Contractor shall provide the trained technical resources to modify or enhance the CWS/Web System application(s) to ensure that CWS/Web System continues to support State legislative, regulatory and business requirements.	Yes ☐ No ☐	Vol: Section: Page#:
1972	The Contractor shall perform application maintenance for the CWS/Web Solution as part of the Contractor's contract which includes the following services: • Performing Corrective Maintenance.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Performing Perfective Maintenance such as source code restructuring, database reorganizations, application tuning and the recoding of application modules. • Performing Preventive Maintenance. • Performing Adaptive Maintenance in accordance with a State-approved SCA or TSR. • Performing Emergency Maintenance.		
4068	The Contractor shall design, build, implement and maintain all Application Maintenance and Support Products and Materials in conformance with EIA/IEEE J-Std. 016-1995 E.2.2, E.2.4, J.2.3 and NIST standards 800-95 and 800-18.	Yes ☐ No ☐	Vol: Section: Page#:
4070	The Contractor shall include any necessary data conversion and perform migration to the new and/or enhanced system applications as required to successfully implement any future CWS/Web Solution releases into production use.	Yes ☐ No ☐	Vol: Section: Page#:
4071	The Contractor shall design, build, implement and maintain all CWS/Web application documentation to ensure it is reflective of the CWS/Web production environment at all times and useable (e.g., for operational failure recovery; designing, coding, testing and implementing future modifications).	Yes ☐ No ☐	Vol: Section: Page#:
4072	The Contractor shall perform application break/fix changes during the CWS/Web Solution Production Phase ensuring that all break/fix changes assess and test the impact on the functions in the three Service and Support dimensions.	Yes ☐ No ☐	Vol: Section: Page#:
4073	The Contractor shall collaborate with the		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	CWS/Web Division Office in the evaluation of new development products/tools associated with CWS/Web Solution application maintenance and support.	Yes ☐ No ☐	Section: Page#:
4074	The Contractor shall design, build, implement and maintain the application security mechanisms in the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4075	The Contractor shall provide Tier 1, Tier 2, and Tier 3 expertise to cover all technical issues arising from Service desk calls from CWS/Web System users (State and County staff) for all CWS/Web Solution "application" related calls.	Yes ☐ No ☐	Vol: Section: Page#:
4076	The Contractor shall design, build, implement and maintain the CWS/Web Solution application software in a fashion that enables all CWS/Web Service Levels to be consistently achieved.	Yes ☐ No ☐	Vol: Section: Page#:
4077	The Contractor shall maintain the currency of release levels and licenses of the application development tools used to troubleshoot, maintain and enhance the CWS/Web Solution application.	Yes ☐ No ☐	Vol: Section: Page#:
4078	The Contractor shall provide formal proposals to the CWS/Web Division Office upon receipt of a Change Management Request (CMR) having a "Major" designation within 15 working days 95% of the time.	Yes ☐ No ☐	Vol: Section: Page#:
4079	The Contractor shall provide formal proposals to the CWS/Web Division Office upon receipt of a Change Management Request (CMR) having a "Minor" designation within 10 working days 95% of the time.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4080	The Contractor shall provide a proposal to the CWS/Web Division Office upon receipt of a Change Management Request (CMR) having an "Urgent" designation within 1 working day and complete change within timeframe agreed to with the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
4081	The Contractor shall complete approved changes in the agreed upon timeframes negotiated with the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
4082	The Contractor shall develop and submit a Corrective Application Maintenance Performance Report SS009 as defined in the accepted Function Delivery Plan SS003 for the Application Maintenance and Support function.	Yes ☐ No ☐	Vol: Section: Page#:
4145	The Contractor shall include in the Function Delivery Plan SS003 for the Application Maintenance & Support Function the following the following additional detail that explains how the Application Maintenance & Support Function will work closely with the: Information Management Function for any data related changes necessary to support the application changes being developed and deployed. Requirements ManagementFunction to develop CWS/Web Solution requirements documentation. Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches. Customer Training Function for training material updates required to reflect planned application enhancement changes, Project Management to ensure alignment between those functions	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	necessary to successfully deploy a change into the targeted CWS/Web Solution environment. Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for application related information including Source Code, Job processing scripts, Load libraries, As-built documentation Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes). Interface Management Function to maintain the usability of all necessary interfaces, SOA and shared services solutions deployed within the CWS/Web Solution. Solution Architecture Function to ensure the application layer remains in conformance and compliance with the overall CWS/Web Solution Architecture. Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Application Maintenance & Support Function, Service Continuity Management Function to ensure all software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster, Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications, Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site. Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Application Maintenance & Support Function.		
4146	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Information Management Function for any data related changes necessary to support the application changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:
4147	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Requirements Management Function to develop CWS/Web Solution requirements documentation.	Yes ☐ No ☐	Vol: Section: Page#:
4148	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.	Yes ☐ No ☐	Vol: Section: Page#:
4149	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Customer Training Function for training material updates required to reflect planned application enhancement changes.	Yes ☐ No ☐	Vol: Section: Page#:
4150	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	environment.		
4151	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Configuration Management Function to maintain the Definitive Software Library (and any related libraries) for application related information such as: Source Code; Job processing scripts; Load libraries; As-built documentation.	Yes ☐ No ☐	Vol: Section: Page#:
4152	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).	Yes ☐ No ☐	Vol: Section: Page#:
4153	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Interface Management Function to maintain the usability of all necessary interfaces, SOA and shared services solutions deployed within the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4154	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Solution Architecture Function to ensure the application layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.	Yes ☐ No ☐	Vol: Section: Page#:
4155	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Application	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Maintenance & Support Function.		
4156	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Service Continuity Management Function to ensure all software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.	Yes ☐ No ☐	Vol: Section: Page#:
4157	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications.	Yes ☐ No ☐	Vol: Section: Page#:
4158	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4159	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Application Maintenance & Support Function.	Yes ☐ No ☐	Vol: Section: Page#:
4160	The Contractor shall design, build, implement and maintain the Application Maintenance and Support Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	and Support Requirements.		
4382	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4383	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Servers (Hosting) & Storage Function for any server or storage changes necessary to support the application changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.2. DIRECTORY REPOSITORY MANAGEMENT

The Directory Repository Management Function is responsible for maintaining and managing the mechanisms through which all repositories typically associated with directories of people, places, things, and events are kept current and useable.

The CWS/Web Solution will implement several repositories and directories that will be updated by various CWS/Web Solution stakeholders. Maintenance and support solutions for the directory repositories envisioned in the CWS/Web Solution will need to be addressed. Examples of directory repositories being requested in the CWS/Web Solution are:

- A list of resources and service providers (e.g., food bank, mental health) within a specified distance of a client (listing to be configured by county)
- A catalog of approved vendors
- A directory of all county Licensing Workers.
- A catalog of all service providers, indicating:
    - Name of service provider
    - Type of service
    - Specialty
    - Location
    - Availability

- A directory of other private and public agencies, organizations, entities and individuals including, but not limited to:
    - Health care agencies/providers
    - Law enforcement
    - Hospitals
    - Public schools
    - Mental Health/Behavioral Health

The Directory Repository Management Function works closely with the:

- Application Maintenance & Support Function to provide feedback from stakeholders on the usability of the CWS/Web Solution directory repositories for improvement consideration
- Customer Relationship Management Function to obtain feedback on the usefulness of the various CWS/Web Solution directory repositories
- Customer Training and Technical Writing Functions to ensure training materials and curriculum associated with CWS/Web Solution directory repository usage and management are maintained
- Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution directory repository tools and processes by stakeholders
- Security Function to ensure solutions are put in place that allow delegated input, deletion and update of directory repository content by only authorized stakeholders
- Requirements Management Function to communicate new or revised directory repository requirements, as well as assessment of any proposed changes on the directory repositories deployed in the CWS/Web Solution
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Directory Repository Management Function
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-38 Directory Repository Management Requirements lists the requirements for the Directory Repository Management solution to be delivered by the Contractor.

Table VI-38 Directory Repository Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4084	The Contractor shall design, build, implement and maintain the Directory Repository Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4211	The Contractor shall include in the Function Delivery Plan SS003 the Directory Repository Management Function the following the following additional detail that explains how the Directory Repository Management Function will work closely with the: • Application Maintenance & Support Function to provide feedback from stakeholders on the usability of the CWS/Web Solution directory repositories for improvement consideration. • Customer Relationship Management Function to obtain feedback on the usefulness of the various CWS/Web Solution directory repositories. • Customer Training and Technical Writing Functions to ensure training materials and curriculum associated with CWS/Web Solution directory repository usage and management are maintained. • Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution directory repository tools and processes by stakeholders. • Security Function to ensure solutions are put in place that allow delegated input, deletion and update of directory repository content by only authorized stakeholder.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Requirements Management Function to communicate new or revised directory repository requirements, as well as assessment of any proposed changes on the directory repositories deployed in the CWS/Web Solution. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Directory Repository Management Function. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4212	The Contractor's supplied Directory Repository Management Function solution shall integrate with the Application Maintenance & Support Function to provide feedback from stakeholders on the usability of the CWS/Web Solution directory repositories for improvement consideration.	Yes ☐ No ☐	Vol: Section: Page#:
4213	The Contractor's supplied Directory Repository Management Function solution shall integrate with the Customer Relationship Management Function to obtain feedback on the usefulness of the various CWS/Web Solution directory repositories.	Yes ☐ No ☐	Vol: Section: Page#:
4214	The Contractor's supplied Directory Repository Management Function solution shall integrate with the Customer Training and Technical Writing Functions to ensure training materials and curriculum associated	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	with CWS/Web Solution directory repository usage and management are maintained.		
4215	The Contractor's supplied Directory Repository Management Function solution shall integrate with the Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution directory repository tools and processes by stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4216	The Contractor's supplied Directory Repository Management Function solution shall integrate with the Security Function to ensure solutions are put in place that allow delegated input, deletion and update of directory repository content by only authorized stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4217	The Directory Repository Management Function solution shall integrate with the Requirements Management Function to communicate new or revised directory repository requirements, as well as assess any proposed changes on the directory repositories deployed in the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4218	The Contractor's supplied Directory Repository Management Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Directory Repository Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4219	The Contractor's supplied Directory Repository Management Function solution shall integrate with the Technical Writing function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		

VI.6.3.3. CONTROL AGENCY COMPLIANCE

The Control Agency Compliance Function is responsible for maintaining and managing the mechanisms that collect all the information from the Service and Support functions needed by the CWS/Web Division Office to meet the Control Agency Compliance requirements associated with the CWS/Web Solution. OSI and the CWS/Web Division Office are required to comply with specific Control Agency Compliance requirements. Examples include:

- Advance Planning Documents
- Annual Maintenance and Operations Plan
- Budget Change Proposals
- Feasibility Study Reports
- Post Implementation and Evaluation Reports
- IT Risk Management Certification
- Disaster Recovery Plan
- Security Incident Notification and Security Incident Reporting
- Software Management Plan

The Control Agency Compliance Function works closely with the:

- All other functions in the three Service and Support dimensions as necessary to obtain the information necessary in a timely manner to allow the CWS/Web Division Office to meet all Control Agency Compliance requirements accurately
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Control Agency Compliance Function

Table VI-39 Control Agency Compliance Requirements lists the requirements for the Control Agency Compliance Function solution to be delivered by the Contractor.

Table VI-39 Control Agency Compliance Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4085	The Contractor shall assist the State in designing, building, implementing and maintaining all Control Agency Compliance Products and Materials in conformance with the California State Administrative Manual, Section 5300, State Information Management Manual (SIMM) and 45 CFR Part 95.	Yes ☐ No ☐	Vol: Section: Page#:
4086	The Contractor shall design, build, implement and maintain the Control Agency Compliance Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4087	The Contractor shall assist the CWS/Web Division Office in preparing the annual plans due to State and federal control agencies on an annual basis according to mandated timelines and content.	Yes ☐ No ☐	Vol: Section: Page#:
4200	The Contractor's supplied Control Agency Compliance Function solution shall integrate with all other functions in the three Service and Support dimensions as necessary to obtain the information necessary in a timely manner to allow the CWS/Web Division Office to meet all Control Agency Compliance requirements accurately.	Yes ☐ No ☐	Vol: Section: Page#:
4201	The Contractor's supplied Control Agency Compliance Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Control Agency Compliance Function.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.4. CUSTOMER REPORT CREATION SUPPORT

The Customer Report Creation Support is responsible for maintaining and managing the mechanisms that assist CWS workers, managers and stakeholders in the creation of customized reports for their needs. Additionally, this function is also responsible for creating, maintaining, enhancing, and supporting report templates commonly used throughout the State.

The CWS/Web Solution will implement a reporting and query capability that will be used by various CWS/Web Solution Users. Maintenance and support solutions for the reporting and query solution envisioned in the CWS/Web Solution will need to be addressed. Examples of reporting and query functionality being requested in the CWS/Web Solution are:

- The ability to format and run ad hoc reports to any internal or external inquiry (e.g., requests for information, point in time information on specific items such as how many children from an area are in foster homes)
- The capability to document, record and store ad hoc report queries and standard query language (SQL) logic for access by users

The Customer Report Creation Support Function works closely with the:

- Application Maintenance & Support Function for creation of templates and standard queries for commonly used reports
- Capacity Management Function to ensure the query and reporting solution can meet workload demands
- Customer Training Function to ensure all training materials are reflective of the query and reporting solution as changes occur
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Report Creation Support Function
- Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution Customer Report Creation Support Function tools and processes by stakeholders
- Information Management Function to ensure that all data repositories are maintained in a manner that allows the reporting and query solution to operate as required and not degrade other aspects of the CWS/Web Solution
- Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-40 Customer Report Creation Support Requirements lists the requirements for the Customer Report Creation Support solution to be delivered by the Contractor.

Table VI-40 Customer Report Creation Support Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4091	The Contractor shall design, build, implement and maintain the Customer Report Creation Support Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4092	The Contractor shall provide the service and support to assist CWS/Web Solution stakeholders to create customized reports and use standard statewide report templates.	Yes ☐ No ☐	Vol: Section: Page#:
4202	The Contractor shall include in the Function Delivery Plan SS003 for the Customer Report Creation Support Function the following additional detail that explains how the Customer Report Creations Support Function will work closely with the: • Application Maintenance & Support Function for creation of templates and standard queries for commonly used reports. • Capacity Management Function to ensure the query and reporting solution can meet workload demands. • Customer Training Function to ensure all training materials are reflective of the query and reporting solution as changes occur. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Report Creation Support Function.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution Customer Report Creation Support Function tools and processes by stakeholders. • Information Management Function to ensure that all data repositories are maintained in a manner that allows the reporting and query solution to operate as required and not degrade other aspects of the CWS/Web Solution. • Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4203	The Contractor's supplied Customer Report Creation Support Function solution shall integrate with the Application Maintenance & Support Function for creation of templates and standard queries for commonly used reports.	Yes ☐ No ☐	Vol: Section: Page#:
4204	The Contractor's supplied Customer Report Creation Support Function solution shall integrate with the Capacity Management Function to ensure the query and reporting solution can meet workload demands.	Yes ☐ No ☐	Vol: Section: Page#:
4205	The Contractor's supplied Customer		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Report Creation Support Function solution shall integrate with the Customer Training Function to ensure all training materials are reflective of the query and reporting solution as changes occur.	Yes ☐ No ☐	Section: Page#:
4206	The Contractor's supplied Customer Report Creation Support Function solution shall integrate with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Customer Report Creation Support Function.	Yes ☐ No ☐	Vol: Section: Page#:
4207	The Contractor's supplied Customer Report Creation Support Function solution shall integrate with the Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution Customer Report Creation Support Function tools and processes by stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4208	The Contractor's supplied Customer Report Creation Support Function solution shall integrate with the Information Management Function to ensure that all data repositories are maintained in a manner that allows the reporting and query solution to operate as required and not degrade other aspects of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4209	The Contractor's supplied Customer Report Creation Support Function solution shall integrate with the Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use.	Yes ☐ No ☐	Vol: Section: Page#:
4210	The Contractor's supplied Customer		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Report Creation Support Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Section: Page#:

VI.6.3.5. FORMS MANAGEMENT

The Forms Management Function is responsible for maintaining and managing all CWS/Web Solution forms to ensure compliance with federal and State regulations and usability in the delivery of CWS Program services.

The CWS/Web Solution will manage a variety of forms that CWS workers and managers, courts and law enforcement agencies will use. The Forms Management Function is responsible for creating, maintaining, and making accessible all CWS/Web Solution forms, maintaining a library of forms, ensuring its contents are available for use, and assisting CWS/Web users in the use of the Forms Management Function and its contents. Examples of Forms Management functionality being requested in the CWS/Web Solution are:

- All documents to external clients must be implemented in multiple languages per CDSS Manual of Policy and Procedures, Division 21-115.2
- The system shall generate electronic and printed copies of assessment forms in a format to be shared with clients and other interested individuals
- The CWS worker shall be provided with standard templates for forms
- The system shall provide a standard format for Safety Plans

Forms Management is the function that manages the creation, maintenance, update, and implementation activities of a new form, a revised form or the deactivation of a form.

The Forms Management Function works closely with the:

- Change Management and Release Management Functions to ensure form changes are introduced into production only when all service and support mechanisms associated with forms management are ready to provide stakeholders the support they need based on the changes being introduced
- Application Maintenance & Support Function for creation or update of automated forms

- Customer Training Function to ensure all training materials are reflective of new or updated forms as changes occur
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Forms Management Function
- Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution automated forms
- Information Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution
- Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-41 Forms Management Requirements lists the requirements for the Forms Management solution to be delivered by the Contractor.

Table VI-41 Forms Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4066	The Contractor shall design, build, implement and maintain the Forms Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4067	The Contractor shall include in the Forms Management solution the processes and toolsets to support version control of forms while retaining prior versions for future needs.	Yes ☐ No ☐	Vol: Section: Page#:
4225	The Contractor shall include in the Function Delivery Plan SS003 for the Forms Management Function the following additional detail that explains how the Forms Management function will work closely with the:	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Change Management and Release Management Functions to ensure form changes are introduced into production only when all Service and Support mechanisms associated with forms management are ready to provide stakeholders the support they need based on the changes being introduced; • Application Maintenance & Support Function for creation or update of automated forms; • Customer Training Function to ensure all training materials are reflective of new or updated forms as changes occur; • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Forms Management Function; • Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution automated forms; • Information Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution; • Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use; • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	to be resumed at an alternate site.		
4226	The Contractor's supplied Forms Management Function solution shall integrate with the Change Management and Release Management Functions to ensure form changes are introduced into production only when all Service and Support mechanisms associated with forms management are ready to provide stakeholders the support they need based on the changes being introduced.	Yes ☐ No ☐	Vol: Section: Page#:
4227	The Contractor's supplied Forms Management Function solution shall integrate with the Application Maintenance & Support function for creation or update of automated forms.	Yes ☐ No ☐	Vol: Section: Page#:
4228	The Contractor's supplied Forms Management Function solution shall integrate with the Customer Training Function to ensure all training materials are reflective of new or updated forms as changes occur.	Yes ☐ No ☐	Vol: Section: Page#:
4229	The Contractor's supplied Forms Management Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Forms Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4230	The Contractor's supplied Forms Management Function solution shall integrate with the Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution automated forms.	Yes ☐ No ☐	Vol: Section: Page#:
4231	The Contractor's supplied Forms Management Function solution shall integrate with the Information	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution.		Page#:
4232	The Contractor's supplied Forms Management Function solution shall integrate with the Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use.	Yes ☐ No ☐	Vol: Section: Page#:
4233	The Contractor's supplied Forms Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.6. INFORMATION MANAGEMENT

The Information Management Function ensures that all CWS/Web Solution data created or needed by the stakeholder is:

- Stored and managed according to security and data standards
- Is available on-demand and accessible to the stakeholder and whoever that stakeholder authorizes to utilize that information
- Documented to facilitate analysis for future changes or uses

The Information Management is responsible for all CWS/Web Solution data administration, databases, data marts, data warehouses and all other application data files.

Information Management Function ensures that all data created and captured by the CWS/Web Solution is stored and managed according to security and data standards and is available on-demand and accessible to the authorized personnel and functions.

Typical duties of the Information Management Function are:

- Data administration
    - Analysis, classification and maintenance of the CWS/Web Solution data and data relationships including:
    - Data Dictionary
    - Maintain and support the data dictionary technical solution
    - Provide training on the use of the data dictionary
    - Identify and maintain standard data definitions for all fields
    - Data Mapping
    - Maintain an information repository that contains information about all CWS/Web Solution and interface data repositories, including such items as location, data contents, ownership, retention, security requirements, disaster recovery requirements, maintenance requirements, and applications that use that data
- Data Repositories
    - Maintain and support all data repositories
    - Maintain database software and toolsets
    - Create databases, manage database growth, and optimize database performance
    - Troubleshoot CWS/Web Solution database problems
    - Audit CWS/Web Solution repositories and databases for integrity and access
    - Provide training on the use of CWS/Web Solution data repositories
    - Ensure the accessibility, security and integrity of all CWS/Web Solution data repositories
- Data Warehouse/Mart
    - Maintain and support the CWS/Web Solution data warehouse/mart software and toolsets
    - Provide training on the use of the data warehouse/mart functionality and related toolsets
    - Ensure the integrity and confidentiality of data in the CWS/Web data warehouse/marts
    - Maintain the processes that populate the data warehouse/mart
    - Maintain all information extraction and interpretation toolsets and procedures related to CWS/Web Solution data warehouse/marts

The Information Management Function works closely with the:

- Application Maintenance & Support Function for any data related changes necessary to support the application changes being developed and deployed
- Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution data repositories
- Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches
- Customer Training Function for providing pre-populated training environment data repositories required to reflect planned application enhancement changes
- Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment
- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for application related information such as:
    - System Software
    - Database Schemas
    - Job Processing scripts
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes)
- Servers (Hosting) & Storage Function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs
- Forms Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution
- Release Management Function to ensure data is secured to ensure confidentiality, integrity and availability
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution
- Solution Architecture Function to ensure the data layer remains in conformance and compliance with the overall CWS/Web Solution Architecture (i.e., the data dictionary which is a part of the SAF Toolset for the Physical Data Model)
- Operations Function to plan for and assist in the recovery of data after a failure
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Information Management Function

- Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Information Management Function
- Service Continuity Management Function to ensure all data is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster
- Customer Relationship Management Function to obtain feedback on the usefulness of the CWS/Web Solution data warehouse/mart functionality being provided to stakeholders
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution data repositories
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-42 Information Management Requirements lists the requirements for the Information Management solution to be delivered by the Contractor.

Table VI-42 Information Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1816	The Contractor shall manage ongoing extracts of data.	Yes ☐ No ☐	Vol: Section: Page#:
1896	The Contractor shall perform system integration and coordination responsibilities with OTech for the installation, upgrade, and maintenance of OTech managed database software associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office to ensure that the version used is supported by the vendor / manufacturer.	Yes ☐ No ☐	Vol: Section: Page#:
1903	The Contractor shall implement, maintain and operate all batch-processing required to extract data from	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	source system(s) and to transform and load the data into the data warehouse.		Page#:
1904	The Contractor shall be responsible for the quality of the data in the data warehouse and must establish and maintain procedures for (as agreed with the approval and acceptance of the Function Delivery Plan SS003 for the Information Management Function): • Ensuring that the data conforms to the formatting standards. • Quality Assurance of the data. • The correction of erroneous data. • Reporting on data quality (e.g., incorrect, missing). • Managing the data repository. • Security of data and controlled access.	Yes ☐ No ☐	Vol: Section: Page#:
1979	The Contractor shall provide ongoing maintenance of the CWS/Web Application Solution data warehouse.	Yes ☐ No ☐	Vol: Section: Page#:
1981	The Contractor shall provide ongoing assistance, development, maintenance and operation of new CWS/Web Application Solution data marts cubes / star schemas and multi-dimensional databases and reports.	Yes ☐ No ☐	Vol: Section: Page#:
3631	The Contractor shall perform system integration and coordination responsibilities for the installation, upgrade, and maintenance of the Development Environment database software associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office to ensure that the version used is supported by the vendor / manufacturer.	Yes ☐ No ☐	Vol: Section: Page#:
4095	The Contractor shall design, build, implement and maintain all Information Management Products and Materials in	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	conformance with IEEE 1016-1998 and CHHSA Enterprise Architecture Program.		Page#:
4096	The Contractor shall design, build, implement, and maintain the Information Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements that addresses all the following Information Management sub-functions: • Data Management • Database Management • Data Dictionary • Meta-data • Data Warehouse Management • Interfaces • Reporting • Operations • Security • Support and Maintenance • Audit	Yes ☐ No ☐	Vol: Section: Page#:
4097	The Contractor shall design, build, implement and maintain a database management Service and Support solution that provides for enhancements and modifications to CWS/Web Solution data bases in all development, test, training and production environments.	Yes ☐ No ☐	Vol: Section: Page#:
4098	The Contractor shall design, build, implement and maintain a database management Service and Support solution that ensures the database capacity, availability, integrity and performance to be consistently provided to agreed upon CWS/Web Solution service levels.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4099	The Contractor shall design, build, implement and maintain a data dictionary management Service and Support solution that ensures the data dictionary facilitates the development, testing, training and production maintenance, enhancements and operational support activities of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4100	The Contractor shall design, build, implement and maintain a metadata repository management Service and Support solution that supports all CWS/Web Solution environments.	Yes ☐ No ☐	Vol: Section: Page#:
4101	The Contractor shall design, build, implement and maintain a data warehouse management/data mart Service and Support solution that provides for enhancements and modifications to CWS/Web Solution data bases in all CWS/Web Solution environments.	Yes ☐ No ☐	Vol: Section: Page#:
4102	The Contractor shall design, build, implement and maintain a data warehouse/data mart management Service and Support solution that ensures the database capacity, availability, integrity and performance to be consistently provided to agreed upon CWS/Web Solution service levels.	Yes ☐ No ☐	Vol: Section: Page#:
4105	The Contractor shall coordinate with OTech to ensure a backup and recovery solution for all CWS/Web environments installed at OTech is structured, implemented and maintained to consistently meet or exceed the following performance levels: • Recovery Point Objective = Zero Data Loss. • 100% Daily incremental backups, stored onsite & offsite. • 100% Weekly full backups, stored onsite & offsite.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• 100% Monthly full backups, stored offsite.		
4108	The Contractor shall repair any corrupted data that is associated with a State determined system problem within 24 hours.	Yes ☐ No ☐	Vol: Section: Page#:
4242	The Contractor shall include in the Function Delivery Plan SS003 the Information Management Function the following additional detail that explains how the Information Management Function will work closely with the: • Application Maintenance & Support Function for any data related changes necessary to support the application changes being developed and deployed. • Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution data repositories. • Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches • Customer Training Function for providing pre-populated training environment data repositories required to reflect planned application enhancement changes. • Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment. • Configuration Management Function to maintaining the Definitive Software Library (and any related	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	libraries) for application related information such as system software, database schemas and job processing scripts. • Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes. • Forms Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution. • Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution. • Solution Architecture Function to ensure the data layer remains in conformance and compliance with the overall CWS/Web Solution Architecture (i.e. the data dictionary which is a part of the SAF Toolset for the Physical Data Model). • Operations Function to plan for and assist in the recovery of data after a failure. • Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Information Management Function. • Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Information Management Function. • Service Continuity Management Function to ensure all data is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster. • Customer Relationship Management Function to obtain feedback on the usefulness of the CWS/Web Solution data warehouse/mart functionality being provided to stakeholders. • Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution data repositories. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site. • 18. Servers (Hosting & Storage Function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs. • 19. Release Management Function to ensure data is secured to ensure confidentiality, integrity and availability.		
4243	The Contractor's supplied Information Management Function solution shall integrate with the Application Maintenance & Support Function for any data related changes necessary to support the application changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4244	The Contractor's supplied Information Management Function solution shall integrate with the Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution data repositories.	Yes ☐ No ☐	Vol: Section: Page#:
4245	The Contractor's supplied Information Management Function solution shall integrate with the Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches.	Yes ☐ No ☐	Vol: Section: Page#:
4246	The Contractor's supplied Information Management Function solution shall integrate with the Customer Training Function for providing pre-populated training environment data repositories required to reflect planned application enhancement changes.	Yes ☐ No ☐	Vol: Section: Page#:
4247	The Contractor's supplied Information Management Function solution shall integrate with the Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.	Yes ☐ No ☐	Vol: Section: Page#:
4248	The Contractor's supplied Information Management Function solution shall integrate with the Configuration Management Function to maintain the Definitive Software Library (and any related libraries) for application related information (i.e. system software, database schemas and job processing scripts).	Yes ☐ No ☐	Vol: Section: Page#:
4249	The Contractor's supplied Information Management Function solution shall integrate with the Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).		
4250	The Contractor's supplied Information Management Function solution shall integrate with the Forms Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4251	The Contractor's supplied Information Management Function solution shall integrate with the Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4252	The Contractor's supplied Information Management Function solution shall integrate with the Solution Architecture Function to ensure the data layer remains in conformance and compliance with the overall CWS/Web Solution Architecture (i.e. the data dictionary which is a part of the SAF Toolset for the Physical Data Model).	Yes ☐ No ☐	Vol: Section: Page#:
4253	The Contractor's supplied Information Management Function solution shall integrate with the Operations Function to plan for and assist in the recovery of data after a failure.	Yes ☐ No ☐	Vol: Section: Page#:
4254	The Contractor's supplied Information Management Function solution shall integrate with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Information Management Function.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4255	The Contractor's supplied Information Management Function solution shall integrate with the Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Information Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4256	The Contractor's supplied Information Management Function solution shall integrate with the Service Continuity Management Function to ensure all data is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.	Yes ☐ No ☐	Vol: Section: Page#:
4257	The Contractor's supplied Information Management Function solution shall integrate with the Customer Relationship Management Function to obtain feedback on the usefulness of the CWS/Web Solution data warehouse/mart functionality being provided to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4258	The Contractor's supplied Information Management Function solution shall integrate with the Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution data repositories.	Yes ☐ No ☐	Vol: Section: Page#:
4259	The Contractor's supplied Information Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4384	The Contractor's supplied Information		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Servers (Hosting) & Storage function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs.	Yes ☐ No ☐	Section: Page#:
4385	The Contractor's supplied Information Management Function solution shall integrate with the Release Management function to ensure data is secured to ensure confidentiality, integrity and availability.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.7. INTERFACE MANAGEMENT

The Interface Management Function is responsible for maintaining and managing the governmental and non-governmental working relationships between the organizational entities associated with each of the interfaces implemented for the CWS/Web Solution. The objective is to ensure the ongoing integrity, confidentiality, and availability of these interfaces for use by CWS/Web Solution end-users.

The quantity of interfaces, shared services, and Service Oriented Architecture (SOA) solutions required by CWS/Web Solution cause this traditional Application Maintenance & Support activity to be designated as a separate function. Typical duties of the Interface Management Function are:

- Maintaining operational level agreements between all interface, shared services and SOA partners that address:
    - Hours of operation
    - Security
    - Change notification
    - Testing coordination
    - Implementation coordination
    - Support arrangements for break/fix
    - Governance structures to manage the agreement
- Acting as lead in resolving extended outages
- Acting as lead in coordinating proposed changes between interface, shared service and SOA partners and the CWS/Web Solution

There are two challenges that have to be addressed by the Contractor in the development of the Interface Management Function. These challenges are:

- SOA – The basic intent of SOA is to allow application solutions to utilize existing SOA services, rather than create redundant services. This intent moves decision making and coordination needs outside the realm of direct control of any individual application solution. SOA implementation, governance, and oversight solution creation are under the leadership of the California Office of the Chief Information Officer (OCIO). These efforts are currently evolving. As such the contractor will have to account for this evolving state in their Interface Management Function solution.
- Interfaces – The intent of the CWS/Web Solution is to expand access to a wider set of information sources and services at the federal, State, and County levels, as well as with private industry service providers. The development of new interfaces will require work to be performed on the part of the entities supplying information sources and services. It is likely that these entities will be challenged to meet CWS/Web Solution needs in the timeframes for the development and implementation of the CWS/Web Solution. Putting in place the structures that address interface creation, maintenance, and management must be done in a fashion that allows expanded incorporation of interfaces to occur during the CWS/Web Solution Production Phase as well. Thus, the Contractor's Interface Management Function solution must address maintenance of implemented interfaces and the incorporation of new interfaces, as well.

The Interface Management Function works closely with the:

- Application Maintenance & Support Function to provide specifications for change, testing requirements, and implementation guidance
- Availability Management Function to ensure the interface, SOA or shared service is designed to meet availability requirements as defined in the agreement between the CWS/Web Division Office and the interface partner
- Capacity Management Function to ensure the interface, SOA or shared service is designed to meet performance and capacity requirements as defined in the agreement between the CWS/Web Division Office and the interface partner
- Change Management Function to ensure changes proposed to the CWS/Web Solution will not negatively impact any existing or planned interfaces, SOA or shared services
- Servers (Hosting) & Storage Function to maintain the confidentiality, integrity and availability of all necessary server and storage environments needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution
- Customer Training Function to incorporate any unique requirements that an interface, SOA object or shared service requires to be utilized in CWS/Web Solution training

- Service Desk, Incident Management and Problem Management Functions to ensure swift restoration of service of CWS/Web Solution Interface, SOA and shared services
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Interface Management Function
- Project Management to ensure alignment between those functions necessary to successfully deploy an interface, SOA object or shared service change into the targeted CWS/Web Solution environment
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes)
- Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches as they relate to an interface, SOA object or shared service
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution utilized interfaces, SOA and shared services
- Service Continuity Management Function to ensure all interfaces, SOA and shared services are designed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-43 Interface Management Requirements lists the requirements for the Interface Management solution to be delivered by the Contractor.

Table VI-43 Interface Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1918	The Contractor shall monitor performance, availability, and execution of system interfaces, including both synchronous and asynchronous activities and ensure re-synchronization or recovery of lost	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	data in the case of interface faults and/or failure.		
3634	The Contractor shall be responsible for coordinating the efforts with CWS/Web Solution partners to re-synchronize interfaces to complete interface failure recovery.	Yes ☐ No ☐	Vol: Section: Page#:
4103	The Contractor shall design, build, implement and maintain the Interface Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements."	Yes ☐ No ☐	Vol: Section: Page#:
4260	The Contractor shall include in the Function Delivery Plan SS003 for the Interface Management Function the following additional detail that explains how the Interface Management Function will work closely with the: • Application Maintenance & Support Function to provide specifications for change, testing requirements, and implementation guidance. • Availability Management Function to ensure the interface, SOA or shared service is designed to meet availability requirements as defined in the agreement between the CWS/Web Division Office and the interface partner. • Capacity Management Function to ensure the interface, SOA or shared service is designed to meet performance and capacity requirements as defined in the agreement between the CWS/Web Division Office and the interface partner. • Change Management Function	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	to ensure changes proposed to the CWS/Web solution will not negatively impact any existing or planned interfaces, SOA or shared services. • Customer Training Function to incorporate any unique requirements that an interface, SOA object or shared service requires to be utilized in CWS/Web Solution training. • Service Desk, Incident Management and Problem Management Functions to ensure swift restoration of service of CWS/Web Solution Interface, SOA and shared services. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Interface Management Function. • Project Management Function to ensure alignment between those functions necessary to successfully deploy an interface, SOA object or shared service change into the targeted CWS/Web Solution environment. • Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes). • Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches as they relate to an		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	interface, SOA object or shared service. • Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution utilized interfaces, SOA and shared services. • Service Continuity Management Function to ensure all interfaces, SOA and shared services are designed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4261	The Contractor's supplied Interface Management Function solution shall integrate with the Application Maintenance & Support function to provide specifications for change, testing requirements, and implementation guidance.	Yes ☐ No ☐	Vol: Section: Page#:
4262	The Contractor's supplied Interface Management Function solution shall integrate with the Availability Management Function to ensure the interface, SOA or shared service is designed to meet availability requirements as defined in the agreement between the CWS/Web Division Office and the interface partner.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4263	The Contractor's supplied Interface Management Function solution shall integrate with the Capacity Management Function to ensure the interface, SOA or shared service is designed to meet performance and capacity requirements as defined in the agreement between the CWS/Web Division Office and the interface partner.	Yes ☐ No ☐	Vol: Section: Page#:
4264	The Contractor's supplied Interface Management Function solution shall integrate with the Change Management Function to ensure changes proposed to the CWS/Web solution will not negatively impact any existing or planned interfaces, SOA or shared services.	Yes ☐ No ☐	Vol: Section: Page#:
4265	The Contractor's supplied Interface Management Function solution shall integrate with the Customer Training Function to incorporate any unique requirements that an interface, SOA object or shared service requires to be utilized in CWS/Web Solution training.	Yes ☐ No ☐	Vol: Section: Page#:
4266	The Contractor's supplied Interface Management Function solution shall integrate with the Service Desk, Incident Management and Problem Management Functions to ensure swift restoration of service of CWS/Web Solution Interface, SOA and shared services.	Yes ☐ No ☐	Vol: Section: Page#:
4267	The Contractor's supplied Interface Management Function solution shall integrate with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Interface Management Function.		
4268	The Contractor's supplied Interface Management Function solution shall integrate with the Project Management Function to ensure alignment between those Functions necessary to successfully deploy an interface, SOA object or shared service change into the targeted CWS/Web Solution environment.	Yes ☐ No ☐	Vol: Section: Page#:
4269	The Contractor's supplied Interface Management Function solution shall integrate with the Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).	Yes ☐ No ☐	Vol: Section: Page#:
4270	The Contractor's supplied Interface Management Function solution shall integrate with the Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches as they relate to an interface, SOA object or shared service.	Yes ☐ No ☐	Vol: Section: Page#:
4271	The Contractor's supplied Interface Management Function solution shall integrate with the Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution utilized interfaces, SOA and shared services.	Yes ☐ No ☐	Vol: Section: Page#:
4272	The Contractor's supplied Interface Management Function solution shall integrate with the Service Continuity	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function to ensure all interfaces, SOA and shared services are designed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.		Page#:
4273	The Contractor Interface Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4386	The Contractor's supplied Interface Management Function solution shall integrate with the Servers (Hosting) & Storage Function to maintain the confidentiality, integrity and availability of all necessary server and storage environments needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4714	The Contractor staff shall have experience in building, maintaining and supporting automated data exchanges/interfaces between multiple governmental and non-governmental agencies.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.8. PROJECT MANAGEMENT

The Project Management Function is responsible for providing project management over all CWS/Web Solution future releases and planned changes to ensure they are:

- Managed successfully from a schedule, scope and cost perspective
- Conducted in accordance with State and OSI project management policies, practices and standards

Project Management practices utilized during the development and implementation phase of the CWS/Web Solution will continue to be used during the CWS/Web Solution Production Phase. Each subsequent release of CWS/Web will be managed using the same proven Project Management practices used during the initial development of the CWS/Web Solution. This Function is responsible for planning and managing the development, testing and implementation of all CWS/Web releases.

Project management provides a framework to direct the activities associated with executing a project while controlling limited resources efficiently and effectively, and ensuring that the end goal is successfully achieved. Project success is defined as being delivered within scope, on time, within budget, and producing a quality product that meets business needs and expectations.

The Project Management Function will work closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Project Management Function
- Capacity Management, Service Continuity Management and Availability Management Functions to ensure the change design meets CWS/Web Solution performance and availability requirements
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes)
- Change Management, Configuration Management, Release Management, Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches and ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders
- Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions for appropriate involvement in the change to ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders
- Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received
- Requirements Management Function to ensure changes do not impact requirements that are not intended to be modified by the change
- Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change

- Customer Relationship Management and Communications Functions to ensure all stakeholders are kept informed of the project status and planned events
- Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-44 Project Management Requirements lists the requirements for the Project Management solution to be delivered by the Contractor.

Table VI-44 Project Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4111	The Contractor shall design, build, implement and maintain all Project Management Products and Materials in conformance with IEEE std. 1490-2003 and be in alignment with OSI project management policies and guidelines.	Yes ☐ No ☐	Vol: Section: Page#:
4112	The Contractor's project management methodology must adhere to the most recent guidelines created by the State of California Department of Finance Information Technology Project Oversight Framework, and agree to work with and accommodate project oversight and verification and validation.	Yes ☐ No ☐	Vol: Section: Page#:
4113	The Contractor shall design, build, implement and maintain the Project Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4298	The Contractor shall include in the Function Delivery Plan SS003 for the Project Management Function the following additional detail that explains how the Project Management Function will work closely with the:	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	1. Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Project Management Function. 2. Capacity Management, Service Continuity Management and Availability Management Functions to ensure the change design meets CWS/Web Solution performance and availability requirements. 3. Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes). 4. Change Management, Configuration Management, Release Management, Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches and ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders. 5. Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions for appropriate involvement in the change to ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders. 6. Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received. 7. Requirements Management Function to ensure changes do not		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	impact requirements that are not intended to be modified by the change. 8. Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change. 9. Customer Relationship Management and Communications Functions to ensure all stakeholders are kept informed of the project status and planned events. 10. Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment. 11. Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4299	The Contractor's supplied Project Management Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Project Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4300	The Contractor's supplied Project Management Function solution shall integrate with the Capacity Management, Service Continuity Management and Availability Management Functions to ensure the change design meets CWS/Web Solution performance and availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4301	The Contractor's supplied Project		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).	Yes ☐ No ☐	Section: Page#:
4302	The Contractor's supplied Project Management Function solution shall integrate with the Change Management, Configuration Management, Release Management, Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches and ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4303	The Contractor's supplied Project Management Function solution shall integrate with the Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions for appropriate involvement in the change to ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4304	The Contractor's supplied Project Management Function solution shall integrate with the Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received.	Yes ☐ No ☐	Vol: Section: Page#:
4305	The Contractor's supplied Project		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Requirements Management to ensure changes do not impact requirements that are not intended to be modified by the change.	Yes ☐ No ☐	Section: Page#:
4306	The Contractor's supplied Project Management Function solution shall integrate with the Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change.	Yes ☐ No ☐	Vol: Section: Page#:
4307	The Contractor's supplied Project Management Function solution shall integrate with the Customer Relationship Management and Communications Functions to ensure all stakeholders are kept informed of the project status and planned events.	Yes ☐ No ☐	Vol: Section: Page#:
4308	The Contractor's supplied Project Management Function solution shall integrate with the Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment.	Yes ☐ No ☐	Vol: Section: Page#:
4309	The Contractor's supplied Project Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.9. QUALITY ASSURANCE

The Quality Assurance Function is responsible for maintaining and managing the mechanisms to do final acceptance (i.e., User Acceptance Test (UAT)) of all CWS/Web Solution changes prior to release into the production environment including validation that all Service and Support functions will be prepared for the post-change environment.

Quality Assurance (QA) ensures the established functional and performance requirements are traceable and tested according to a rigorous and standardized testing methodology. This includes:

- Development of test plans
- Development of acceptance criteria
- Observation of acceptance testing
- Validating acceptance test results
- Providing recommendations on implementation readiness

In addition, the Contractor will support State staff in User Acceptance Testing.

The Quality Assurance Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Quality Assurance Function
- Change Management, Configuration Management, Release Management, and Testing Functions to ensure the change is ready for acceptance testing
- Release Management Function to communicate that acceptance has been granted and the change can be scheduled for implementation
- Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions are involved appropriately in the acceptance test to ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders
- Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received
- Requirements Management Function to ensure changes do not impact requirements that are not intended to be modified by the change
- Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change
- Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment

- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-45 Quality Assurance Requirements lists the requirements for the Quality Assurance solution to be delivered by the Contractor.

Table VI-45 Quality Assurance Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4114	The Contractor shall design, build, implement and maintain all Quality Assurance Products and Materials in conformance with IEEE 730-2002, 730.1-1995, 1490-2003 and 1058-1998; and NIST 800-18, 800-42 and 800-95; and ISO OMB Circular A.	Yes ☐ No ☐	Vol: Section: Page#:
4115	The Contractor shall design, build, implement and maintain the Quality Assurance Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4116	The Contractor shall ensure that the testing of any production release shall follow the testing requirements for the initial implementation and acceptance of the CWS/Web Solution, as updated, to reflect the nature of the release.	Yes ☐ No ☐	Vol: Section: Page#:
4117	The Contractor shall provide the maintenance and upkeep of the CWS/Web testing tool sets during the CWS/Web Solution Production Phase.	Yes ☐ No ☐	Vol: Section: Page#:
4118	The Contractor shall provide the maintenance and upkeep of the CWS/Web test data during the CWS/Web Solution Production Phase.	Yes ☐ No ☐	Vol: Section: Page#:
4119	The Contractor shall provide the		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	processes and procedures to support disaster recovery testing.	Yes ☐ No ☐	Section: Page#:
4310	The Contractor shall include in the Function Delivery Plan SS003 for the Quality Assurance Function the following additional detail that explains how the Quality Assurance Function will work closely with the: • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Quality Assurance Function. • Change Management, Configuration Management, Release Management, and Testing Functions to ensure the change is ready for acceptance testing. • Release Management Function to communicate that acceptance has been granted and the change can be scheduled for implementation. • Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions are involved appropriately in the acceptance test to ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders. • Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received. • Requirements Management Function to ensure changes do not impact requirements that are not	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	intended to be modified by the change. • Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change. • Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4311	The Contractor's supplied Quality Assurance Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Quality Assurance Function.	Yes ☐ No ☐	Vol: Section: Page#:
4312	The Contractor's supplied Quality Assurance Function solution shall integrate with the Change Management, Configuration Management, Release Management, and Testing Functions to ensure the change is ready for acceptance testing.	Yes ☐ No ☐	Vol: Section: Page#:
4313	The Contractor's supplied Quality Assurance Function solution shall integrate with the Release Management Function to communicate that acceptance has been granted and the change can be scheduled for implementation.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4314	The Contractor's supplied Quality Assurance Function solution shall integrate with the Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions to ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4315	The Contractor's supplied Quality Assurance Function solution shall integrate with the Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received.	Yes ☐ No ☐	Vol: Section: Page#:
4316	The Contractor's supplied Quality Assurance Function solution shall integrate with the Requirements Management Function to ensure changes do not impact requirements that are not intended to be modified by the change.	Yes ☐ No ☐	Vol: Section: Page#:
4317	The Contractor's supplied Quality Assurance Function solution shall integrate with the Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change.	Yes ☐ No ☐	Vol: Section: Page#:
4318	The Contractor's supplied Quality Assurance Function solution shall integrate with the Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment.	Yes ☐ No ☐	Vol: Section: Page#:
4319	The Contractor's supplied Quality		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Assurance Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Section: Page#:

VI.6.3.10. REQUIREMENTS MANAGEMENT

The Requirements Management Function is responsible for maintaining and managing the mechanisms that ensure the CWS/Web Solution requirements repository:

- Consistently reflects how the production CWS/Web Solution is constructed currently and/or as it will be after a release is made
- Available for use by Service and Support functions as they require

Maintaining an accurate set of requirements for the CWS/Web Solution throughout its life cycle is paramount to retaining the detailed programmatic and technical knowledge required to apply updates and eventually replace the system in its totality. Requirements Management is the function that manages and maintains the requirements repository ensuring that it consistently reflects how the CWS/Web Solution really performs.

Requirements Management works with other Service and Support functions to validate changes against both new and base CWS/Web Solution requirements.

The Requirements Management Function works closely with the:

- Project Management Function to elicit, document, analyze, prioritize and agree on requirements
- Change Management, Configuration Management, and Testing Functions to ensure the change has been thoroughly tested against new and base requirements and is ready for acceptance testing
- Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions to ensure new and base requirements have been appropriately planned for in all phases of testing to validate the change can be implemented in a manner that will not disrupt CWS/Web Solution availability and usability by stakeholders

- Quality Assurance Function to ensure all acceptance test plans, criteria, and evaluations address both new and base requirement validations
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Requirements Management Function
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-46 Requirements Management Requirements lists the requirements for the Requirements Management solution to be delivered by the Contractor.

Table VI-46 Requirements Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1995	The Contractor must provide processes and procedures for tracking changes back to requirements and/or change requests.	Yes ☐ No ☐	Vol: Section: Page#:
3994	The Contractor shall provide full traceability of all products and materials back to the CWS/Web Solution requirements throughout all phases of development.	Yes ☐ No ☐	Vol: Section: Page#:
4120	The Contractor shall design, build, implement and maintain the Requirements Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4320	The Contractor shall include in the Function Delivery Plan SS003 for the Requirements Management Function the following additional detail that explains how the Requirements	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function will work closely with the: • Project Management Function to elicit, document, analyze, prioritize and agree on requirements. • Change Management, Configuration Management, and Testing Functions to ensure the change has been thoroughly tested against new and base requirements and is ready for acceptance testing. • Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions to ensure new and base requirements have been appropriately planned for in all phases of testing to validate the change can be implemented in a manner that will not disrupt CWS/Web Solution availability and usability by stakeholders . • Quality Assurance Function to ensure all acceptance test plans, criteria, and evaluations address both new and base requirement validations. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Requirements Management Function. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4321	The Contractor's supplied Requirements		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Project Management Function to elicit, document, analyze, prioritize and agree on requirements.	Yes ☐ No ☐	Section: Page#:
4322	The Contractor's supplied Requirements Management Function solution shall integrate with the Change Management, Configuration Management, and Testing Functions to ensure the change has been thoroughly tested against new and base requirements and is ready for acceptance testing.	Yes ☐ No ☐	Vol: Section: Page#:
4323	The Contractor's supplied Requirements Management Function solution shall integrate with the Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions to ensure new and base requirements have been appropriately planned for in all phases of testing to validate the change can be implemented in a manner that will not disrupt CWS/Web Solution availability and usability by stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4324	The Contractor's supplied Requirements Management Function solution shall integrate with the Quality Assurance Function to ensure all acceptance test plans, criteria, and evaluations address both new and base requirement validations.	Yes ☐ No ☐	Vol: Section: Page#:
4325	The Contractor's supplied Requirements Management Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Requirements Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4326	The Contractor's supplied Requirements		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Section: Page#:
4387	The Contractor's supplied Requirements Management Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.11. TECHNICAL WRITING

The Technical Writing Function is responsible for providing guidance and assistance in the creation of all CWS/Web Solution service and support documents. For example, this function assists with the creation and maintenance of such items as:

- User Reference Guides,
- Training materials
- Quick reference material
- Function procedures
- Technical documentation

The importance of clear understandable documentation is critical to ensuring quality CWS/Web Solution delivery. The Technical Writing Function is typically responsible for ensuring uniform quality of all CWS/Web Solution service and support documentation by:

- Establishing standards
- Overseeing the conformance to those standards at agreed upon quality levels
- Finalizing all documentation

The Technical Writing Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Technical Writing Function
- All other functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site
- All other functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support documentation is created in a common format and level of detail to ensure usability by other functions, as appropriate
- Document management activities to ensure documentation is created and stored in compliance with document management librarian and directory requirements

Table VI-47 Technical Writing Requirements lists the requirements for the Technical Writing solution to be delivered by the Contractor.

Table VI-47 Technical Writing Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4121	The Contractor shall design, build, implement and maintain all Technical Writing Products and Materials in conformance with the CWS/Web Project Document Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
4122	The Contractor shall provide a technical writing service for translating CWS/Web Solution requirements into a standardized message and interpreting technical IT jargon into language that can be easily understood.	Yes ☐ No ☐	Vol: Section: Page#:
4123	The Contractor shall provide a technical writing service for CWS/Web Solution online documentation.	Yes ☐ No ☐	Vol: Section: Page#:
4124	The Contractor shall provide a technical writing service for CWS/Web solution guides (e.g. user reference guides, installation guides, quick reference cards).	Yes ☐ No ☐	Vol: Section: Page#:
4125	The Contractor shall provide a technical		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	writing service for CWS/Web Solution education and training.	Yes ☐ No ☐	Section: Page#:
4327	The Contractor shall include in the Function Delivery Plan SS003 the Technical Writing Function the following additional detail that explains how the Technical Writing Function will work closely with the: • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Technical Writing Function. • All other functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site. • All other functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support documentation is created in a common format and level of detail to ensure usability by other functions, as appropriate. • Document management activities to ensure documentation is created and stored in compliance with document management librarian and directory requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4328	The Contractor's supplied Technical Writing Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	adjust as necessary the performance of the Technical Writing Function.		
4329	The Contractor's supplied Technical Writing Function solution shall integrate with all other functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4330	The Contractor's supplied Technical Writing Function solution shall integrate with all other functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support documentation is created in a common format and level of detail to ensure usability by other functions, as appropriate.	Yes ☐ No ☐	Vol: Section: Page#:
4331	The Contractor's supplied Technical Writing Function solution shall integrate with the Document management activities to ensure documentation is created and stored in compliance with document management librarian and directory requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4389	The Contractor shall design, build, implement and maintain the Technical Writing Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.12. TESTING

The Testing Function is responsible for maintaining and managing the mechanisms by which any proposed change to the CWS/Web Solution is tested through the

various testing phases (unit to performance) prior to being passed to the Quality Assurance Function for final acceptance testing. This includes such activities as:

- Test case scenario and script creation and maintenance
- Test data creation and maintenance
- Validating test results to ensure expected outcomes are achieved
- Managing supporting test libraries and test environments
- Testing impact of change on all affected Service and Support functions

The Testing Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Testing Function
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- All other functions in the three Service and Support dimensions impacted by the change will be adequately tested to ensure the implementation of the change will not disrupt CWS/Web Solution production environment availability and usability.
- Quality Assurance Function to ensure all pre-acceptance testing has been completed satisfactorily and the change is ready for acceptance testing
- Requirements Management to ensure changes:
    - Do not impact requirements that are not intended to be modified by the change
    - Have completely and satisfactorily addressed the requirements associated with the change
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-48 Testing Requirements lists the requirements for the Testing solution to be delivered by the Contractor.

Table VI-48 Testing Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4126	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain all Testing Function Products and Materials in conformance with EIA/IEEE J-Std 016 - 1995, E.2.2.; EIA/IEEE J-Std-016-1995, H.2.1; IEEE 829-1998, Standard for Software Test Documentation, Paragraph 6; IEEE 12207.1-1997, Paragraph 6.28; IEEE 829-1998; and IEEE Std 730-2002 and IEEE Std 730.1-1995.	Yes ☐ No ☐	Section: Page#:
4127	The Contractor shall design, build, implement and maintain the Testing Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4129	The Contractor shall provide and maintain CWS/Web Solution automated testing toolsets during the CWS/Web Solution Production Phase.	Yes ☐ No ☐	Vol: Section: Page#:
4130	The Contractor shall provide and maintain CWS/Web Solution test data during the CWS/Web Solution production phase.	Yes ☐ No ☐	Vol: Section: Page#:
4132	The Contractor shall provide and maintain CWS/Web Solution conversion testing solutions during the CWS/Web Solution Production Phase.	Yes ☐ No ☐	Vol: Section: Page#:
4332	The Contractor shall include in the Function Delivery Plan SS003 for the Testing Function the following additional detail that explains how the Testing Function will work closely with: • The Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Testing Function. • All other functions in the three	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Service and Support dimensions impacted by the change will be adequately tested to ensure the implementation of the change will not disrupt CWS/Web Solution production environment availability and usability. • The Quality Assurance Function to ensure all pre-acceptance testing has been completed satisfactorily and the change is ready for acceptance testing. • Requirements Management Function to ensure changes do not impact requirements that are not intended to be modified by the change and have completely and satisfactorily addressed the requirements associated with the change. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4333	The Contractor's supplied Testing Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Testing Function.	Yes ☐ No ☐	Vol: Section: Page#:
4334	The Contractor's supplied Testing Function solution shall integrate with all other functions in the three Service and Support dimensions to ensure the implementation of the change will not disrupt CWS/Web Solution production environment availability and usability.	Yes ☐ No ☐	Vol: Section: Page#:
4335	The Contractor's supplied Testing		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Function solution shall integrate with the Quality Assurance function to ensure all pre-acceptance testing has been completed satisfactorily and the change is ready for acceptance testing.	Yes ☐ No ☐	Section: Page#:
4336	The Contractor's supplied Testing Function solution shall integrate with the Requirements Management to ensure changes do not impact requirements that are not intended to be modified by the change and have completely and satisfactorily addressed the requirements associated with the change.	Yes ☐ No ☐	Vol: Section: Page#:
4337	The Contractor's supplied Testing Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4388	The Contractor's supplied Testing Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.13. WORKFLOW & BUSINESS RULE MANAGEMENT

The Workflow & Business Rule Management Function provides assistance to CWS/Web Solution stakeholders in the use of this functionality provided by the CWS/Web Solution. Additionally it maintains and manages the mechanisms that identify and support common usage patterns that are made available to all CWS/Web Solution stakeholders.

Workflow & Business Rule Management Function provides support services to the stakeholder focused on improving the efficiency and effectiveness of the stakeholder's processes through the incorporation of workflow and business rule

technology toolsets. Examples of types of responsibilities in this function include (but are not limited to):

- Provide training assistance to CWS workers who use the Workflow and Business Rule functionality of the CWS/Web Solution
- Provide troubleshooting assistance to CWS workers who use the Workflow and Business Rule functionality of the CWS/Web Solution
- Provide analysis to identify common Workflow and Business Rule usage patterns of the CWS/Web Solution for potential expanded usage among CWS workers statewide
- Provide standard usage pattern workflow and business rules solutions to CWS workers statewide
- Business rules management providing a governance structure for the introduction of new business rules or modification to existing business rules

The Workflow & Business Rule Management Function works closely with the:

- Information Management Function to ensure new workflows and business rules are supported with the required data
- Requirements Management Function to ensure requirements representing workflow and business rules are captured, documented and stored in the requirements repository
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test data, test results and test approaches
- Customer Training Function for training material updates required to reflect planned workflow and business rules changes
- Project Management, Change Management, Release to Production Management, Capacity Management, Security, Operations, Service Desk and Availability Management Functions to ensure the introduction of new or modified workflows and business rules are managed appropriately and introduced into the production environment in a manner that does not disrupt the security and availability of the CWS/Web Solution
- Configuration Management Function to ensure configurable items are identified in the Configuration Management Database
- Customer Relationship Management Function to facilitate effective communication regarding the introduction of new or modified workflows and business rules
- Governance to ensure business rules are managed to prevent disruption of the CWS/Web Solution

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Workflow & Business Rules Management Function
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function of the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes)
- Interface Management Function to ensure the introduction of new workflow and business rules does not adversely impact existing interfaces
- Solution Architecture Function to ensure alignment of the workflow and business rules implementation remains in conformance and compliance with the overall CWS/Web Solution Architecture
- Service Desk, Incident and/or Problem Management Functions to provide severity level 3 support for incidents or problems associated with the Workflow & Business Rule Management Function
- Service Continuity Management Function to ensure all software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster
- Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing

Table VI-49 Workflow and Business Rule Requirements list the requirements for the Workflow and Business Rule solution to be delivered by the Contractor.

Table VI-49 Workflow and Business Rule Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4133	The Contractor shall design, build, implement and maintain the Workflow & Business Rules Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4134	The Contractor shall maintain and		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	provide delivery of the Service and Support processes and activities for workflow orchestration and business rules management.	Yes ☐ No ☐	Section: Page#:
4135	The Contractor shall maintain and enhance the business rules management environment to support the insertion, removal and reordering of county-specific business rules used by any business process through external configuration settings as a method to provide customization of business processes to counties.	Yes ☐ No ☐	Vol: Section: Page#:
4338	The Contractor shall include in the Function Delivery Plan SS003 for the Workflow & Business Rules Management Function the following additional detail that explains how the Workflow & Business Rules Management Function will work closely with: • Information Management Function to ensure new workflows and business rules are supported with the required data. • Requirements Management Function to ensure requirements representing workflow and business rules are captured, documented and stored in the requirements repository. • Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test data, test results and test approaches. • Customer Training Function for training material updates required to reflect planned workflow and business rules changes. • Project Management, Change Management, Release to Production Management, Capacity Management, Security, Operations,	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Service Desk and Availability Management Functions to ensure the introduction of new or modified workflows and business rules are managed appropriately and introduced into the production environment in a manner that does not disrupt the security and availability of the CWS/Web Solution. • Configuration Management Function to ensure configurable items are identified in the Configuration Management Database. • Customer Relationship Management Function to facilitate effective communication regarding the introduction of new or modified workflows and business rules. • Governance Function to ensure business rules are managed to prevent disruption of the CWS/Web Solution. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Workflow & Business Rules Management Function. • Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function of the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes). • Interface Management Function to ensure the introduction of new workflow and business rules does not adversely impact existing interfaces. • Solution Architecture Function to ensure alignment of the workflow		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	and business rules implementation remains in conformance and compliance with the overall CWS/Web Solution Architecture. • Service Desk, Incident and/or Problem Management Functions to provide severity level 3 support for incidents or problems associated with the Workflow & Business Rules Management Function. • Service Continuity Management Function to ensure all software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster. • Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing.		
4339	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Information Management Function to ensure new workflows and business rules are supported with the required data.	Yes ☐ No ☐	Vol: Section: Page#:
4340	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Requirements Management Function to ensure requirements representing workflow and business rules are captured, documented and stored in the requirements repository.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4341	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test data, test results and test approaches.	Yes ☐ No ☐	Vol: Section: Page#:
4342	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Customer Training Function for training material updates required to reflect planned workflow and business rules changes.	Yes ☐ No ☐	Vol: Section: Page#:
4343	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Project Management, Change Management, Release to Production Management, Capacity Management, Security, Operations, Service Desk and Availability Management Functions to ensure the introduction of new or modified workflows and business rules are managed appropriately and introduced into the production environment in a manner that does not disrupt the security and availability of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4344	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Configuration Management Function to ensure configurable items are identified in the Configuration Management Database.	Yes ☐ No ☐	Vol: Section: Page#:
4345	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Customer Relationship Management Function to facilitate effective communication regarding the introduction of new or modified	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	workflows and business rules.		
4346	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Governance to ensure business rules are managed to prevent disruption of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4347	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Workflow & Business Rules Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4348	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function of the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).	Yes ☐ No ☐	Vol: Section: Page#:
4349	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Interface Management Function to ensure the introduction of new workflow and business rules do not adversely impact existing interfaces.	Yes ☐ No ☐	Vol: Section: Page#:
4350	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Solution Architecture Function to ensure alignment of the workflow and business rules implementation remains in conformance and compliance with the overall CWS/Web Solution Architecture.	Yes ☐ No ☐	Vol: Section: Page#:
4351	The Contractor's supplied Workflow &		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Business Rules Management Function solution shall integrate with the Service Desk, Incident and/or Problem Management Functions to provide severity level 3 support for incidents or problems associated with the Workflow and Business Rules Management Function.	Yes ☐ No ☐	Section: Page#:
4352	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Service Continuity Management Function to ensure all software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.	Yes ☐ No ☐	Vol: Section: Page#:
4353	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications.	Yes ☐ No ☐	Vol: Section: Page#:
4354	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing.	Yes ☐ No ☐	Vol: Section: Page#:
4720	The Contractor staff shall have experience building, maintaining and enhancing a business rules solution in an environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4721	The Contractor staff shall have experience building, maintaining and enhancing a workflow orchestration solution in an environment similar in	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	scope to the Bidder's proposed solution.		

VI.6.4. SERVICE DELIVERY

The Service and Support delivery model is a process oriented framework organized into dimensions. The third dimension is Service Delivery. Service Delivery focuses on the activities necessary to ensure the CWS/Web Solution is available for use on a daily basis as required.

Table VI-50 Service Delivery Dimension Summary

Availability Management	The Availability Management Function is responsible for maintaining and managing the mechanisms necessary to ensure that implementation of any proposed change to the CWS/Web Solution will not disrupt availability requirements.	• Application Maintenance & Support • Change Management • Configuration Management • Governance • Information Management • Network (Connectivity) • Operations • Oversight – Internal Operations • Performance Measures • Personal Device Support • Proposal Development • Quality Assurance • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Level Management • Solution Architecture • Technical Writing • Testing
Capacity Management	The Capacity Management Function is responsible for maintaining and managing	• Application Maintenance & Support

	the mechanisms that ensure the CWS/Web Solution technology components have the necessary capacity and performance to meet CWS/Web Solution usage requirements.	• Change Management • Configuration Management • Governance • Information Management • Network (Connectivity) • Operations • Oversight – Internal Operations • Performance Measures • Proposal Development • Personal Device Support • Quality Assurance • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Level Management • Solution Architecture • Technical Writing • Testing
Change Management	The Change Management Function is responsible for maintaining and managing the mechanisms that ensure standardized methods and procedures are used to: • Efficient, prompt handling of all changes • Reducing the chances of causing negative impact on service quality when implementing a change • Ensuring that all CWS/Web Solution components affected by the proposed change are involved in the development and validation of the change prior to its introduction into the CWS/Web Solution environments.	• Application Maintenance & Support • Communications • Configuration Management • Customer Relationship Management • Governance • Information Management • Network (Connectivity) • Operations • Oversight – Internal Operations • Performance Measures • Proposal Development • Personal Device Support

		• Quality Assurance • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Service Level Management • Technical Writing • Testing • Work Request Receipt
Configuration Management	The Configuration Management Function is responsible for maintaining and managing the mechanisms that ensure that the CWS/Web Solution Service and Support functions have sufficient current, historical and accurate information necessary to rebuild any component to its production state. This function ensures the information is collected and maintained. Configuration Management is also pivotal to the Change Management Function for impact analysis and for testing configuration changes impact on the production environment.	• Application Maintenance & Support • Change Management • Governance • Incident Management • Information Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Problem Management • Proposal Development • Quality Assurance • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Technical Writing • Testing
Customer Training	The Customer Training Function is responsible for maintaining and managing the mechanisms to deliver training to CWS	• Application Maintenance & Support

	solution stakeholders. Additionally, this function is responsible for ensuring that all training materials and media are maintained and enhanced to reflect the current and/or planned CWS/Web Solution production environment.	• Change Management • Communications • Customer Relationship Management • Governance • Incident Management • Information Management • Operations • Oversight – Internal Operations • Performance Measures • Problem Management • Release Management • Servers (Hosting) & Storage • Service Desk • Technical Writing
Facilities Management	Facilities Management Function ensures that the facilities housing CWS/Web Solution information technology infrastructure are designed, maintained and supported from a security, electrical, and HVAC perspective to support availability and service continuity requirements.	• CWS/Web Division Office
Incident Management	The Incident Management Function is responsible for maintaining and managing the mechanisms utilized to ensure that unexpected CWS/Web Solution production events are identified, tracked and resolved in a timely manner and communicated to the CWS/Web Solution stakeholders.	• Application Maintenance & Support • Change Management • Configuration Management • Governance • Information Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Problem Management • Release Management

		• Security • Servers (Hosting) & Storage • Service Desk • Technical Writing
Network (Connectivity)	The Network (Connectivity) Function is responsible for maintaining and managing the mechanisms that provide secure network connectivity to the CWS/Web Solution, as well as supporting voice solutions utilized in the CWS/Web Solution.	• Application Maintenance & Support • Availability Management • Capacity Management • Change Management • Configuration Management • Customer Relationship Management • Customer Training • Governance • Incident Management • Information Management • Interface Management • Oversight – Internal Operations • Performance Measures • Personal Device Support • Problem Management • Project Management • Proposal Development • Quality Assurance • Release Management • Requirements Management • Security • Service Continuity Management • Service Desk • Solution Architecture • Technical Writing • Testing • Work Request Receipt
Operations	The Operations Function is responsible for maintaining and managing the daily	• Application Maintenance & Support

	production job processing to: • Provide CWS/Web Solution stakeholders with the information they need to perform their programmatic responsibilities • Safeguard data resources • Ensure CWS/Web Solution availability	• Availability Management • Change Management • Configuration Management • Governance • Incident Management • Information Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Problem Management • Release Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Technical Writing
Personal Device Support	The Personal Device Support Function is responsible for maintaining and managing the mechanisms that enable CWS/Web Solution End User devices (e.g. PDAs, laptops, scanners) to access and use the CWS/Web Solution.	• Policy • Governance • Incident Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Problem Management • Release Management • Security • Service Continuity Management • Service Desk • Technical Writing
Problem Management	The Problem Management Function is responsible for maintaining and managing the mechanisms that enable: • Trend analysis of disruption events • Identification of temporary remedies	• Application Maintenance & Support • Configuration Management • Governance • Incident Management

	while permanent fixes are put in place by the appropriate function • Identification of permanent fixes to avoid future disruptions of service • Resolution of a major disruption event.	• Information Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Security • Servers (Hosting) & Storage • Service Desk • Technical Writing
Release Management	The Release Management Function is responsible for maintaining and managing the mechanisms that control how change is introduced into the CWS/Web Solution environments. Release Management is intended to: • Ensure that only tested and approved changes (e.g., applications, hardware, software, firmware, documents, training) are installed trouble-free and on schedule • Ensure that a new production baseline is created in the Configuration Management Database to allow recovery to be accomplished in the shortest period possible free of specific staff availability	• Application Maintenance & Support • Communications • Configuration Management • Customer Relationship Management • Governance • Information Management • Network (Connectivity) • Operations • Oversight – Internal Operations • Performance Measures • Personal Device Support • Quality Assurance • Requirements Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Technical Writing • Testing
Security	The Security Function is responsible for maintaining and managing the mechanisms that safeguard the CWS/Web Solution information assets housed in its technology environments to ensure data confidentiality, integrity and availability are	• Application Maintenance & Support • Availability Management • Change Management

	maintained.	• Configuration Management • Governance • Incident Management • Information Management • Interface Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Problem Management • Project Management • Proposal Development • Quality Assurance • Release Management • Requirements Management • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Solution Architecture • Technical Writing • Testing • Work Request Receipt
Servers (Hosting) & Storage	The Servers (Hosting) & Storage Function is responsible for maintaining and managing the mechanisms that ensure all CWS/Web Solution server and storage environments (e.g., production, testing, and training) are available for their intended use.	• Application Maintenance & Support • Availability Management • Change Management • Configuration Management • Customer Training • Governance • Incident Management • Information Management • Interface Management • Network (Connectivity) • Operations • Oversight – Internal

		Operations • Performance Measures • Problem Management • Project Management • Proposal Development • Quality Assurance • Release Management • Requirements Management • Security • Service Continuity Management • Service Desk • Solution Architecture • Technical Writing • Testing
Service Continuity Management	The Service Continuity Management Function is responsible for maintaining and managing those mechanisms that enable the CWS/Web Solution production and training environments to be restored within agreed upon recovery time and point objectives and available to CWS/Web Solution stakeholders.	• Application Maintenance & Support • Availability Management • Change Management • Communications • Configuration Management • Customer Relationship Management • Governance • Information Management • Interface Management • Network (Connectivity) • Oversight – Internal Operations • Operations • Performance Measures • Personal Device Support • Release Management • Servers (Hosting) & Storage • Technical Writing • OSI Information Security Office

Service Desk	The Service Desk Function is responsible for maintaining and managing the mechanisms through which: • Requests for CWS/Web Solution services are received, recorded and tracked for resolution • Service disruptions are reported, logged and tracked for resolution • Service disruption events or requests for CWS/Web Solution services are resolved at initial point of contact if possible	• Application Maintenance & Support • Change Management • Communications • Configuration Management • Customer Relationship Management • Governance • Incident Management • Information Management • Interface Management • Network (Connectivity) • Oversight – Internal Operations • Operations • Performance Measures • Personal Device Support • Problem Management • Proposal Development • Release Management • Security • Servers (Hosting) & Storage • Technical Writing • Work Request Receipt
Training (Internal)	The Training (Internal) Function is responsible for maintaining and managing the mechanisms through which CWS/Web Division Office staff acquire the knowledge and skill sets required to perform the service and support activities of the CWS/Web Solution.	• Governance • Operations – Internal Oversight • Performance Measures • Technical Writing • All other functions in the three Service and Support dimensions

VI.6.4.1. AVAILABILITY MANAGEMENT

The Availability Management Function is responsible for maintaining and managing the mechanisms necessary to ensure that implementation of any proposed change

to the CWS/Web Solution will not disrupt CWS/Web Solution availability and usability.

Typical duties of the Availability Management Function are:

- Determining the availability requirements from CWS/Web Solution stakeholders for new or enhanced functionality and formulating availability and recovery design criteria for the change
- Determining the critical CWS/Web Solution functionality (in conjunction with Service Continuity Management) and providing the availability design criteria for additional resilience to prevent or minimize impact of component failure to CWS/Web Solution stakeholders
- Defining the targets for availability and reliability for the CWS/Web Solution infrastructure components that underpin the CWS/Web Solution to enable those targets to be documented and agreed to via agreements between the CWS/Web Division Office and its infrastructure partners (i.e., OTech)
- Establishing measures and reporting of CWS/Web Solution availability, reliability and maintainability that reflect CWS/Web Solution stakeholder and contractual perspectives
- Reviewing CWS/Web Solution component availability and identifying unacceptable levels
- Investigating the underlying reasons for unacceptable availability
- Putting remediation solutions in place to correct areas of unacceptable availability
- Producing and maintaining an availability plan which prioritizes and plans CWS/Web Solution availability improvements
- Defining the conditions under which the stakeholder considers the CWS/Web Solution to be unavailable
- Quantifying the CWS Program impact caused by CWS/Web Solution unavailability
- Quantifying the extent to which the CWS Program tolerates CWS/Web Solution downtime or degraded service
- Identifying required service hours (i.e., when the service is to be provided)
- Determining the relative importance of different working periods and their impact on the CWS Program to enable service scheduling during periods of least impact if needed
- Determining what availability measures should be captured, analyzed, and reviewed regularly at service level review meetings

The Availability Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Availability Management Function
- Performance Measures and Oversight – Internal Operations Functions to track and report on CWS/Web Solution availability against contractual requirements
- Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements
- Change Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested, implemented to meet CWS/Web availability requirements
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Proposal Development Function to provide the availability requirements and costs associated with work request assessments
- Operations Function to assess and remediate any availability issues being experienced in the CWS/Web Solution production environment

Table VI-51 Availability Management Requirements lists the requirements for the Availability Management solution to be delivered by the Contractor.

Table VI-51 Availability Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1941	The Contractor shall retain system performance data for 3 years.	Yes ☐ No ☐	Vol: Section: Page#:
3972	The Contractor shall provide and		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	maintain the tools and methodologies to perform availability and system performance testing, monitoring, and auditing to demonstrate that the CWS/Web Solution meets the requirements contained with the Contractor Service Level Agreement with the CWS/Web Division Office.	Yes ☐ No ☐	Section: Page#:
3974	The Contractor shall perform stress testing that ensures the system can maintain performance requirements when under peak usage taking into account the number of concurrent users, number of transactions executing, CPU usage, disk usage, and network traffic. At a minimum the tests shall prove that: • The system has the ability to support the full-anticipated user community working under normal conditions while meeting the performance requirements as defined in the Service and Support requirements; • Any batch processing cycle does not impede system availability and online performance requirements; - That performance metrics can be met over the Wide Area Network (WAN) connectivity specified; • There is reasonable system capacity available for peak processing periods taking into account the number of concurrent users, number of transactions executing, CPU usage, disk usage, and network traffic; • There are no previously undiscovered system errors, such as memory leaks, that would only be detected under load testing; • Report processing (standard or ad hoc) does not impede system availability and online performance requirements.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3975	The Contractor shall perform stress testing that identifies the transaction volumes at which the system performance fails to meet performance requirements. The types of transactions will be identified by the Contractor, and will represent “normal” transactions. Transactions used in stress testing will be subject to the approval of the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
3976	The Contractor shall provide and maintain the appropriate tools and support agreements for maintaining, monitoring, and correcting CWS/Web Solution availability.	Yes ☐ No ☐	Vol: Section: Page#:
3977	The Contractor shall measure and predict CWS/Web Solution availability on an ongoing basis and provide metrics.	Yes ☐ No ☐	Vol: Section: Page#:
3978	The Contractor shall work with the CWS/Web Solution stakeholders to determine the availability requirements for requested changes to the CWS/Web Solution and formulate the availability and recovery design criteria for change.	Yes ☐ No ☐	Vol: Section: Page#:
3979	The Contractor shall ensure that the CWS/Web Solution is maintained and enhanced to ensure the system handles load balancing and/or clustering for extended scalability, availability and performance to meet the CWS/Web Solution availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3980	The Contractor shall design, build, implement and maintain all Availability Management Products and Materials in conformance with ITIL best practice frameworks.	Yes ☐ No ☐	Vol: Section: Page#:
3981	The Contractor shall design, build, implement and maintain the Availability Management Function as per the final	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.		Page#:
3982	The Contractor shall ensure that service-impacting maintenance shall occur during non-business hours during periods when the least usage is expected based on historical patterns unless otherwise agreed to by the State.	Yes ☐ No ☐	Vol: Section: Page#:
3983	The Contractor shall ensure that upgrades or modifications to the production environment necessary during business hours by the Contractor / OTech shall be permitted only with written approval of the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
3984	The Contractor shall ensure that Preventative Maintenance must be scheduled during non-business hours during periods when the least usage is expected based on historical patterns.	Yes ☐ No ☐	Vol: Section: Page#:
3985	The Contractor shall specify in writing the number of hours each item of CWS/Web system requires per month for Preventive Maintenance and the frequency and duration of such Preventive Maintenance. From this contractor-supplied information, CWS/Web shall develop and provide to the Contractor in writing the schedule within which the Contractor shall provide Preventive Maintenance. The purpose is to allow the CWS/Web Division Office to communicate maintenance downtimes to stakeholders. This schedule may be modified as mutually agreed to in writing.	Yes ☐ No ☐	Vol: Section: Page#:
4161	The Contractor shall include in the Function Delivery Plan SS003 for the Availability Management Function the following additional detail that explains how the Availability Management	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Function will work closely with the: • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Availability Management Function. • Performance Measures and Oversight – Internal Operations Functions to track and report on CWS/Web Solution availability against contractual requirements. • Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution. • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements. • Change Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and implemented to meet CWS/Web availability requirements. • Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	allow CWS/Web Solution processing to be resumed at an alternate site. • Proposal Development Function to provide the availability requirements and costs associated with work request assessments. • Operations Function to assess and remediate any availability issues being experienced in the CWS/Web Solution production environment.		
4162	The Contractor's supplied Availability Management Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Availability Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4163	The Contractor's supplied Availability Management Function solution shall integrate with the Performance Measures and Oversight – Internal Operations Functions to track and report on CWS/Web Solution availability against contractual requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4164	The Contractor's supplied Availability Management Function solution shall integrate with the Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4165	The Contractor's supplied Availability Management Function solution shall integrate with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	requirements.		
4166	The Contractor's supplied Availability Management Function solution shall integrate with the Change Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested, implemented to meet CWS/Web availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4167	The Contractor's supplied Availability Management Function solution shall integrate with the Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4168	The Contractor's supplied Availability Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4169	The Contractor's supplied Availability Management Function solution shall integrate with the Proposal Development Function to provide the availability requirements and costs associated with work request assessments.	Yes ☐ No ☐	Vol: Section: Page#:
4170	The Contractor's supplied Availability Management Function solution shall integrate with the Incident Management, Problem Management, Service Desk and Operations Functions to assess and remediate any availability issues being experienced in the CWS/Web Solution	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	production environment.		
4700	The Contractor staff performing in the Service and Support lead role must have 5 years experience implementing and using ITIL frameworks and guidelines in a production environment and must also be certified in ITIL in at least ITIL V2.	Yes ☐ No ☐	Vol: Section: Page#:
4792	The Contractor shall perform all non-emergency unscheduled system maintenance that would impact system availability to be performed during non-business hours when the least usage is expected based on historical patterns unless otherwise agreed to by the State.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.2. CAPACITY MANAGEMENT

The Capacity Management Function is responsible for maintaining and managing the mechanisms that ensure the CWS/Web Solution technology components have the necessary capacity and performance to meet CWS/Web Solution usage requirements.

Capacity Management is the function that monitors the usage and performance of all IT assets. This enables assets with sufficient excess capacity to be leveraged for new workload demands, as well as minimizes the costs associated with the provision of those assets (just in time capacity purchases). More importantly, Capacity Management's primary role is the avoidance of any service provision outage due to the capacity of an asset being exceeded and ceasing to function as required by CWS/Web Solution service level requirements.

Capacity Management provides the necessary information on current and planned resource utilization of individual components to enable CWS/Web Division Office to decide, with confidence:

- Which components to upgrade (i.e., more memory, faster storage devices, faster processors, greater bandwidth).
- When to upgrade
- How much the upgrade will cost

The Capacity Management Function's purpose is to ensure that cost justifiable CWS/Web capacity always exists and that it is matched to the current and future identified needs of the CWS Program.

The Capacity Management Function should be the focal point for all CWS/Web Solution performance and capacity issues. Other functions, such as Network (Connectivity), may carry out the bulk of the relevant daily duties but overall responsibility lies with the Capacity Management Function. The Capacity Management Function addresses all CWS/Web Solution environments and the hardware and software that comprise those environments including:

- All hardware – from PCs, through file servers, up to mainframes and super-computers.
- All networking equipment (LANs, WANs, bridges, routers, etc.).
- All peripherals (bulk storage devices, printers, etc.).
- All software – operating system and network software, in-house developments and purchased packages.

The Capacity Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Capacity Management Function
- Performance Measures and Oversight – Internal Operations Functions to track and report on CWS/Web Solution performance against contractual requirements
- Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, implemented and maintained to meet CWS/Web capacity and performance requirements
- Change Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested, implemented to meet CWS/Web capacity and performance requirements
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Proposal Development Function to provide the capacity and performance requirements and costs associated with work request assessments
- Operations Function to assess and remediate any capacity or performance issues being experienced in the CWS/Web Solution production environment

Table VI-52 Capacity Management Requirements lists the requirements for the Capacity Management solution to be delivered by the Contractor.

Table VI-52 Capacity Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1950	The Contractor shall conduct quarterly capacity planning meetings with the State.	Yes ☐ No ☐	Vol: Section: Page#:
3971	The Contractor shall employ test methodologies and tools that benchmark end-to-end processing performance for all releases during the CWS/Web Solution production phase in a testing environment that simulates performance of the production environment.	Yes ☐ No ☐	Vol: Section: Page#:
3973	The Contractor shall provide tools for load modeling and stress/load testing to test the capacity and forecast needs of future enhancements and expansions of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3986	The Contractor shall design, build, implement and maintain all Capacity Management Products and Materials in conformance with ITIL best practice frameworks.	Yes ☐ No ☐	Vol: Section: Page#:
3987	The Contractor shall design, build, implement and maintain the Capacity Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3988	The Contractor shall design, build, implement and maintain a CWS/Web Solution Capacity Management Function that addresses anticipated growth for storage.	Yes ☐ No ☐	Vol: Section: Page#:
3989	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Solution Capacity Management Function that addresses collecting and reporting metrics.	Yes ☐ No ☐	Section: Page#:
3990	The Contractor shall monitor capacity for all CWS/Web solution components (e.g., application components, servers, databases, networks) and propose recommendations to meet capacity needs in support of service level agreements.	Yes ☐ No ☐	Vol: Section: Page#:
4171	The Contractor shall include in the Function Delivery Plan SS003 for the Capacity Management Function the following additional detail that explains how the Capacity Management Function will work closely with the: • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Capacity Management Function. • Performance Measures and Oversight – Internal Operations Functions to track and report on CWS/Web Solution performance against contractual requirements. • Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution. • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, implemented and maintained to meet CWS/Web capacity and performance requirements. • Change Management, Configuration	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested, and implemented to meet CWS/Web capacity and performance requirements. • Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site. • Proposal Development Function to provide the capacity and performance requirements and costs associated with work request assessments. • Operations Function to assess and remediate any capacity or performance issues being experienced in the CWS/Web Solution production environment.		
4172	The Contractor's supplied Capacity Management Function solution shall integrate with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Capacity Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4173	The Contractor's supplied Capacity Management Function solution shall integrate with the Performance	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Measures and Oversight - Internal Operations Functions to track and report on CWS/Web Solution performance against contractual requirements.		Page#:
4174	The Contractor's supplied Capacity Management Function solution shall integrate with the Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4175	The Contractor's supplied Capacity Management Function solution shall integrate with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, implemented and maintained to meet CWS/Web capacity and performance requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4176	The Contractor's supplied Capacity Management Function solution shall integrate with the Change Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web capacity and performance requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4177	The Contractor's supplied Capacity Management Function solution shall integrate with the Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4178	The Contractor's supplied Capacity		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Section: Page#:
4179	The Contractor's supplied Capacity Management Function solution shall integrate with the Proposal Development Function to provide the capacity and performance requirements and costs associated with work request assessments.	Yes ☐ No ☐	Vol: Section: Page#:
4180	The Contractor's supplied Capacity Management Function solution shall integrate with the Operations Function to assess and remediate any capacity or performance issues being experienced in the CWS/Web Solution production environment.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.3. CHANGE MANAGEMENT

The Change Management Function is responsible for maintaining and managing the mechanisms that ensure standardized methods and procedures are used for:

- Efficient, prompt handling of all changes
- Reducing the chances of causing negative impact on service quality when implementing a change
- Ensuring that all CWS/Web Solution components affected by the proposed change are involved in the development and validation of the change prior to its introduction into the CWS/Web Solution environments.

The purpose of Change Management Planning is to establish and maintain processes, procedures, plans, roles, and responsibilities for introducing changes to the CWS/Web Solution.

The Change Management Function maintains and manages the processes that assess the readiness of a change being slated for introduction into the production environment by:

- Evaluating the change for Solution Architecture compliance
- Evaluating the impact on the capacity, availability and service continuity makeup of the production environment
- Evaluating readiness of production support functions to support the change once in production
- Scheduling the introduction of the change into the desired environment

The Change Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Change Management Function
- Oversight – Internal Operations Function for authorizing, prioritizing, and scheduling of resources to develop the solution for a work request
- Communications and Customer Relationship Management Functions to communicate the forward schedule of changes planned for the CWS/Web Solution
- Operations and Service Desk Functions to provide the forward schedule of changes planned for the CWS/Web Solution
- Proposal Development Function for determining risks, impacts, schedules, and costs of requests for change in order to determine whether they should be approved and when they should be scheduled
- Release Management Function for implementing an approved, developed, and tested request for change to the CWS/Web Solution
- Service Desk, Work Request Receipt and Customer Relationship Management Functions to report on requests for change, their current state in the change management process, and any details associated with the changes including cost and schedule
- Service Continuity Management Function to ensure service continuity needs are accounted for and included in all CWS/Web Solution releases to meet recovery point and time requirements for the CWS/Web Solution
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements

- Release Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-53 Change Management Requirements lists the requirements for the Change Management solution to be delivered by the Contractor.

Table VI-53 Change Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1970	The Contractor shall provide justified resource and timeframe estimates for software design, development, testing, and deployment of all application maintenance, enhancements and upgrade requests within the following constraints: • Major requests: 15 days • Minor requests: 10 days • Urgent requests: 1 day	Yes ☐ No ☐	Vol: Section: Page#:
1993	The Contractor shall implement planned changes to the CWS/Web Application Solution production environment during normal business hours (4 AM to Midnight 7 days a week) only with written approval of the CWS/Web Division Office after the impact evaluation for all hardware and software upgrades are developed and reviewed and approved by applicable CWS/Web Application Solution change management processes prior to production implementation.	Yes ☐ No ☐	Vol: Section: Page#:
2004	The Contractor shall describe how interim and emergency releases are handled and how this approach differs	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	from standard maintenance and enhancement production releases.		Page#:
3991	The Contractor shall design, build, implement and maintain change management methods and tools used to control configuration items as a result of maintenance activities.	Yes ☐ No ☐	Vol: Section: Page#:
3992	The Contractor shall identify specific needs for information, materials, and decisions from the CWS/Web Division Office prior to the start of enhancements, changes and projects in writing.	Yes ☐ No ☐	Vol: Section: Page#:
3996	The Contractor shall design, build, implement and maintain a forward schedule of changes process.	Yes ☐ No ☐	Vol: Section: Page#:
3997	The Contractor shall design, build, implement and maintain a readiness checklist and validation process to allow advancement to the Release Management process.	Yes ☐ No ☐	Vol: Section: Page#:
3999	The Contractor shall integrate CWS/Web Solution change management processes with the OTech change management processes for OTech-housed equipment.	Yes ☐ No ☐	Vol: Section: Page#:
4000	The Contractor shall provide processes by which interim and emergency releases are introduced into the CWS/Web Solution production environment and how this approach differs from standard maintenance and enhancement production releases.	Yes ☐ No ☐	Vol: Section: Page#:
4001	The Contractor shall provide automated toolsets to monitor change requests.	Yes ☐ No ☐	Vol: Section: Page#:
4002	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain all Change Management Products and Materials in conformance with ITIL best practice frameworks.	Yes ☐ No ☐	Section: Page#:
4003	The Contractor shall design, build, implement and maintain the Change Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4181	The Contractor shall include in the Function Delivery Plan SS003 for the Change Management Function the following additional detail that explains how the Change Management Function will work closely with the: 1. Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Change Management Function. 2. Oversight – Internal Operations Function for authorizing, prioritizing, and scheduling of resources to develop the solution for a work request. 3. Communications and Customer Relationship Management Functions to communicate the forward schedule of changes planned for the CWS/Web Solution. 4. Operations and Service Desk Functions to provide the forward schedule of changes planned for the CWS/Web Solution. 5. Proposal Development Function for determining risks, impacts, schedules, and costs of requests for change in order to determine whether they should be approved and when they should be scheduled. 6. Release Management Function for implementing an approved, developed, and tested request for change to the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	CWS/Web solution. 7. Service Desk, Work Request Receipt and Customer Relationship Management Functions to report on requests for change, their current state in the change management process, and any details associated with the changes including cost and schedule. 8. Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders. 9. Release Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders. 10. Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4182	The Contractor's supplied Change Management Function solution shall integrate with the Oversight - Internal Operations Function for authorizing, prioritizing, and scheduling of resources to develop the solution for a work request.	Yes ☐ No ☐	Vol: Section: Page#:
4183	The Contractor's supplied Change Management Function solution shall integrate with the Communications and	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Customer Relationship Management Functions to communicate the forward schedule of changes planned for the CWS/Web Solution.		Page#:
4184	The Contractor's supplied Change Management Function solution shall integrate with the Operations and Service Desk Functions to provide the forward schedule of changes planned for the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4185	The Contractor's supplied Change Management Function solution shall integrate with the Proposal Development Function for determining risks, impacts, schedules, and costs of requests for change in order to determine whether they should be approved and when they should be scheduled.	Yes ☐ No ☐	Vol: Section: Page#:
4186	The Contractor's supplied Change Management Function solution shall integrate with the Release Management Function for implementing an approved, developed, and tested request for change to the CWS/Web solution.	Yes ☐ No ☐	Vol: Section: Page#:
4187	The Contractor's supplied Change Management Function solution shall integrate with the Service Desk, Work Request Receipt and Customer Relationship Management Functions to report on requests for change, their current state in the change management process, and any details associated with the changes including cost and schedule.	Yes ☐ No ☐	Vol: Section: Page#:
4188	The Contractor's supplied Change Management Function solution shall integrate with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built,	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.		
4189	The Contractor's supplied Change Management Function solution shall integrate with the Release Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4190	The Contractor's supplied Change Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4376	The Contractor's supplied Change Management Function solution shall integrate with the Service Continuity Management Function to ensure service continuity needs are accounted for and included in all CWS/Web Solution releases to meet recovery point and time.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.4. CONFIGURATION MANAGEMENT

The Configuration Management Function is responsible for maintaining and managing the mechanisms that ensure that the CWS/Web Solution Service and Support functions have sufficient current, historical and accurate information necessary to rebuild any component to its production state. This function ensures the information is collected and maintained. Configuration Management is also pivotal to the Change Management Function for impact analysis and testing configuration changes impact on the production environment.

The Configuration Management process provides a mapping of the CWS/Web Solution by identifying, controlling, maintaining and verifying the versions of configuration items in existence. Configuration Management maintains a Configuration Management Database (CMDB) of all the information about all CWS/Web Solution environments and the configuration items that comprise each individual environment. The CMDB contains detailed information about a configuration item that allows:

- The configuration item to be rebuilt from scratch, in the case of a component failure
- Enables assessments about how requested changes will impact the intended purpose of that configuration item in relationship to the services to which that component is a part
- Tracked through the change process lifecycle (status accounting)

Configuration Management coordinates with each line of business to ensure that the CMDB always reflects the production environments that the IT organization supports.

A Configuration Management Database requires the use of support tools including a database structure to serve as the central control repository. The Configuration Management Database is a repository of data regarding configuration items and their relationships. Physical and electronic libraries are needed along with the Configuration Management Database to hold definitive copies of software and documentation. A few examples of its potential use are to track:

- Release contents, including component configuration items and their version numbers
- Component configuration items and their version numbers in the test and live environments
- Configuration items affected by a scheduled (authorized) change
- All Requests for Change relating to one particular configuration item
- Configuration items purchased from a particular supplier within a specific period
- Configuration item history
- Equipment and software at a given location (for example to assist in an audit)
- Configuration items that are scheduled to be upgraded, replaced or decommissioned
- Changes and problem records associated with a configuration item
- The relationships between all system components and their lifecycle status which includes incidents, problems, known errors, changes, and releases.

The Configuration Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Configuration Management Function
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements
- Proposal Development Function for determining risks and impacts of a change on all configuration items
- Release Management Function for updating the configuration management database
- Service Desk, Incident Management and Problem Management Functions to provide disruption history about configuration items that are experiencing or have experienced degraded performance
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Release Management, Change Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-54 Configuration Management Requirements lists the requirements for the Configuration Management solution to be delivered by the Contractor.

Table VI-54 Configuration Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1999	The Contractor shall develop and submit a Hardware and Software Configuration Report SS024 on hardware and software baselines, configurations and relationships in accordance with the accepted Configuration Management Plan	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	PM016.		
4004	The Contractor shall verify and audit the physical existence of all CWS/Web Solution configuration items under the control of the CWS/Web Division Office and check that they are correctly recorded in the configuration management database.	Yes ☐ No ☐	Vol: Section: Page#:
4005	The Contractor shall select, identify and document the configuration information for all of the infrastructures configuration items, including their 'owner', their interrelationships and configuration documentation, allocating identifiers and version numbers for CI's, labeling each item, and entering it on the configuration management database.	Yes ☐ No ☐	Vol: Section: Page#:
4006	The Contractor shall store and manage COTS software and licenses as configuration items according to the approved Configuration Management Plan PM016.	Yes ☐ No ☐	Vol: Section: Page#:
4007	The Contractor shall provide to the CWS/Web Division Office the configuration documentation for any CWS/Web solution environments located in a State facility and place that information in the configuration management database.	Yes ☐ No ☐	Vol: Section: Page#:
4008	The Contractor shall design, build, implement and maintain all version control methods and tools used to control configuration items as a result of maintenance activities.	Yes ☐ No ☐	Vol: Section: Page#:
4009	The Contractor shall provide and maintain a reporting mechanism for all current and historical data concerned with each configuration item throughout its life cycle. This enables Changes to configurations items and their records to be traceable, e.g., tracking the status of a configuration item as it changes from	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	one state to another (e.g., 'under development,' 'being tested,' 'live,' or 'withdrawn').		
4010	The Contractor shall provide and maintain an automated configuration management database for the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4012	The Contractor shall establish and maintain configuration item input templates.	Yes ☐ No ☐	Vol: Section: Page#:
4013	The Contractor shall design, build, implement and maintain all Configuration Management Products and Materials in conformance with ITIL best practice frameworks.	Yes ☐ No ☐	Vol: Section: Page#:
4014	The Contractor shall design, build, implement and maintain the Configuration Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4191	The Contractor shall include in the Function Delivery Plan SS003 for the Configuration Management Function the following additional detail that explains how the Configuration Management Function will work closely with the: • Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Configuration Management Function. • Proposal Development Function for determining risks and impacts of a change on all configuration items. • Release Management Function for updating the configuration management database.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Service Desk, Incident Management and Problem Management Functions to provide disruption history about configuration items that are experiencing or have experienced degraded performance. • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders. • Release Management, Change Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4192	The Contractor's supplied Configuration Management Function solution shall integrate with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Configuration Management function.	Yes ☐ No ☐	Vol: Section: Page#:
4193	The Contractor's supplied Configuration		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Proposal Development Function for determining risks and impacts of a change on all configuration items.	Yes ☐ No ☐	Section: Page#:
4194	The Contractor's supplied Configuration Management Function solution shall integrate with the Release Management Function for updating the configuration management database.	Yes ☐ No ☐	Vol: Section: Page#:
4195	The Contractor's supplied Configuration Management Function solution shall integrate with the Service Desk, Incident Management and Problem Management Functions to provide disruption history about configuration items that are experiencing or have experienced degraded performance.	Yes ☐ No ☐	Vol: Section: Page#:
4196	The Contractor's supplied Configuration Management function solution shall integrate with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4197	The Contractor's supplied Configuration Management Function solution shall integrate with the Release Management, Change Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4198	The Contractor's supplied Configuration		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Section: Page#:
4377	The Contractor's supplied Configuration Management Function solution shall integrate with the Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.5. CUSTOMER TRAINING

The Customer Training Function is responsible for maintaining and managing the mechanisms to deliver training to CWS Solution stakeholders. Additionally, this function is responsible for ensuring that all training materials and media are maintained and enhanced to reflect the current and/or planned CWS/Web Solution production environment.

Typical duties of the Customer Training Function are:

- Maintenance of training materials to reflect the CWS/Web production environment
- Updating and/or creating training materials to reflect the changes being introduced into the CWS/Web production environment
- Tracking and reporting of User training metrics
- Providing User training on CWS/Web Solution functionality
- Maintaining and enhancing CWS/Web Solution training tools
- Supporting the usability of CWS/Web Solution training environment in support of providing User training sessions

The Customer Training Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Training Function

- Application Maintenance & Support Function to maintain and enhance automated training tools
- Change Management and Release Management Functions to ensure all training materials are updated to reflect the change being developed so training can be provided in advance of the change being implemented into production
- Communications Function to announce training events
- Customer Relationship Management Function to provide stakeholders with details about training events and secure feedback on training performance for process improvement
- Service Desk, Incident Management and Problem Management Functions to identify patterns of calls that might be eliminated if additional training was provided or training updated to address the problem areas in greater depth
- Servers (Hosting) & Storage, Information Management and Operations Functions to prepare the CWS/Web Solution training environment to be used during training events
- Technical Writing Function to assist in the finalization of written training materials

Table VI-55 Customer Training Requirements lists the requirements for the Customer Training solution to be delivered by the Contractor.

Table VI-55 Customer Training Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2006	The Contractor shall collaborate with the CWS Division Office and the training vendor to describe the methodology and approach for training Service Desk staff and End Users on changes included in each release.	Yes ☐ No ☐	Vol: Section: Page#:
2020	The Contractor shall collaborate with the CWS Division Office and the training vendor to provide ongoing training (e.g., training on new functionality, retraining, training new managers, etc.) for State and county staff as required.	Yes ☐ No ☐	Vol: Section: Page#:
4015	The Contractor shall design, build, implement and maintain the Customer Training Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Requirements.		
4016	The Contractor shall collaborate with the CWS Division Office and the training vendor to design, build, implement and maintain a CWS/Web Customer Training Function solution that addresses the maintenance and upkeep of all CWS/Web Solution training materials.	Yes ☐ No ☐	Vol: Section: Page#:
4017	The Contractor shall collaborate with the CWS Division Office and the training vendor to design, build, implement and maintain a CWS/Web Customer Training Function solution that addresses the maintenance and upkeep of training metrics.	Yes ☐ No ☐	Vol: Section: Page#:
4018	The Contractor shall collaborate with the CWS Division Office and the training vendor to design, build, implement and maintain a CWS/Web Customer Training Function solution that addresses the maintenance and upkeep of CWS/Web solution training tools.	Yes ☐ No ☐	Vol: Section: Page#:
4019	The Contractor shall design, build, implement and maintain a CWS/Web Customer Training Function solution that addresses the maintenance and upkeep of the training environment from a training class provision perspective.	Yes ☐ No ☐	Vol: Section: Page#:
4136	The Contractor shall include in the Function Delivery Plan SS003 for the Customer Training Function the following additional detail that explains how the Customer Training Function will work closely with the: 1. Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Training Function. 2. Application Maintenance & Support Function to maintain and enhance automated training tools.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	3. Change Management and Release Management Functions to ensure all training materials are updated to reflect the change being developed so training can be provided in advance of the change being implemented into production. 4. Communications Function to announce training events. 5. Customer Relationship Management Function to provide stakeholders with details about training events and secure feedback on training performance for process improvement. 6. Service Desk, Incident Management and Problem Management Functions to identify patterns of calls that might be eliminated if additional training was provided or training updated to address the problem areas in greater depth. 7. Servers (Hosting) & Storage, Information Management and Operations Functions to prepare the CWS/Web Solution training environment to be used during training events. 8. Technical Writing Function to assist in the finalization of written training materials.		
4137	The Contractor's supplied Customer Training Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Training Function.	Yes ☐ No ☐	Vol: Section: Page#:
4138	The Contractor's supplied Customer Training Function solution shall integrate with the Application Maintenance & Support Function to maintain and enhance automated training tools.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4139	The Contractor's supplied Customer Training Function solution shall integrate with the Change Management and Release Management Functions to ensure all training materials are updated to reflect the change being developed so training can be provided in advance of the change being implemented into production.	Yes ☐ No ☐	Vol: Section: Page#:
4140	The Contractor's supplied Customer Training Function solution shall integrate with the Communications function to announce training events.	Yes ☐ No ☐	Vol: Section: Page#:
4141	The Contractor's supplied Customer Training Function solution shall integrate with the Customer Relationship Management Function to provide stakeholders with details about training events and secure feedback on training performance for process improvement.	Yes ☐ No ☐	Vol: Section: Page#:
4142	The Contractor's supplied Customer Training Function solution shall integrate with the Service Desk, Incident Management and Problem Management Functions to identify patterns of calls that might be eliminated if additional training was provided or training updated to address the problem areas in greater depth.	Yes ☐ No ☐	Vol: Section: Page#:
4143	The Contractor's supplied Customer Training Function solution shall integrate with the Servers (Hosting) & Storage, Information Management and Operations Functions to prepare the CWS/Web Solution training environment to be used during training events.	Yes ☐ No ☐	Vol: Section: Page#:
4144	The Contractor's supplied Customer Training Function solution shall integrate with the Technical Writing Function to assist in the finalization of written training materials.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.6. FACILITIES MANAGEMENT

Facilities Management ensures that the facilities housing CWS/Web Solution information technology infrastructure are designed, maintained and supported from a security, electrical, and HVAC perspective to support availability and service continuity requirements.

The State envisions that while a majority of the CWS/Web Solution information technology infrastructure will be housed at OTech that the development environment will be housed at an OSI facility. OSI will be responsible for all tenant improvements necessary to house the development environment. To enable the State to be ready to house the development environment and avoid any schedule delays the State is requesting that the Bidder provide a draft of the environment needs for the development environment in their Final Proposal, so OSI can have the required tenant improvements completed upon award of the contract.

The Facilities Management Function will coordinate the installation of the required HVAC and electrical environment at the OSI provided facility to accommodate the installation of the CWS/Web Solution development environment based on the specifications received in the Bidder's proposal to the State.

Table VI-56 Facilities Management Requirements lists the requirements for the Facilities Management solution to be delivered by the Bidder and Contractor.

Table VI-56 Facilities Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4223	The Contractor shall within 10 days of Contract award submit the final detailed environmental specifications (HVAC, electrical, floor space) associated with their proposed development environment.	Yes ☐ No ☐	Vol: Section: Page#:
4224	The Contractor shall include in its development environment all racks and housing apparatus that incorporate security features that limit physical access to the development environment to authorized personnel only.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.7. INCIDENT MANAGEMENT

The Incident Management Function is responsible for maintaining and managing the mechanisms utilized to ensure that unexpected CWS/Web Solution production events are identified, tracked and resolved in a timely manner and communicated to the CWS/Web Solution stakeholders.

The Service Desk Function and the Incident Management Function are tightly coupled. The Service Desk Function acts as the central point of coordination where unexpected CWS/Web Solution production events are recorded, initially classified and diagnosed, and resolved (if possible). For unexpected CWS/Web Solution production events that require escalation to bring resolution to the event, the Service Desk Function invokes the Incident Management Function. The Incident Management Function keeps the Service Desk Function apprised of resolution activities throughout the duration of the unexpected CWS/Web Solution production event to facilitate communication to impacted CWS/Web Solution stakeholders.

The relationship between incidents, problems and known errors should be understood:

- Incidents are the result of any deviation from the standard operation of a service that causes, or may cause, an interruption to, or a reduction in the quality of CWS/Web Solution functionality.
- When the underlying cause of the incident is not identifiable, and the incident reoccurs or is reproducible, then it may be appropriate to initiate a problem record. A problem is indicative of an unknown error within the CWS/Web Solution.
- A known error is a problem that has been successfully diagnosed and for which a temporary work-around or a permanent alternative is identified. During the incident resolution process, the incident is matched against the known error database to enable the deployment of a work-around that allows the impacted CWS/Web Solution stakeholder to resume conducting their responsibilities.

Typical duties of the Incident Management Function are:

- Incident collaboration to develop and maintain channels with appropriate 3rd parties in order to efficiently communicate incident and problem information, stakeholder communication, and incident resolution information
- Incident management planning to maintain and enhance processes, plans, systems and procedures to track, monitor, and resolve service desk incidents
- Incident reporting which includes the systems, reports and procedures used to report help desk tickets, associated analyses, resolutions, and related statistics
- Incident response which involves responding to calls regarding unplanned disruptions in the CWS/Web Solution by tracking, evaluating, categorizing, escalating, reporting, and monitoring service tickets and taking appropriate action according to Incident Management plans.

- Incident tracking which involves appropriately documenting and monitoring CWS/Web Solution interruptions in the incident tracking system

The Incident Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Incident Management Function
- Personal Device Support Function for training and materials on how to provide resolution to stakeholder calls to the Service Desk related to personal device (i.e., PDA, laptops, scanners) issues
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions for severity level 1 and 2 escalation to resolve an incident and restore service to the impacted stakeholder(s)
- Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment
- Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management
- Problem Management Function to ensure Incident Management processes result the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented
- Service Desk Function as it is the agent by which the Incident Management Function is typically performed
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-57 Incident Management Requirements lists the requirements for the Incident Management solution to be delivered by the Contractor.

Table VI-57 Incident Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1864	The Contractor shall restore any lost or		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	corrupted data within 6 hours of identification of the data being lost or corrupted.	Yes ☐ No ☐	Section: Page#:
1873	The Contractor shall develop, submit and maintain upon completion of any maintenance call deliver a Maintenance Activity Report SS015 (as agreed with the approval and acceptance of the Function Delivery Plan SS003 for the Incident Management Function) to the CWS/Web Division Office within 24 hours, which shall include, at a minimum, the following: • Date and time notified • Date and time of arrival. • If hardware, type and serial number(s) of machine(s) • If software, module or component name of the affected software code. • Time spent for repair • List of parts replaced and/or actions taken. • Description of malfunction or defect.	Yes ☐ No ☐	Vol: Section: Page#:
1876	The Contractor shall furnish a Maintenance Activity Report SS015 in accordance with its product definition to the State within five (5) working days of an unscheduled maintenance activity of the CWS/Web System that includes: • Description of the root cause, analysis and reason for maintenance activity. • Detailed description of the steps to be taken to avoid future reoccurrence.	Yes ☐ No ☐	Vol: Section: Page#:
1974	The Contractor shall provide ongoing management, escalation, resolution, root cause analysis, and reporting of CWS/Web Application Solution incidents in all OTech housed	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	CWS/Web Application Solution environments.		
2038	The Contractor shall include in its Service and Support Service Desk solution the procedures and software tools to maintain and utilize a Known Error database for use by Service Desk personnel to facilitate first call resolution.	Yes ☐ No ☐	Vol: Section: Page#:
2043	The Contractor shall ensure in its Service and Support Service Desk solution that responses to Service Requests are based on priority and impact rather than the method used to notify the Service Desk (e.g., telephone, e-mail, fax, direct input to Service Request system by end-users).	Yes ☐ No ☐	Vol: Section: Page#:
2045	The Contractor shall include in its Service and Support Service Desk solution the procedures for interacting with local county help desks and OTech Service Desk for incident management, problem resolution and reporting.	Yes ☐ No ☐	Vol: Section: Page#:
2052	The Contractor shall include in its Service and Support Service Desk solution procedures resolving incidents related to external partner/system interfaces.	Yes ☐ No ☐	Vol: Section: Page#:
3644	The Contractor shall provide ongoing management, escalation, resolution, root cause analysis, and reporting of CWS/Web Solution problems in the CWS/Web Solution development environment.	Yes ☐ No ☐	Vol: Section: Page#:
3647	The Contractor shall provide end-user or manager online/portal access to Incident reports.	Yes ☐ No ☐	Vol: Section: Page#:
4020	The Contractor shall design, build, implement and maintain procedures with interface partners for handling	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	incidents and problems.		Page#:
4021	The Contractor shall work with OTech to support analysis and remediation as a result of network security breaches related to the CWS/Web System.	Yes ☐ No ☐	Vol: Section: Page#:
4022	The Contractor shall design, build, implement and maintain ongoing management, escalation, resolution, root cause analysis, and reporting of application problems.	Yes ☐ No ☐	Vol: Section: Page#:
4023	The Contractor shall design, build, implement and maintain escalation contact list(s) for Contractor contacts (including Third Parties such as vendors and service providers).	Yes ☐ No ☐	Vol: Section: Page#:
4024	The Contractor shall provide automated monitoring of network and system services, accessibility and transaction volumes in real time and immediately alert the Service Desk and CWS/Web Division Office of any network and/or system problems.	Yes ☐ No ☐	Vol: Section: Page#:
4025	The Contractor shall design, build, implement and maintain procedures and software tools to receive, log, manage, escalate, and resolve incidents and problems identified by CWS/Web System users, supporting both County and OTech issue identification and resolution activities related to the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4026	The Contractor shall design, build, implement and maintain procedures for interacting with local county's individual IT Service Desks for incident management, problem resolution and reporting.	Yes ☐ No ☐	Vol: Section: Page#:
4027	The Contractor shall answer and respond to calls from internal and external CWS/Web Solution	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	stakeholders regarding unplanned disruptions to the CWS/Web Solution.		Page#:
4028	The Contractor shall manage the resolution of incidents at the lowest level possible, using qualified staff as appropriate, to facilitate first call resolution.	Yes ☐ No ☐	Vol: Section: Page#:
4029	The Contractor shall interpret incident information and create work orders for service and support functions or service delivery partnerships to resolve incidents.	Yes ☐ No ☐	Vol: Section: Page#:
4030	The Contractor shall follow-up with CWS/Web Solution stakeholders to ensure incident was resolved satisfactorily.	Yes ☐ No ☐	Vol: Section: Page#:
4031	The Contractor shall ensure that incidents are communicated appropriately to impacted CWS/Web Solution stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4032	The Contractor shall identify, escalate (e.g., severity level 2 and severity level 3 escalation), manage Incident Resolution and close incidents service requests including those escalated to third party service delivery partnerships.	Yes ☐ No ☐	Vol: Section: Page#:
4034	The Contractor shall install and manage a single Incident, Problem and Defect Integrated Tracking System TM032 that the Contractor and the CWS/Web Division Office shall use collaboratively for the tracking of system defects, security, and system issues.	Yes ☐ No ☐	Vol: Section: Page#:
4035	The Contractor shall allow the CWS/Web Division Office access to the entire Incident, Problem and Defect Integrated Tracking System TM032 used by the Contractor.	Yes ☐ No ☐	Vol: Section: Page#:
4036	The Contractor shall provide to the		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	State all Incident, Problem and Defect Integrated Tracking System TM032 content from in an agreed upon format within 30 calendar days of completion of the contract.	Yes ☐ No ☐	Section: Page#:
4037	The Contractor shall maintain information on incidents and problems or events, including but not limited to, description, start and end dates/times, actual or potential cause(s), corrective action taken, and future action required in an automated incident management tool.	Yes ☐ No ☐	Vol: Section: Page#:
4038	The Contractor shall design, build, implement and maintain all Incident Management Products and Materials in conformance with ITIL best practice frameworks.	Yes ☐ No ☐	Vol: Section: Page#:
4039	The Contractor shall design, build, implement and maintain the Incident Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4041	The Contractor shall develop, submit and maintain a Service Partner Performance Agreement SS017 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4042	The Contractor shall develop and maintain an Incident Resolution solution that is based on the severity definitions described in requirements 4043, 4044, and 4045.	Yes ☐ No ☐	Vol: Section: Page#:
4043	The Contractor shall resolve Severity Level One Outages (defined as a complete or severe loss of service in at least one critical business function, the system business operations cannot reasonably continue or can continue only in a restricted fashion, and service	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	delivery to Users is disrupted) within 8 hours of initial call being received. The Contractor shall manage Severity Level One Outages as follows: • Initial call – incident/problem reported and ticket issued: Ticket issued by Contractor either by notification from OSI, or upon receipt of automated alarm/error notification at Contractor's operations center. The clock starts with initial call. • 30 minutes from initial call/contact – remote diagnostics initiated: Qualified technician assigned for remote diagnosis. Notify OSI to advise on the status. • 2 hours from initial call/contact – onsite response: If the incident cannot be resolved remotely, technician arrives on site and informs State staff of their arrival. • 4 hours from initial call/contact – resolution plan determined: Diagnosis, resolution plan, and estimated fix time given. Contractor initiates a conference call with the OSI Project Manager or designee on an hourly basis. • 6 hours from initial call/contact – component and/or technical augmentation. Required component(s) shipped in most expedient way and/or additional technical support called in. Contractor initiates conference call to OSI Project Manager. The Project Manager is informed hourly of status. • 8 hours from initial call/contact – problem resolved – the Project Manager is informed hourly of status. Contractor initiates conference call(s) per mutual agreement with OSI.		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4044	The Contractor shall resolve Severity Level Two Outages (defined as a minor loss of service meaning the impact is an inconvenience and critical business functions are not significantly impaired and the system business operations can continue with minimal disruption to Users.) within 48 hours of initial call being received. The Contractor shall manage Severity Level Two Outages as follows: • Initial call/contact - problem reported and ticket issued: Ticket issued by Contractor either by from user, county service desk, OSI, or upon receipt of automated alarm/error notification at Contractor's Operations Center. • 2 hours from initial call/contact - technician assigned: Qualified technician assigned for remote diagnosis. Notify OSI Project Manager to advise on status. • 8 hours from initial call/contact - onsite response: If the problem is not resolved remotely, technician arrives on site and informs State staff of their arrival. • 12 hours from initial call/contact - resolution plan determined: Diagnosis, resolution plan, and estimated fix time given. Contractor initiates conference call with the OSI Project Manager or designee each business day. • 16 hours from initial call/contact - component and/or technical augmentation: Required component(s) shipped in most expedient way and/or additional technical support called in. Contractor initiates conference call with Project Manager each day on status.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• 48 hours from initial call/contact - problem resolved: The Project Manager must be informed each business day of status. Contractor initiates conference call(s) per mutual agreement with OSI.		
4045	The Contractor shall resolve Severity Level Three Outages (defined as a deviation from the standard of performance that causes no loss of service. This may be a minor error, incorrect behavior, or a documentation error that does not impede the operation of a system or effect the system business operations and has minimal impact on Users) within 80 business hours of initial call being received. The Contractor shall manage Severity Level Three Outages as follows: • Initial call/contact - problem reported and ticket issued: Ticket issued by Contractor either by notification from user, county service desk, CWS/Web Division Office Manager, or upon receipt of automated alarm/error notification at Contractor Operations Center. • 8 hours from initial call/contact - Contractor assigns staff: Contractor assigns qualified technician(s) to begin resolution and notifies CWS/Web Division Office Manager to advise on status. • 16 hours from initial call/contact - Contractor contacts OSI: Call made to OSI Project Manager to advise on status; If incident cannot be resolved remotely, technician arrives on site and informs State staff of their arrival. • 36 hours from initial call/contact - resolution plan determined: Diagnosis, resolution plan, and	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	estimated fix time given. The Project Manager informed of status. • 52 hours from initial call/contact – component and/or technical augmentation. Required component(s) shipped in most expedient way and/or additional technical support called in. • 80 hours from the initial call/contact - problem resolved: Work shall be continuous without interruption until problem is resolved. The Project Manager must be informed each business day of status.		
4046	The Contractor shall provide an integrated Service Desk (manage, coordinate, and follow through to resolution with OTech and the Counties in performing their activities) that will be structured and maintained to consistently meet or exceed the following performance levels: • Service Desk Call Answer - 90% of calls will be answered in less than 60 seconds by live person. • First Call Resolution Rate - 70% of calls are resolved at “First Call” point, excluding scheduled outages for maintenance and support. • Incident Closure Notice (via e-mail) - 95% of all incidents have closure notices sent within 30 minutes of closure. • No Service Desk Lines Available - Zero occurrences.	Yes ☐ No ☐	Vol: Section: Page#:
4047	The Contractor shall coordinate with OTech and Counties to build, implement and maintain a solution to resolve network outages (includes response to and resolution of network availability problems that result from disruption or	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response

	degradation of WAN, MAN, VPN, data center or other data networks that support the system) that will be structured and delivered to consistently meet or exceed the following performance levels:
	• Response
	  • Severity Level 1: 95% within 30 minutes
	  • Severity Level 2: 95% within 1 hour
	  • Severity Level 3: 95% within 2 hours
	• Resolution
	  • Severity Level 1: 90% within 4 hours
	  • Severity Level 2: 90% within 8 hours
	  • Severity Level 3: 85% within 24 hours		

4048	The Contractor shall build, implement, and maintain a Corrective Application Maintenance solution that will be structured and delivered to consistently meet or exceed the following performance levels: • Severity Level 1: 90% within 6 hours • Severity Level 2: 90% within 16 hours • Severity Level 3: 90% within 40 hours	Yes ☐ No ☐	Vol: Section: Page#:
4049	The Contractor shall develop and submit an Incident Management Performance Report SS014 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4234	The Contractor shall include in the Function Delivery Plan SS003 for the Incident Management Function the	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	following additional detail that explains how the Incident Management Function will work closely with the: 1. Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Incident Management Function. 2. Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions for severity level 2 and 3 escalation to resolve an incident and restore service to the impacted stakeholder(s). 3. Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment. 4. Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management. 5. Problem Management Function to ensure Incident Management processes result the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented. 6. Service Desk Function as it is the agent by which the Incident Management Function is typically performed. 7. Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4235	The Contractor's supplied Incident Management Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Incident Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4236	The Contractor's supplied Incident Management Function solution shall integrate with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions for severity level 2 and 3 escalation to resolve an incident and restore service to the impacted stakeholder(s).	Yes ☐ No ☐	Vol: Section: Page#:
4237	The Contractor's supplied Incident Management Function solution shall integrate with the Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment.	Yes ☐ No ☐	Vol: Section: Page#:
4238	The Contractor's supplied Incident Management Function solution shall integrate with the Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management.	Yes ☐ No ☐	Vol: Section: Page#:
4239	The Contractor's supplied Incident Management Function solution shall integrate with the Problem Management Function to ensure Incident Management processes result in the necessary detail being placed in the incident tracking system to allow the identification of trends so that	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	permanent fix remedies can be identified and implemented.		
4240	The Contractor's supplied Incident Management Function solution shall integrate with the Service Desk Function as it is the agent by which the Incident Management Function is typically performed.	Yes ☐ No ☐	Vol: Section: Page#:
4241	The Contractor's supplied Incident Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4378	The Contractor's supplied Incident Management Function solution shall integrate with the Personal Device Support Function for training and materials on how to provide resolution to stakeholder calls to the Service Desk related to personal device (e.g., PDA, laptops, scanners) issues.	Yes ☐ No ☐	Vol: Section: Page#:
4705	The Contractor staff shall have experience in managing an Incident Management Function in a production environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.8. NETWORK (CONNECTIVITY)

The Network (Connectivity) Function is responsible for maintaining and managing the mechanisms that provide secure network connectivity to the CWS/Web Solution, as well as supporting voice solutions utilized in the CWS/Web Solution.

Typical duties of the Network (Connectivity) Function are:

- Monitoring and maintaining formal agreement based working relationships with the CWS/Web Solution data network partners (OTech, Counties, federal agencies) to ensure the capacity needed to support CWS/Web Solution data related transmissions (i.e., transactional, images, reports)

- Monitoring, maintaining, enhancing and managing the interactive voice response solution that will be used by the Service Desk Function to ensure capacity is adequate for callers to never receive a busy signal
- Ensuring the network security requirements are monitored and maintained
- Monitoring, maintaining, enhancing and managing the data network for those environments that the CWS/Web Solution is solely responsible for (i.e., the development environment), which might include such activities as:
    - Providing internal, external, and neutral zone network support
    - Providing router, switch, and other network equipment administration and support
    - Providing port/interface management support
    - Providing network circuit monitoring and support
    - Providing wireless network support
    - Providing Remote Access Server (RAS) appliance administration and support
- Providing incident resolution support for CWS/Web Solution data and voice network environments
- Providing periodic performance reports to the CWS/Web Division Office in regards to such areas as transactional volumes, capacity thresholds versus usage, call patterns, and costs

The Network (Connectivity) Function works closely with the:

- Application Maintenance & Support Function for any data transmission changes necessary to support the application changes being developed and deployed
- Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution network environment
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches
- Customer Training Function to provide access to the training environment
- Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment
- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for information related to the network environment configurations under the direct control of the Contractor or CWS/Web Division Office
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office

in support of other stakeholder requests (such as the need to assess legislative or regulation changes)

- Information Management Function to ensure the network has the capacity to support current and future data mart and data warehouse queries
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution
- Solution Architecture Function to ensure the network layer remains in conformance and compliance with the overall CWS/Web Solution Architecture
- Operations Function to plan for and assist in the recovery of data after a failure
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Network (Connectivity) Function
- Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Network (Connectivity) Function
- Personal Device Support Function to develop and publish CWS/Web Solution policies in regards to personal device security, configuration and currency requirements
- Service Continuity Management Function to ensure that connectivity can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution network components
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements
- Capacity Management Function to ensure changes are designed, built, implemented and maintained to meet CWS/Web capacity and performance requirements
- Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders

- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Security Function to identify and implement any security changes necessary to support the network changes being developed and deployed

Table VI-58 Network (Connectivity) Requirements lists the requirements for the Network (Connectivity) solution to be delivered by the Contractor.

Table VI-58 Network (Connectivity) Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1886	The Contractor shall perform system integration and coordination responsibilities with OTech for OTech network connectivity hardware and software installation, upgrade, and maintenance activities associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
1889	The Contractor shall provide monthly reporting on network utilization and capacity, network traffic patterns, network availability, and any plans for network changes to the State to demonstrate that the network continues and will continue meeting CWS/Web System user demand and performance requirements.	Yes ☐ No ☐	Vol: Section: Page#:
1946	The Contractor shall coordinate with OTech any changes to network or OTech -managed components, or any other components that might have an impact on the performance of OTech managed components or services.	Yes ☐ No ☐	Vol: Section: Page#:
3641	The Contractor shall be responsible for network upgrades as required to meet service level requirements of the Development Environment associated with the CWS/Web Solution with oversight being provided by the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	CWS/Web Division Office.		
3649	The Contractor shall perform system integration and coordination responsibilities for the Development Environment network connectivity hardware and software installation, upgrade, and maintenance activities associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
4051	The Contractor shall design, build, implement and maintain the Network (Connectivity) Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4052	The Contractor shall monitor and maintain formal Agreement based working relationships with the CWS/Web data network partners (OTecj, Counties, governmental agencies) to ensure the capacity needed to support CWS/Web Solution network related transmissions (i.e. transactional, images, video, reports, etc.) used in the delivery of CWS/Web and SAWS Solutions is delivered.	Yes ☐ No ☐	Vol: Section: Page#:
4053	The Contractor shall monitor, maintain, enhance and manage the Automated Voice Response solution voice network that will be used in the delivery of CWS/Web Solution Service Desk to ensure capacity is adequate for callers to never receive a busy signal.	Yes ☐ No ☐	Vol: Section: Page#:
4054	The Contractor shall monitor and maintain formal Agreement based working relationships with the CWS/Web network partners (OTech, Counties, governmental agencies, Telco's) to ensure the security and network design requirements in Appendix B - System Requirements are	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	maintained to support CWS/Web Solution network related transmissions (i.e. transactional, images, video, reports, etc.) used in the delivery of CWS/Web and SAWS Solutions is delivered.		
4055	The Contractor shall monitor, maintain, enhance and manage the data network for those environments that it is solely responsible for (i.e. the development server and storage environment) that will be used in the support of CWS/Web Solutions.	Yes ☐ No ☐	Vol: Section: Page#:
4056	The Contractor shall monitor and maintain formal Agreement based working relationships with the CWS/Web Solution network service delivery partnership (OTech, Counties, governmental agencies) to ensure the availability needed to support CWS/Web Solution network related transmissions (e.g. transactions, images, video, reports).	Yes ☐ No ☐	Vol: Section: Page#:
4274	The Contractor shall include in the Function Delivery Plan SS003 for the Network (Connectivity) Function the following additional detail that explains how the Network (Connectivity) Function will work closely with the: 1. Application Maintenance & Support Function for any data transmission changes necessary to support the application changes being developed and deployed. 2. Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution network environment. 3. Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches. 4. Customer Training Function to	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	provide access to the training environment. 5. Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment. 6. Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for information related to the network environment configurations under the control of the Contractor or CWS/Web Division Office. 7. Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes). 8. Information Management Function to ensure the network has the capacity to support current and future data mart and data warehouse queries. 9. Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution. 10. Solution Architecture Function to ensure the network layer remains in conformance and compliance with the overall CWS/Web Solution Architecture. 11. Operations Function to plan for and assist in the recovery of data after a failure. 12. Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Network (Connectivity) Function. 13. Service Desk, Incident and/or Problem Management Functions to		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Network (Connectivity) Function. 14. Service Continuity Management Function to ensure that connectivity can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders.		
4275	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Application Maintenance & Support Function for any data transmission changes necessary to support the application changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:
4276	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution network environment.	Yes ☐ No ☐	Vol: Section: Page#:
4277	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.	Yes ☐ No ☐	Vol: Section: Page#:
4278	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Customer Training Function to provide access to the training environment.	Yes ☐ No ☐	Vol: Section: Page#:
4279	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Project Management	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.		Page#:
4280	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Configuration Management Function to maintain the Definitive Software Library (and any related libraries) for information related to the network environment configurations under the control of the Contractor's supplied or CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
4281	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).	Yes ☐ No ☐	Vol: Section: Page#:
4282	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Information Management Function to ensure the network has the capacity to support current and future data mart and data warehouse queries.	Yes ☐ No ☐	Vol: Section: Page#:
4283	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4284	The Contractor's supplied Network		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	(Connectivity) Function solution shall integrate with the Solution Architecture Function to ensure the network layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.	Yes ☐ No ☐	Section: Page#:
4285	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Operations Function to plan for and assist in the recovery of data after a failure.	Yes ☐ No ☐	Vol: Section: Page#:
4286	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Network (Connectivity) Function.	Yes ☐ No ☐	Vol: Section: Page#:
4287	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Service Desk, Incident and/or Problem Management Functions to provide 2nd and 3rd level support for incidents or problems being assigned to the Network (Connectivity) Function.	Yes ☐ No ☐	Vol: Section: Page#:
4288	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Service Continuity Management Function to ensure that connectivity can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4289	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution network	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	components.		
4290	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4357	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4360	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Capacity Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web capacity and performance requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4361	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Change Management Function Change Management function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4370	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4374	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Security Function to identify and implement any security changes necessary to support the network changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:
4379	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Personal Device Support Function to develop and publish CWS/Web Solution policies in regards to personal device security, configuration and currency requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4706	The Contractor staff shall have experience managing the provision and upkeep of a telecommunications environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4793	The Contractor shall include OTech-supplied data in network performance reports and work collaboratively with OTech to plan network changes and resolve network performance issues.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.9. OPERATIONS

The Operations Function is responsible for maintaining and managing the daily production job processing to:

- Provide CWS/Web Solution stakeholders with the information they need to perform their programmatic responsibilities
- Safeguard data resources
- Ensure CWS/Web Solution availability

The Operations Function provides the daily management and operation to store, secure, and process CWS/Web Solution data to ensure that CWS Program business needs are met. This function is typically staffed to reflect its 24x7 nature.

The Operations Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Operations Function
- Availability Management Function to ensure changes are designed, built, tested, implemented to meet CWS/Web availability requirements
- Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Configuration Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Incident Management and Service Desk Functions for severity level 2 and severity level 3 escalation to resolve an incident and restore service to the impacted stakeholder(s)
- Problem Management Function to do root cause analysis and identify temporary and permanent fixes to known problems
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will facilitate CWS/Web Solution recovery at an alternate site
- Service Desk and Incident Management Functions for escalation of incidents per requirements in the CWS/Web Contract
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Applications Maintenance & Support Function to:
    - Create and maintain production job processing scripts
    - Provide print operations and distribution
    - Schedule and monitor CWS/Web Solution batch or offline processes
- Information Management and Service Continuity Management Functions to:
    - Provide recovery processing
    - Perform data backup
    - Manage off site tape storage and retrieval

- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to:
    - Coordinate production outage resolutions
    - Provide CWS/Web Solution monitoring
    - Provide operational consulting to CWS/Web Solution developers

Table VI-59 Operations Requirements lists the requirements for the Operations solution to be delivered by the Contractor.

Table VI-59 Operations Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1839	The Contractor shall schedule all non-emergency system maintenance that makes the system unavailable to be performed between midnight and 4 AM Pacific Time.	Yes ☐ No ☐	Vol: Section: Page#:
1853	The Contractor shall work collaboratively with OTech to provide an integrated set of maintenance and operations services to CDSS and OSI.	Yes ☐ No ☐	Vol: Section: Page#:
1856	The Contractor shall ensure that all Service and Support activities are successfully executed to meet service levels based on the division of labor as agreed with the approval and acceptance of the Function Delivery Plan SS003 for all the Service and Support functions.	Yes ☐ No ☐	Vol: Section: Page#:
1860	The Contractor shall provide administration of all technology components related to the CWS/Web Application Solution on behalf of the OSI CWS/Web Division Office as agreed with the approval and acceptance of the CWS/Web Solution Management Guide.	Yes ☐ No ☐	Vol: Section: Page#:
1861	The Contractor shall provide routine system upgrades and fixes at no additional cost for those CWS/Web	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Application Solution components under their direct control, for the duration of the contract.		Page#:
1862	The Contractor shall fix problems, optimize and implement changes to the components of the CWS/Web Application Solution directly under its control per the approved Function Delivery Plan SS003 for all Service and Support functions.	Yes ☐ No ☐	Vol: Section: Page#:
1865	The Contractor shall perform all routine scheduled system maintenance during non-business hours when the least usage is expected based on historical patterns.	Yes ☐ No ☐	Vol: Section: Page#:
1867	The Contractor shall perform all non-emergency unscheduled system maintenance that would impact system availability to be performed during non-business hours when the least usage is expected based on historical patterns unless otherwise agreed to by the State.	Yes ☐ No ☐	Vol: Section: Page#:
1868	The Contractor shall implement planned changes to the CWS/Web Application Solution production environment during normal business hours (4 AM to Midnight 7 days a week) only with written approval of the CWS/Web Division Office after the application/system changes that are developed are reviewed and approved by applicable CWS/Web Application Solution change management processes prior to production implementation.	Yes ☐ No ☐	Vol: Section: Page#:
1869	The Contractor shall ensure that performance of remote diagnostics, reviewing log files and conducting troubleshooting procedures during business hours do not impact the performance or availability of the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	system.		
1872	The Contractor shall provide assistance to CWS/Web Application Solution co-deliverers (OTech, Counties, OSI, and other OSI Contractors) to establish and maintain procedures for maintenance of the CWS/Web Application Solution production environment as agreed to with the approval and acceptance the CWS/Web Service and Support Function Delivery Plan SS003 for the Operations Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
1875	The Contractor shall develop, submit and maintain the Preventive Maintenance Schedule SS019 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1880	The Contractor shall proactively perform periodic system operation checks during business hours including but not limited to: • System status to verify the condition of system and subsystem components • System availability and performance	Yes ☐ No ☐	Vol: Section: Page#:
1888	The Contractor shall provide 24 hour, 7 days per week monitoring of application availability and performance (e.g., response time).	Yes ☐ No ☐	Vol: Section: Page#:
1895	The Contractor shall coordinate with OTech to ensure a formally documented backup and recovery solution for all CWS/Web environments nstalled at OTech is implemented and maintained that will be structured and maintained to consistently meet or exceed the following performance levels: • Recovery Point Objective = Zero Data Loss. • 100% Daily incremental backups, stored onsite & offsite.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• 100% Weekly full backups, stored onsite & offsite. • 100% Monthly full backups, stored offsite.		
1900	The Bidder shall ensure database backup activities are performed in accordance with the approved Backup and Recovery Plan SS018.	Yes ☐ No ☐	Vol: Section: Page#:
1906	The Contractor shall implement, maintain and operate all batch-processing that run uninterrupted and on-schedule, except during system failures. If failure occurs, the Contractor shall re-run all batch-processing until it successfully completes.	Yes ☐ No ☐	Vol: Section: Page#:
1909	The Contractor is responsible for managing and conducting successful extracts of data to external stakeholders and counties on a scheduled basis.	Yes ☐ No ☐	Vol: Section: Page#:
1912	The Contractor is responsible to notify the State and counties when there is a batch exception or failure prior to the start of the next business day.	Yes ☐ No ☐	Vol: Section: Page#:
1951	OTech shall be responsible for hosting the CWS/Web System and providing backup and recovery services, but the Contractor is expected to manage and coordinate Backup and Recovery activities with OTech on behalf of CWS/Web Project Office.	Yes ☐ No ☐	Vol: Section: Page#:
1952	The Contractor shall develop, submit and maintain a Backup and Recovery Plan SS018 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1953	The Contractor shall be responsible with		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	OTech for recovering and restoring the application environment from OTech provided back-ups of the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Section: Page#:
1954	The Contractor shall provide the ability for both full and incremental backup.	Yes ☐ No ☐	Vol: Section: Page#:
1955	The Contractor is responsible for testing the backup and recovery solution with OTech for OTech housed components of the CWS/Web Application Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3624	The Contractor shall provide field/technical services bulletins within 72 hours of receipt from OTech, subcontractors, manufacturers and other third parties to the CWS/Web Division Office for the purpose of determining whether any action is required in response to the bulletins.	Yes ☐ No ☐	Vol: Section: Page#:
3625	The Contractor shall provide assistance to CWS/Web Solution co-deliverers (OTech, Counties, CDSS, OSI, and other OSI Contractor's) to fix problems, optimize and implement changes as agreed with the approval and acceptance of the Function Delivery Plan SS003 for all Service and Support functions.	Yes ☐ No ☐	Vol: Section: Page#:
3626	The Contractor shall provide a schedule of all maintenance activities planned for the next calendar month by the 10th working day of the current month to the CWS/Web Division Office for approval and subsequent publication to the Counties.	Yes ☐ No ☐	Vol: Section: Page#:
3627	The Contractor shall be authorized to		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	conduct remote diagnostics, review log files and conduct troubleshooting procedures for components that are under a delivery partner's (OTech, Counties, Interfaces) control as agreed to by that delivery partner with approval and acceptance of their service/operational level agreement unless actions will negatively impact delivery of the CWS/Web Solution for the term of the Contractor's contract.	Yes ☐ No ☐	Section: Page#:
3630	The Contractor shall ensure a backup and recovery solution for the CWS/Web Development Environment is implemented and maintained that will be structured and maintained to consistently meet or exceed the following performance levels: • 100% Daily incremental backups, stored onsite & offsite • 100% Weekly full backups, stored onsite & offsite • 100% Monthly full backups, stored offsite.	Yes ☐ No ☐	Vol: Section: Page#:
3632	The Contractor shall implement, maintain and operate all batch-processing in a manner that: - accomplishes zero data loss consistently; - has no impact to business flow or system performance; - establishes a methodology to coordinate with OTech and counties to ensure that data files are accurately transferred between CWS/Web System and other agency and county systems; monitor batch program performance to ensure execution within allowed batch windows.	Yes ☐ No ☐	Vol: Section: Page#:
3642	The Contractor shall be responsible for recovering and restoring the application environment from Contractor provided back-ups of the Development Environment associated with the CWS/Web Solution with oversight being	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	provided by the CWS/Web Division Office.		
3643	The Contractor is responsible for testing the backup and recovery solution for the Development Environment of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3651	The Contractor shall be responsible for developing and maintaining the procedures and tools for automatic execution of scheduled batch programs.	Yes ☐ No ☐	Vol: Section: Page#:
3715	The Contractor shall coordinate with OTech for the design, build, implement and maintenance of the backup and recovery solution that addresses operational and disaster recovery needs for CWS/Web Solution components housed at OTech.	Yes ☐ No ☐	Vol: Section: Page#:
3716	The Contractor shall design, build, implement and maintain a backup and recovery solution that addresses operational and disaster recovery needs for CWS/Web Solution components under the control of the CWS/Web Division Office or Contractor.	Yes ☐ No ☐	Vol: Section: Page#:
4057	The Contractor shall design, build, implement and maintain all Operations Function Products and Materials in conformance with ISO Standards-OMB Circular A (ISO 27002); IEEE Standards 1219-1998, Annex C 1362-1998, EIA/IEEE J-Std 016-1995, 1490-2003 1058-1998; ITIL V2 or V3; and NIST Standards 800-18.	Yes ☐ No ☐	Vol: Section: Page#:
4058	The Contractor shall design, build, integrate, test, and implement a comprehensive and cohesive Operations Management Service and Support Function that meets the requirements in Appendix B -System Requirements and Section VI - Solution Requirements CWS/Web Service and	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Support Requirements.		
4059	The Contractor is responsible for all aspects of CWS/Web Solution job processing across all CWS/Web environments contained within Section VI - Solution Requirements Servers (Hosting) and Storage Function.	Yes ☐ No ☐	Vol: Section: Page#:
4060	The Contractor is responsible for all aspects of CWS/Web Solution backup/recovery processing across all CWS/Web environments contained within Section VI - Solution Requirements Servers (Hosting) and Storage Function.	Yes ☐ No ☐	Vol: Section: Page#:
4062	The Contractor shall design, build, implement and maintain Preventive Maintenance requirements and planned maintenance schedules for each of the CWS/Web environments contained within Section VI - Solution Requirements Servers (Hosting) and Storage Function.	Yes ☐ No ☐	Vol: Section: Page#:
4063	The Contractor shall monitor and report on all aspects of CWS/Web Solution system performance, availability and capacity across all CWS/Web environments contained within Section VI - Solution Requirements Servers (Hosting) and Storage Function.	Yes ☐ No ☐	Vol: Section: Page#:
4064	The Contractor shall be responsible for 24X7 monitoring of the interfaces and recovery and synchronization in case of failure.	Yes ☐ No ☐	Vol: Section: Page#:
4106	The Contractor shall implement, maintain and operate all batch-processing that run uninterrupted and on-schedule, except during system failures. If failure occurs, the Contractor shall re-run all batch-processing until it successfully completes.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4107	The Contractor shall implement, maintain and operate all batch-processing in a manner that accomplishes zero data loss consistently.	Yes ☐ No ☐	Vol: Section: Page#:

4291	The Contractor shall include in the Function Delivery Plan SS003 for the Operations Function the following additional detail that explains how the Operations Function will work closely with the:
	• Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Operations Function.
	• Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.
	• Applications Maintenance & Support Function to:
	  • Create and maintain production job processing scripts
	  • Provide print operations and distribution
	  • Schedule and monitor CWS/Web Solution batch or offline processes.
	• Information Management and Service Continuity Management Functions to
	  • Provide recovery processing
	  • Perform data backup
	  • Manage off site tape storage and retrieval
	• Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal
		Yes ☐ No ☐	Vol:
			Section:
			Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Device Support and Servers (Hosting) & Storage Functions to • Coordinate production outage resolutions • Provide CWS/Web Solution monitoring. • Provide operational consulting to CWS/Web Solution developers.		
4292	The Contractor's supplied Operations Function solution shall integrate with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Operations Function.	Yes ☐ No ☐	Vol: Section: Page#:
4293	The Contractor's supplied Operations Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4294	The Contractor's supplied Operations Function solution shall integrate with the Applications Maintenance & Support Function to: • Create and maintain production job processing scripts • Provide print operations and distribution • Schedule and monitor CWS/Web Solution batch or offline processes.	Yes ☐ No ☐	Vol: Section: Page#:
4295	The Contractor's supplied Operations Function solution shall integrate with the Information Management and Service Continuity Management Functions to: • Provide recovery processing	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Perform data backup • Manage off site tape storage and retrieval.		
4296	The Contractor's supplied Operations Function solution shall integrate with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to: 1. Coordinate production outage resolutions 2. Provide CWS/Web Solution monitoring	Yes ☐ No ☐	Vol: Section: Page#:
4297	The Contractor's supplied Operations Function solution shall provide operational consulting to CWS/Web Solution developers.	Yes ☐ No ☐	Vol: Section: Page#:
4355	The Contractor's supplied Operations Function solution shall integrate with the Availability Management Function to ensure changes are designed, built, tested, and implemented to meet CWS/Web availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4363	The Contractor's supplied Operations Function solution shall integrate with the Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4365	The Contractor's supplied Operations Function solution shall integrate with the Configuration Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	stakeholders.		
4367	The Contractor's supplied Operations Function solution shall integrate with the Incident Management and Service Desk Functions for severity level 2 and severity level 3 escalation to resolve an incident and restore service to the impacted stakeholder(s).	Yes ☐ No ☐	Vol: Section: Page#:
4368	The Contractor's supplied Operations Function solution shall integrate with the Problem Management Function to do root cause analysis and identify temporary and permanent fixes to known problems.	Yes ☐ No ☐	Vol: Section: Page#:
4372	The Contractor's supplied Operations Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4373	The Contractor's supplied Service Continuity Management Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will facilitate CWS/Web Solution recovery at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4380	The Contractor's supplied Operations Function solution shall integrate with the Service Desk and Incident Management Functions for escalation of incidents per requirements in the CWS/Web Solution contract.	Yes ☐ No ☐	Vol: Section: Page#:
4707	The Contractor staff shall have experience managing the provision and upkeep of a production operations environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4791	The Contractor shall provide the State with a copy of the maintenance schedule at least 30 days in advance of all scheduled maintenance dates for approval.	Yes ☐ No ☐	Vol: Section: Page#:
4794	The Contractor shall maintain awareness, monitoring, and support as needed related to any OTech changes to OTech managed components or services that might impact system operation, performance, or availability.	Yes ☐ No ☐	Vol: Section: Page#:
4810	The Contractor shall be responsible for supporting the proposed solution including those computer operations services that cannot be provided by OTech.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.10. PERSONAL DEVICE SUPPORT

The Personal Device Support Function is responsible for maintaining and managing the mechanisms that enable CWS/Web Solution End User devices (e.g., PDAs, laptops, scanners) to access and use the CWS/Web Solution.

Typical duties of the Personal Device Support Function are:

- Provide stakeholder access device technical support (mobile devices and scanners)
- Provide access administration
- Provide CWS/Web Solution policies and standards for personal device utilization with the CWS/Web Solution
- Track assistance requests for trends and problems to identify potential enhancement requirements to the CWS/Web Solution or stakeholder infrastructure
- Test and make recommendations on suitability of new stakeholder personal devices use with the CWS/Web Solution

The CWS/Web Division Office will have a separate contract with an infrastructure vendor to provide infrastructure support to county stakeholders. The Personal Device Support Function solution will need to account for that relationship.

The Personal Device Support Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Personal Device Support Function
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site
- Service Desk and Incident Management Functions for training and materials on how to provide resolution to stakeholder calls to the Service Desk related to personal device (i.e., PDA, laptops, scanners) issues
- Policy, Security and Network (Connectivity) Functions to develop and publish CWS/Web Solution policies in regards to personal device security, configuration and currency requirements
- Service Continuity Management Function to ensure that the CWS/Web Solution can be recovered at an alternate site and still allow personal device usage by stakeholders to securely access the CWS/Web Solution
- Problem Management Function to analyze assistance requests for trends and problems to identify potential fixes or enhancement requirements to the CWS/Web Solution or stakeholder infrastructure
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements

Table VI-60 Personal Device Support Requirements lists the requirements for the Personal Device Support solution to be delivered by the Contractor.

Table VI-60 Personal Device Support Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3691	The Contractor shall design, build, implement and maintain the Personal Device Support Function as per the final	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.		Page#:
3692	The Contractor shall facilitate establishing, maintaining and delivering the CWS/Web Solution Personal Device Support policies and standards needed to access and use the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3693	The Contractor shall design, build, integrate, test, and implement a Personal Device Support Function solution, as well as the delivery associated with testing and making recommendations regarding proposed mobile devices from the Counties and CWS/Web Solution Users to assess compatibility with the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3694	The Contractor shall design, build, integrate, test, and implement the Personal Device Support Function solution, as well as the delivery associated with testing and making recommendations regarding proposed scanning devices from the Counties and CWS/Web Solution Users to assess compatibility with the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3695	The Contractor shall design, build, integrate, test, and implement the Personal Device Support Function solution, as well as the delivery associated with providing assistance to Counties and CWS/Web Solution Users desiring to use mobile devices or scanning devices to utilize the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3696	The Contractor shall include in the Function Delivery Plan SS003 for the Policy Function the following additional	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	detail: • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Personal Device Support Function. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site • Service Desk and Incident Management Functions for training and materials on how to provide resolution to stakeholder calls to the Service Desk related to personal device (i.e. PDA, laptops, scanners) issues • Policy, Security and Network (Connectivity) Functions to develop and publish CWS/Web Solution policies in regards to personal device security, configuration and currency requirements • Service Continuity Management Function to ensure that the CWS/Web Solution can be recovered at an alternate site and still allow personal device usage by stakeholders to securely access the CWS/Web Solution • Problem Management Function to analyze assistance requests for trends and problems to identify potential fixes or enhancement requirements to the CWS/Web Solution or stakeholder infrastructure • Technical Writing Function to ensure all documentation is created in a common format and level of detail to		Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site • Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements • Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.		
3697	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Personal Device Support Function.	Yes ☐ No ☐	Vol: Section: Page#:
3698	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
3699	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Service Desk and Incident Management Functions for training and materials on how to provide resolution to stakeholder calls to the Service Desk related to personal device	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	(i.e. PDA, laptops, scanners) issues.		
3700	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Policy, Security and Network (Connectivity) Functions to develop and publish CWS/Web Solution policies in regards to personal device security, configuration and currency requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3701	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Service Continuity Management Function to ensure that the CWS/Web Solution can be recovered at an alternate site and still allow personal device usage by stakeholders to securely access the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3702	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Problem Management Function to analyze assistance requests for trends and problems to identify potential fixes or enhancement requirements to the CWS/Web Solution or stakeholder infrastructure.	Yes ☐ No ☐	Vol: Section: Page#:
3703	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
3704	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Personal Device Support Function that works closely with the Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.	Yes ☐ No ☐	Section: Page#:
3705	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4371	The Contractor's supplied Personal Device Support Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.11. PROBLEM MANAGEMENT

The Problem Management Function is responsible for maintaining and managing the mechanisms that enable:

- Trend analysis of disruption events
- Identification of temporary remedies while permanent fixes are put in place by the appropriate function
- Identification of permanent fixes to avoid future disruptions of service
- The Problem Management Function taking responsibility for leading the resolution of a major disruption event.

The Problem Management Function differs from the Incident Management Function in that Problem Management's main goal is the detection of the underlying causes of

an incident and subsequent resolution and prevention versus swift restoration of service.

Typical duties of the Problem Management Function are:

- Reviewing unexpected events identified by the Service Desk and Incident Management Functions to analyze those events for trends to identify permanent fixes that will eliminate those unexpected events in the future.
- Seeking permanent resolutions for structural improvements needed in the CWS/Web Solution to prevent as many future incidents as possible
- Providing the Service Desk and Incident Management Function a knowledge base in the form of an up-to-date known error database to provide for resolutions via identified quick fix and work-around temporary solutions
- Conducting root cause analysis on incident trends and major problems
- Assuming the leadership role to restore CWS/Web Solution availability and usability to stakeholders when a major service disruption event occurs

The Problem Management Function works closely with the:

- Communications Function to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes
- Customer Relationship Management Function to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Problem Management Function
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to do root cause analysis and identify temporary and permanent fixes to known problems
- Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management
- Incident Management Function to ensure Incident Management processes result the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented
- Service Desk Function to establish criteria (i.e., major outage) that would trigger the Problem Management Function to be activated to lead the resolution and

restoration of the CWS/Web Solution rather than utilizing normal escalation processes to address the incident

Table VI-61 Problem Management Requirements lists the requirements for the Problem Management solution to be delivered by the Contractor.

Table VI-61 Problem Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1878	The Contractor shall provide trend reports of CWS/Web system errors to the State on a quarterly basis for the preceding quarter and previous twelve (12) months.	Yes ☐ No ☐	Vol: Section: Page#:
2031	The Contractor shall coordinate with OTech, other CWS/Web Division Office contractors and the counties on the root cause analysis process on recurring incidents and all Severity Level 1 and 2 incidents.	Yes ☐ No ☐	Vol: Section: Page#:
3746	The Contractor shall design, build, integrate, test, and implement a CWS/Web Solution problem management solution in alignment with ITIL frameworks and guidelines.	Yes ☐ No ☐	Vol: Section: Page#:
3747	The Contractor shall design, build, implement and maintain the Problem Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3748	The Contractor shall design, build, integrate, test, and implement a CWS/Web Problem Management Function that addresses the maintenance and upkeep of the requirements needed to support reporting for transactions/records which didn't execute/process.	Yes ☐ No ☐	Vol: Section: Page#:
3749	The Contractor shall design, build, integrate, test, and implement a CWS/Web Problem Management	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Function that addresses the maintenance and upkeep of the problem management requirements needed to support event logging.		Page#:
3750	The Contractor shall include in the Function Delivery Plan SS003 for the Problem Communications Function to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes • Customer Relationship Management Function to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Problem Management Function. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site. • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to do root cause analysis and identify temporary and permanent fixes to known problems. • Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management. • Incident Management Function to ensure Incident Management processes result the necessary	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented. • Service Desk Function to establish criteria (i.e. major outage) that would trigger the Problem Management Function to be activated to lead the resolution and restoration of the CWS/Web Solution rather than utilizing normal escalation processes to address the incident.		
3751	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that works closely with the Communications Function to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes.	Yes ☐ No ☐	Vol: Section: Page#:
3752	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that works closely with the Proposal Development Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy.	Yes ☐ No ☐	Vol: Section: Page#:
3753	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Problem Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
3754	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		Page#:
3755	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that works closely with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to do root cause analysis and identify temporary and permanent fixes to known problems.	Yes ☐ No ☐	Vol: Section: Page#:
3756	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that works closely with the Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management.	Yes ☐ No ☐	Vol: Section: Page#:
3757	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that works closely with the Incident Management Function to ensure Incident Management processes result in the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented.	Yes ☐ No ☐	Vol: Section: Page#:
3758	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	works closely with the Service Desk Function to establish criteria (i.e. major outage) that would trigger the Problem Management Function to be activated to lead the resolution and restoration of the CWS/Web Solution rather than utilizing normal escalation processes to address the incident.		Page#:
4678	The Contractor staff shall have experience performing trend analysis and permanent fix identification on recurring incidences in order to eliminate those unexpected events in the future in a production environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.12. RELEASE MANAGEMENT

The Release Management Function is responsible for maintaining and managing the mechanisms that control how change is introduced into the CWS/Web Solution environments. Release Management is intended to:

- Ensure that only tested and approved changes (e.g., applications, hardware, software, firmware, documents, training) are installed trouble-free and on schedule
- Ensure that a new production baseline is created in the Configuration Management Database to allow recovery to be accomplished in the shortest period possible free of specific staff availability

The Release Management Function works closely with the Change Management and Configuration Management Functions but their purposes differ. The Release Management Function is concerned with implementation of changes into the production environment, whereas the Change Management Function is concerned with preparation of changes for the production environment. Configuration Management is concerned with maintaining and verifying versions of configuration items as a result of changes in the production environment.

Typical duties of the Release Management Function are:

- Determine the most appropriate release approach, depending on the size and nature of the systems, the number and frequency of releases required, and any special needs of the stakeholders

- Determine criteria that trigger the cancellation and removal of a release to the target environment, and detailing the steps essential to cleanly remove all traces of the failed release so that the targeted environment is able to operate exactly the same as it had before the attempted release
- Ensure that stakeholders are fully trained and prepared for change release to the production environment
- Manage the implementation of a change into a production environment in a fully tested and coordinated way, minimizing any defects or outages that may be released into the production environment
- Ensure that the testing done for a proposed change release was conducted (if possible) in a pre-production environment that operates over similar or identical infrastructure as the production environment and was validated with a sampling of CWS/Web stakeholders through the same access devices they would use to access the production environment
- Determine what criteria a change release needs to meet prior to its eligibility for promotion to the production environment
- Maintain the repositories for software, documentation, validation tests and environments essential to the release process
- Ensure notification of the changes to the affected stakeholders
- Release policy and planning
- Sign-off of the release for implementation
- Audits of hardware and software prior to and following the implementation of changes
- Installation of the change into the target environment

The Release Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Release Management Function
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Oversight – Internal Operations Function for authorizing, prioritizing, and scheduling releases to the CWS/Web Solution
- Communications and Customer Relationship Management Functions to communicate the schedule of releases planned for the CWS/Web Solution
- Operations and Service Desk Functions to provide them the schedule of releases planned for the CWS/Web Solution

- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders

Table VI-62 Release Management Requirements lists the requirements for the Release Management solution to be delivered by the Contractor.

Table VI-62 Release Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1990	The Contractor shall use well defined change management processes, including pre-defined migration processes for software releases, operating system upgrades, layered software upgrades, and hardware configuration changes. The Contractor shall describe the approach for managing changes to software, hardware and networks.	Yes ☐ No ☐	Vol: Section: Page#:
2002	The Contractor must participate in verification audit activities prior to transition of a production baseline.	Yes ☐ No ☐	Vol: Section: Page#:
2005	The Contractor shall provide, implement and maintain tools for software distribution and automated testing to validate each release to the different CWS/Web Application Solution environments.	Yes ☐ No ☐	Vol: Section: Page#:
2008	The Contractor shall develop and submit a Production Release Package SS020 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2009	The Contractor shall include the provision of formal written production release notification to the CWS/Web Division Office into their Service and Support Release Management solution.	Yes ☐ No ☐	Vol: Section: Page#:
3759	The Contractor shall design the release and perform tests for accreditation to ensure the change can be pulled out if test results in outages, as well as to ensure that the production baseline can be recreated in case of a failure.	Yes ☐ No ☐	Vol: Section: Page#:
3760	The Contractor shall be responsible for rollback in case of a failed release to production.	Yes ☐ No ☐	Vol: Section: Page#:
3761	The Contractor shall provide, install and configure all required automated tools for testing, data conversion and application development.	Yes ☐ No ☐	Vol: Section: Page#:
3762	The Contractor shall be responsible for establishing the development environment and installing and configuring all tools and utilities necessary for development and staging.	Yes ☐ No ☐	Vol: Section: Page#:
3763	The Contractor shall provide the option to release functionality to the CWS/Web System Training Environment prior to release to the production environment.	Yes ☐ No ☐	Vol: Section: Page#:
3764	The Contractor shall audit the components of the change, both before and after the implementation.	Yes ☐ No ☐	Vol: Section: Page#:
3765	The Contractor shall conduct or oversee the installation or roll-out install or roll out.	Yes ☐ No ☐	Vol: Section: Page#:
3766	The Contractor shall plan the release of		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	a change into the production environment.	Yes ☐ No ☐	Section: Page#:
3767	The Contractor shall plan the rollout, as appropriate if change is to occur incrementally, based on functionality or locale.	Yes ☐ No ☐	Vol: Section: Page#:
3768	The Contractor shall provide a description of approach for production release.	Yes ☐ No ☐	Vol: Section: Page#:
3769	The Contractor shall work with appropriate stakeholders to sign off on the release for implementation.	Yes ☐ No ☐	Vol: Section: Page#:
3770	The Contractor shall use methods, processes and tools including a release readiness review and development of a back-out plan for each change in accordance with the Production Release Package SS020.	Yes ☐ No ☐	Vol: Section: Page#:
3772	The Contractor shall define and maintain all version control methods and tools used to control configuration items as a result of maintenance activities.	Yes ☐ No ☐	Vol: Section: Page#:
3774	The Contractor shall ensure that prospective users are informed and trained prior to the introduction of the change into production.	Yes ☐ No ☐	Vol: Section: Page#:
3775	The Contractor shall provide updated testing tools and test configurations with each release that modifies the existing production environment.	Yes ☐ No ☐	Vol: Section: Page#:
3776	The Contractor shall design, build, integrate, test, and implement the CWS/Web Solution Release	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function in alignment with ITIL frameworks and guidelines.		Page#:
3777	The Contractor shall design, build, implement and maintain the Release Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3778	The Contractor shall include in the Function Delivery Plan SS003 for the Release Management Function the following additional detail: • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Release Management Function • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site • Oversight – Internal Operations Function for authorizing, prioritizing, and scheduling releases to the CWS/Web Solution • Communications and Customer Relationship Management Functions to communicate the schedule of releases planned for the CWS/Web Solution • Operations and Service Desk Functions to provide them the schedule of releases planned for the CWS/Web Solution • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	(Hosting) & Storage Functions to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders • Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders		
3779	The Contractor shall design, build, implement and maintain a CWS/Web Release Management Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Release Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
3780	The Contractor shall design, build, implement and maintain a CWS/Web Release Management Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
3781	The Contractor shall design, build, implement and maintain a CWS/Web Release Management Function that works closely with the Oversight – Internal Operations Function for authorizing, prioritizing, and scheduling releases to the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3782	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Release Management Function that works closely with the Communications and Customer Relationship Management Functions to communicate the schedule of releases planned for the CWS/Web Solution.	Yes ☐ No ☐	Section: Page#:
3783	The Contractor shall design, build, implement and maintain a CWS/Web Release Management Function that works closely with the Operations and Service Desk Functions to provide them the schedule of releases planned for the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3784	The Contractor shall design, build, implement and maintain a CWS/Web Release Management Function that works closely with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
3785	The Contractor shall design, build, implement and maintain a CWS/Web Release Management Function that works closely with the Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4679	The Contractor staff shall have experience in introducing change into a production multi-tiered distributed system environment.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.13. SECURITY

The Security Function is responsible for maintaining and managing the mechanisms that safeguard the CWS/Web Solution information assets housed in its technology environments to ensure data confidentiality, integrity and availability are maintained.

The Security Function addresses:

- All technology based layers of the CWS/Web Solution environment ranging from the stakeholder access devices to the data repositories and all the layers of technology in between
- The people and organizations that participate in the maintenance, support and delivery of the CWS/Web Solution to stakeholders

The CWS/Web Security environment is challenging in that multiple organizational entities will be participating in the delivery of the CWS/Web Solution. This complexity requires a Security Function that can ensure alignment and cooperation between those organizations. The following provides examples of the types of complexity the Security Function solution will have to address:

- Security Administration
    - Providing centralized oversight for the security of the CWS/Web Solution
    - Maintaining distributed delegations and accountabilities for the security components that the various organizational entities involved in maintaining, supporting and enabling the CWS/Web Solution to be available for stakeholder use, for example:
        - OTech
        - Counties
        - CWS County Program Managers
        - CDSS
        - Interfacing California State Departments
        - OSI
        - Other contractors associated with the delivery and support of the CWS/Web Solution
- Connectivity Security
    - Ensuring state level Wide Area Network connectivity is supplied and managed by OTech securely
    - Ensuring county level Wide Area Network connectivity will be supplied and managed by the County securely
    - Ensuring Local Area Network access will be supplied and managed by those entities that own those securely
- End User Devices

- Ensuring fixed location stakeholders are able to access the CWS/Web Solution securely
- Ensuring mobile stakeholders are able to access the CWS/Web Solution via handheld and other portable access devices securely

- Hosting
  - Ensuring OTech will provide the physical and technology oriented security solutions for CWS/Web Solution environments housed at OTech
  - Ensuring the physical and technology oriented security solutions for the CWS/Web Solution development environment are in place and maintained
- Information
  - Ensuring OTech provides full/incremental backup and restore and offsite storage arrangements for all OTech housed CWS/Web Solution data
  - Ensuring that the data encryption implemented for the CWS/Web Solution for data housed at OTech is maintained and enhanced as necessary
  - Ensuring the CWS/Web Solution adheres to requirements that data transmitted or received is transmitted and stored in an encrypted manner that requires authentication and authorization credentials to de-encrypt
- Application
  - Ensuring that the CWS/Web Solution application component continues to provide the following security related functionality:
    - Confidential information delivery between participants (stakeholders, deliverers, etc.)
    - Authentication to services and information (down to the individual Case)
    - Authorization to services and information (down to the individual Case)
    - Electronic Signature capabilities

The Security Function is responsible for ensuring that each organization involved in the maintenance, delivery, support and usage of the CWS/Web Solution provide and maintain:

- The audit solutions needed to support stakeholders needs for access to information
- The authentication solutions needed to support stakeholders needs for access to information

- The authorization solutions needed to support stakeholders needs for access to information
- The electronic signature solutions needed to support the stakeholders needs to electronically sign a variety of documents, reports, and forms
- The external network security solutions
- The solutions that allow the CWS/Web Solution to exchange information with its interfaces, SOA services, shared service provided by its federal, State, and county partners
- The network security solutions that restrict access to the CWS/Web Solution to only authorized stakeholders
- Data protection solutions that guard against data loss and corruption
- Data encryption solutions that protect data at rest, as well as during transmittal
- The mobile device security standards required to permit mobile stakeholders access to the CWS/Web Solution
- The security mechanisms necessary for facilitate system recovery and/or disaster recovery if CWS/Web Solution staff are unavailable

The Security Function works closely with the:

- Application Maintenance & Support Function to identify and implement any security changes necessary to support the application changes being developed and deployed
- Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution security
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches
- Project Management to ensure alignment between those Functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment
- Configuration Management Function to maintain the Definitive Software Library or related Security Function controlled libraries for security related information for the CWS/Web Solution under the direct control of the Contractor or CWS/Web Division Office
- Personal Device Support Function to develop and publish CWS/Web Solution policies in regards to personal device security
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders

- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes)
- Information Management Function to ensure data is secured to ensure confidentiality, integrity and availability
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution
- Solution Architecture Function to ensure the security layer remains in conformance and compliance with the overall CWS/Web Solution Architecture
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Security Function
- Service Desk, Incident and/or Problem Management Functions to provide support for security incidents
- Service Continuity Management Function to ensure that security can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders
- Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements
- Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Servers (Hosting) & Storage Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution server and storage components

Table VI-63 Security Requirements lists the requirements for the Security solution to be delivered by the Contractor.

Table VI-63 Security Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1871	The Contractor shall establish an automated maintenance routine that shall backup the user IDs and password data. The Contractor shall also, as a regular maintenance routine, delete or move to an archive file expired IDs and related data.	Yes ☐ No ☐	Vol: Section: Page#:
1907	The Contractor shall provide security with OTech for OTech housed data warehouses associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office to ensure the security of the data within the warehouse from penetration attempts, vulnerability exposures, or data corruption based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
1924	The Contractor shall ensure that host and server network security are monitored in conjunction with OTech and the counties.	Yes ☐ No ☐	Vol: Section: Page#:
1928	The Contractor shall monitor and take whatever action necessary to preserve the application security and report (within 24 hours) any security incidents, including but not limited to: • Unauthorized Login attempts • Unauthorized access to services applications, network, and data. • Unauthorized review of log files. • Penetration attempts • Vulnerability exposures • Data corruption • Denial of service attacks	Yes ☐ No ☐	Vol: Section: Page#:
1929	The Contractor shall provide security administration of databases and servers with OTech for OTech housed data and	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	servers associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.		Page#:
1930	The Contractor shall provide analysis and remediation with OTech for network security breaches associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
1931	The Contractor shall be responsible with OTech for firewall requirements and specifications, firewall architecture, engineering, management, security patches and configurations of state-owned and CWS/Web System firewalls associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
1933	The Contractor shall monitor and take whatever action necessary based on NIST/Industry Standards to preserve the security of the CWS/Web Application Solution with OTech for OTech housed CWS/Web Application Solution components as a result of Network Intrusion Monitoring and Detection Services, Vulnerability assessments and Security Audits with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
1935	The Contractor shall work with the CWS/Web Division Office and its Infrastructure Vendor to develop policy and specifications that will be issued to all CWS/Web Application Solution user organizations and partners for implementation on their mobile devices before accessing the CWS/Web	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Application Solution.		
1936	The Contractor shall be responsible with OTech for managing, coordinating, implementing, and maintaining awareness of the most current industry standards and security patches to secure the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
1956	Security shall be provided for all security assets utilized for system recovery.	Yes ☐ No ☐	Vol: Section: Page#:
1966	Security must be provided for all security assets utilized for disaster recovery.	Yes ☐ No ☐	Vol: Section: Page#:
3633	The Contractor shall provide security for the Development Environment housed data warehouses associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office to ensure the security of the data within the warehouse from penetration attempts, vulnerability exposures, or data corruption based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
3635	The Contractor shall monitor and take whatever action necessary to preserve the security of the CWS/Web Development Environment applications and data with oversight being provided by the CWS/Web Division Office including but not limited to: • Login attempts • Unauthorized access to services applications, network, and data • Review of log files • IT security • Penetration attempts	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Vulnerability exposures • Data corruption based on NIST/Industry Standards.		
3636	The Contractor shall provide security administration of databases and servers for the Development Environment associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
3637	The Contractor shall provide analysis and remediation network security breaches related to the Development Environment associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
3638	The Contractor shall be responsible for firewall requirements and specifications, firewall architecture, engineering, management, security patches and configurations of state-owned and CWS/Web System firewalls related to the Development Environment associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
3639	The Contractor shall monitor and take whatever action necessary based on NIST/Industry Standards to preserve the security of the CWS/Web Development Environment as a result of Network Intrusion Monitoring and Detection Services, Vulnerability assessments and Security Audits with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
3640	The Contractor shall be responsible for		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	managing, coordinating, implementing, and maintaining awareness of the most current industry standards and security patches to secure the Development Environment associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.	Yes ☐ No ☐	Section: Page#:
3786	The Contractor shall design, build, integrate, test, and implement a security Service and Support solution that supports Oasis, W3C and IETF security recommendations.	Yes ☐ No ☐	Vol: Section: Page#:
3787	The Contractor shall design, build, integrate, test, and implement a security Service and Support solution that complies with the Federal Information Security Management Act (FISMA) OMB Circular A 130 Appendix III security requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3788	The Contractor shall design, build, integrate, test, and implement a security Service and Support solution that complies with the California State Information Security Policies, as prescribed in the State Administrative Manual, Sections 5300 through 5399, and the CWS Information Security Policy, contained in the Bidders Library.	Yes ☐ No ☐	Vol: Section: Page#:
3789	The Contractor shall design, build, implement and maintain the Security Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3791	The Contractor shall design, build, implement and maintain a CWS/Web security Service and Support solution that addresses the maintenance and upkeep of the audit requirements needed to support security audits.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3792	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of the authentication requirements needed to support multiple users' needs for access to information.	Yes ☐ No ☐	Vol: Section: Page#:
3793	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of the authorization requirements needed to support multiple users' needs for access to information.	Yes ☐ No ☐	Vol: Section: Page#:
3794	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of the electronic signature requirements needed to support the multiple users' needs to electronically sign a variety of documents, reports, and forms.	Yes ☐ No ☐	Vol: Section: Page#:
3795	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of the external network security Service and Support solutions to ensure collaboration between the contractor, OTech, and the Counties.	Yes ☐ No ☐	Vol: Section: Page#:
3796	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of host/application security Service and Support solutions to ensure collaboration between the contractor, OTech, interface partners, SOA partners, shared service partners, federal government and the Counties.	Yes ☐ No ☐	Vol: Section: Page#:
3797	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of Internal Network Security activities needed to provide the Service and Support processes and activities that support collaboration between the contractor and the Counties.	Yes ☐ No ☐	Section: Page#:
3798	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of the network security activities needed to provide the Service and Support processes and activities that support collaboration between the contractor, OTech, and the Counties.	Yes ☐ No ☐	Vol: Section: Page#:
3799	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of Perimeter Security activities needed to provide the Service and Support processes and activities that support collaboration between the contractor, OTech, and the Counties.	Yes ☐ No ☐	Vol: Section: Page#:
3800	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of the data encryption requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3801	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of the mobile device requirements needed to support multiple users' needs for access to information.	Yes ☐ No ☐	Vol: Section: Page#:
3802	The Contractor shall address the maintenance and upkeep of security assets utilized for disaster recovery in the SS013 Service Continuity	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Disaster Recovery Plan.		
3803	The Contractor shall develop and submit a User Account Administration Performance Report SS021 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3804	The Contractor shall include in the Function Delivery Plan SS003 for the Security Function the following additional detail: • Application Maintenance & Support Function to identify and implement any security changes necessary to support the application changes being developed and deployed. • Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution security. • Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches. • Personal Device Support Function to develop and publish CWS/Web Solution policies in regards to personal device security. • Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders. • Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment. • Configuration Management Function to maintain the Definitive Software Library or related Security Function	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	controlled libraries for security related information for the CWS/Web Solution under the responsibility of the Contractor or CWS/Web Division Office. • Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes). • Information Management Function to ensure data is secured to ensure confidentiality, integrity and availability. • Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution. • Solution Architecture Function to ensure the security layer remains in conformance and compliance with the overall CWS/Web Solution Architecture. • Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Security Function. • Service Desk, Incident and/or Problem Management Functions to provide support for security incidents. • Service Continuity Management Function to ensure that security can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	accessible for use by CWS/Web Solution stakeholders. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site. • Servers (Hosting) & Storage Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution server and storage components.		
3805	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Application Maintenance & Support Function identify and implement any security changes necessary to support the application changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:
3806	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution security.	Yes ☐ No ☐	Vol: Section: Page#:
3807	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.	Yes ☐ No ☐	Vol: Section: Page#:
3808	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Personal Device Support Function to develop and publish CWS/Web Solution policies in regards	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	to personal device security.		
3809	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
3810	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.	Yes ☐ No ☐	Vol: Section: Page#:
3811	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Configuration Management Function to maintain the Definitive Software Library or related Security Function controlled libraries for security related information for the CWS/Web Solution under the control of the Contractor or CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
3812	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).	Yes ☐ No ☐	Vol: Section: Page#:
3813	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	with the Information Management Function to ensure data is secured to ensure confidentiality, integrity and availability.		Page#:
3814	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3815	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Solution Architecture Function to ensure the security layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.	Yes ☐ No ☐	Vol: Section: Page#:
3816	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Security Function.	Yes ☐ No ☐	Vol: Section: Page#:
3817	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Service Desk, Incident and/or Problem Management Functions to provide support for security incidents.	Yes ☐ No ☐	Vol: Section: Page#:
3818	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Service Continuity Management Function to ensure that security can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	use by CWS/Web Solution stakeholders.		
3819	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
3820	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Servers (Hosting) & Storage Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution server and storage components.	Yes ☐ No ☐	Vol: Section: Page#:
4358	The Contractor's supplied Security Function solution shall integrate with the Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4362	The Contractor's supplied Security Function solution shall integrate with the Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4369	The Contractor's supplied Security Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	stakeholders.		

VI.6.4.14. SERVERS (HOSTING) & STORAGE

The Servers (Hosting) & Storage Function is responsible for maintaining and managing the mechanisms that ensure all CWS/Web Solution server and storage environments (e.g., production, testing, and training) are available for their intended use.

Typical duties of the Servers (Hosting) & Storage Function are:

- Configure, install, maintain and support all server hardware meeting availability, capacity, disaster recovery and performance requirements
- Configure, install, maintain and support all system software meeting availability, capacity, disaster recovery and performance requirements
- Configure, install, maintain and support all storage hardware meeting availability, capacity, disaster recovery and performance requirements
- Configure, install, maintain and support all storage software meeting availability, capacity, disaster recovery and performance requirements
- Provide severity level 2 and severity level 3 incident response and resolution to ensure that CWS/Web Solution performance and availability requirements are consistently met
- Act as liaison to hardware and system software vendor support organizations
- Design, build, test, implement, and support all Operations Functions processes and procedures as they relate to server and storage hardware and system software.

The CWS/Web Solution server and storage environments that will be installed at and supported by OTech include:

- Knowledge Transfer Environment solution that will be used in educating State staff in the CWS/Web Solution and its Service and Support functions responsibilities
- Test Environments (System and Acceptance) solution that will be used to test CWS/Web Solution modifications prior to those changes being introduced to the training and production environments
- Training Environment solution that will be used in the delivery of User training
- Pilot Environment solution that will be used to house CWS/Web Solution modifications that require incremental deployment throughout the State

- Production Environment solution that will be accessed by all authorized CWS/Web Solution stakeholders to conduct their daily business

The CWS/Web Solution server and storage environments that will be installed at the OSI site include:

- Development Environment solution that will be used to develop and unit test CWS/Web Solution modifications prior to those changes being introduced to the Test environments for system and acceptance testing

The CWS/Web Solution server and storage environments that will be installed at the Contractor site include:

- Integrated Voice Response solution that will be used by stakeholders as one method of contacting the Service Desk

The Servers (Hosting) & Storage Function works closely with the:

- Application Maintenance & Support Function for any server or storage changes necessary to support the application changes being developed and deployed
- Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution server and storage environments
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches
- Customer Training Function to ensure the training environment is available for use in delivering training
- Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment
- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for information for server and storage environment configurations under the direct control of the Contractor or CWS/Web Division Office
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes)
- Information Management Function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary server and storage environments needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution
- Solution Architecture Function to ensure the server and storage layer remains in conformance and compliance with the overall CWS/Web Solution Architecture

- Operations Function to plan for and assist in the recovery of servers and storage environments after a failure
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Servers (Hosting) & Storage Function
- Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Servers (Hosting) & Storage Function
- Service Continuity Management Function to ensure that servers and storage can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution server and storage components
- Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements
- Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Security Function to identify and implement any security changes necessary to support the servers and storage changes being developed and deployed
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders

Table VI-64 Servers (Hosting) and Storage Requirements lists the requirements for the Servers (Hosting) & Storage solution to be delivered by the Contractor.

Table VI-64 Servers (Hosting) and Storage Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
946	For all environments to be housed at		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	OTech, the Contractor shall adhere to the guidelines and the infrastructure management and security requirements as identified by OTech and CWS/Web Project Office.	Yes ☐ No ☐	Section: Page#:
1881	The Contractor shall perform system integration and coordination responsibilities with OTech for OTech managed server and other hardware component installation, upgrade, and maintenance activities associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
1890	The Contractor shall perform system integration and coordination responsibilities with OTech for OTech system software installation, upgrade, and maintenance activities associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
1893	The Contractor shall perform system integration and coordination responsibilities with OTech for the upgrade of OTech managed system related software (e.g., OS software, Business Objects, DBMS, application solution software) associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office to ensure that the version used is supported by the vendor / manufacturer.	Yes ☐ No ☐	Vol: Section: Page#:
1971	The Contractor shall work with the CWS/Web Division Office and its Infrastructure Vendor to build, implement and maintain an automated software distribution process.	Yes ☐ No ☐	Vol: Section: Page#:
3628	The Contractor shall perform system integration and coordination responsibilities for the Development	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Environment server and other hardware component installation, upgrade, and maintenance activities associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office.		Page#:
3629	The Contractor shall perform system integration and coordination responsibilities with OTech for OTech system software installation, upgrade, and maintenance activities associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
3650	The Contractor shall perform system integration and coordination responsibilities for the upgrade of the Development Environment system related software (e.g., OS software, Business Objects, DBMS, Application Solution software) associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office to ensure that the version used is supported by the vendor / manufacturer.	Yes ☐ No ☐	Vol: Section: Page#:
3821	The Contractor shall design, build, implement and maintain the Servers (Hosting) & Storage Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3822	The Contractor shall collaborate with OTech to build, test, implement, maintain, operate and manage the Test Environments (System and Acceptance) solution that will be used in the delivery of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3823	The Contractor shall collaborate with OTech to build, test, implement, maintain, operate and manage the Training Environment solution that will be used in the delivery of the CWS/Web	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	and SAWS Solutions.		
3824	The Contractor shall collaborate with OTech to build, test, implement, maintain, operate and manage the Pilot Environment solution that will be used in the delivery of WS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3825	The Contractor shall collaborate with OTech to build, test, implement, maintain, operate and manage the Production Environment (TM037) solution that will be used in the delivery of CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3827	The Contractor shall collaborate with OTech to build, test, implement, maintain, operate and manage the storage environment solution that will be used in the delivery of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3828	The Contractor shall include in the Function Delivery Plan SS003 for the Security Function the following additional detail: 1. Application Maintenance & Support Function for any server or storage changes necessary to support the application changes being developed and deployed. 2. Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution server and storage environments. 3. Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches. 4. Customer Training Function to ensure the training environment is available for use in delivering training. 5. Project Management to ensure alignment between those functions necessary to successfully deploy a	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	change into the targeted CWS/Web Solution environment. 6. Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for information for server and storage environment configurations under the control of the Contractor or CWS/Web Division Office. 7. Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes). 8. Information Management Function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs. 9. Interface Management Function to maintain the confidentiality, integrity and availability of all necessary server and storage environments needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution. 10. Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders. 11. Solution Architecture Function to ensure the server and storage layer remains in conformance and compliance with the overall CWS/Web Solution Architecture. 12. Operations Function to plan for and assist in the recovery of servers and storage environments after a failure. 13. Performance Measures, Governance and Oversight - Internal Operations Functions to assess and		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	adjust as necessary the performance of the Servers (Hosting) & Storage Function. 14. Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Servers (Hosting) & Storage Function. 15. Service Continuity Management Function to ensure that servers and storage can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders. 16. Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution server and storage components. 17. Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
3829	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Application Maintenance & Support Function for any server or storage changes necessary to support the application changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:
3830	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Requirements Management Function to develop CWS/Web Solution	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	requirements documentation as those requirements pertain to CWS/Web Solution server and storage environments.		
3831	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.	Yes ☐ No ☐	Vol: Section: Page#:
3832	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Customer Training Function to ensure the training environment is available for use in delivering training.	Yes ☐ No ☐	Vol: Section: Page#:
3833	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.	Yes ☐ No ☐	Vol: Section: Page#:
3834	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for information for server and storage environment configurations under the control of the Contractor or CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
3835	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Proposal Development Function to provide impact analysis for work requests received via	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).		
3836	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Information Management Function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs.	Yes ☐ No ☐	Vol: Section: Page#:
3837	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Interface Management Function to maintain the confidentiality, integrity and availability of all necessary server and storage environments needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3838	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
3839	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Solution Architecture Function to ensure the server and storage layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.	Yes ☐ No ☐	Vol: Section: Page#:
3840	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Operations Function to plan for and assist in the recovery of servers and storage environments after a failure.	Yes ☐ No ☐	Section: Page#:
3841	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Servers (Hosting) & Storage Function.	Yes ☐ No ☐	Vol: Section: Page#:
3842	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Servers (Hosting) & Storage Function.	Yes ☐ No ☐	Vol: Section: Page#:
3843	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Service Continuity Management Function to ensure that servers and storage can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
3844	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Security Function to ensure data integrity and confidentiality solutions are monitored	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	and maintained for all CWS/Web Solution server and storage components.		
3845	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4359	The Contractor's supplied Servers (Hosting) & Storage Function solution shall integrate with the Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4364	The Contractor's supplied Servers (Hosting) & Storage Function solution shall integrate with the Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4375	The Contractor's supplied Servers (Hosting) & Storage Function solution shall integrate with the Security Function to identify and implement any security changes necessary to support the servers and storage changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:
4381	The Contractor's supplied Servers (Hosting) & Storage Function solution shall integrate with the Release Management for any server or storage changes necessary to support the application changes being developed	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	and deployed.		
4683	The Contractor staff shall have experience managing the provision and upkeep of a production server and storage environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.15. SERVICE CONTINUITY MANAGEMENT

The Service Continuity Management Function is responsible for maintaining and managing those mechanisms that enable the CWS/Web Solution production and training environments to be restored within agreed upon recovery time and point objectives and made available to CWS/Web Solution stakeholders.

The Service Continuity Management Function provides the planning and design associated with the resumption of a service after or during a catastrophic failure.

The goal for Service Continuity Management is to ensure that the required CWS/Web Solution technical and Service and Support functions (including computer systems, networks, applications, telecommunications, technical support and Service Desk) can be recovered within required, and agreed upon, recovery point and time objectives.

The Service Continuity Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Continuity Management Function
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site
- Change Management and Release Management Functions to ensure service continuity needs are accounted for and included in all CWS/Web Solution releases to meet recovery point and time requirements for the CWS/Web Solution
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions to conduct annual service continuity testing to validate that continuity plans have been correctly constructed to ensure to the ability to recover the CWS/Web Solution at an alternate site in the case of a disaster

- Information Management and Operations Functions to ensure data backup and recovery and offsite storage arrangements meet the requirements for CWS/Web Solution recovery at an alternate site in the case of a disaster
- Availability Management Function to ensure changes are designed, built, tested, implemented to meet CWS/Web availability requirements
- Configuration Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that enables recovery of the CWS/Web Solution at an alternate site
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements
- All other functions in the three Service and Support dimensions annually update the CWS/Web Division Office and CWS/Web Solution disaster recovery plans ensuring all organizations that play a role in the delivery of the CWS/Web Solution are included in the plan
- OSI Information Security Office to ensure CWS/Web Division Office and CWS/Web Solution needs are addressed in the OSI Continuity of Government and Continuity of Operations and Disaster Recovery plans

Table VI-65 Service Continuity Management Requirements lists the requirements for the Service Continuity Management solution to be delivered by the Contractor.

Table VI-65 Service Continuity Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1957	The Contractor shall ensure the entire CWS/Web System can be recovered at an alternate data center/site as designated by the State in accordance with the accepted Service Continuity Management Disaster Recovery Plan SS013.	Yes ☐ No ☐	Vol: Section: Page#:
1961	The Contractor shall implement procedures that support a recovery point objective (RPO) of zero data loss and a recover time objective (RTO) of 48-72 hours in the event of a system failure or disaster.	Yes ☐ No ☐	Vol: Section: Page#:
1963	The Contractor shall participate in an		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	annual disaster recovery test to recover the entire application at an alternate data center/site.	Yes ☐ No ☐	Section: Page#:
1965	The Contractor is responsible for ensuring that the Service Continuity Management Disaster Recovery Plan SS013 is tested and performs according to the accepted plan.	Yes ☐ No ☐	Vol: Section: Page#:
3706	The Contractor shall participate in an annual disaster recovery exercise to recover the entire application at an alternate data center / site.	Yes ☐ No ☐	Vol: Section: Page#:
3708	The Contractor shall negotiate and manage contracts with providers of third party business recovery services for facilities that are not managed by OTech.	Yes ☐ No ☐	Vol: Section: Page#:
3709	The Contractor shall manage the IT service delivery during times of crisis including: Coordination with the crisis control team.	Yes ☐ No ☐	Vol: Section: Page#:
3710	The Contractor shall manage the IT service delivery during times of crisis including: Invocation of the appropriate recovery facilities for facilities that are not managed by OTech.	Yes ☐ No ☐	Vol: Section: Page#:
3711	The Contractor shall manage the IT service delivery during times of crisis including: Resource management, direction and arbitration for facilities that are not managed by OTech.	Yes ☐ No ☐	Vol: Section: Page#:
3712	The Contractor shall manage the IT service delivery during times of crisis including: Recovery site management for facilities that are not managed by OTech.	Yes ☐ No ☐	Vol: Section: Page#:
3713	The Contractor shall develop and maintain backup and recovery capability	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	to meet the Service Level Agreement.		Page#:
3714	The Contractor shall protect archived data in the event of equipment failure and/or disaster.	Yes ☐ No ☐	Vol: Section: Page#:
3717	The Contractor shall recover and restore the application environment from the OTech provided back-ups.	Yes ☐ No ☐	Vol: Section: Page#:
3718	The Contractor shall provide the ability for both full and incremental backup.	Yes ☐ No ☐	Vol: Section: Page#:
3719	The Contractor shall ensure that the Backup and Recovery Plan SS018 is tested according to the plan.	Yes ☐ No ☐	Vol: Section: Page#:
3720	The Contractor shall provide and maintain detailed application data and recovery scripts.	Yes ☐ No ☐	Vol: Section: Page#:
3721	The Contractor shall collaborate with OTech to ensure that production databases are fault tolerant and support failover to meet the Service Level Agreement.	Yes ☐ No ☐	Vol: Section: Page#:
3723	The Contractor shall develop, submit and maintain a Service Continuity Management Disaster Recovery Plan SS013 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3724	The Contractor shall include and maintain current names, contact information, roles and responsibilities for all staff to be involved in recovery in the SS013 Service Continuity Management Disaster Recovery Plan.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3725	In the case of a disaster, the Contractor must provide previously identified staff to assist in the recovery of CWS/Web System.	Yes ☐ No ☐	Vol: Section: Page#:
3726	The Contractor shall undertake regular quality reviews of all procedures and ensure that these are incorporated into the testing schedule for Service Continuity Management.	Yes ☐ No ☐	Vol: Section: Page#:
3727	The Contractor shall communicate and maintain awareness of Service Continuity Management objectives within the Users' business areas that it supports.	Yes ☐ No ☐	Vol: Section: Page#:
3728	The Contractor shall design, build, implement and maintain the CWS/Web Solution Service Continuity Management Function in alignment with ITIL frameworks and guidelines and applicable California State Policies and Regulations such as SIMM 65a.	Yes ☐ No ☐	Vol: Section: Page#:
3729	The Contractor shall design, build, implement and maintain the Service Continuity Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3730	The Contractor shall develop and submit the Annual Disaster Recovery Exercise Results SS012 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3731	The Contractor shall include in the Function Delivery Plan (SS003) for the Service Continuity Management Function the following additional detail: • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	performance of the Service Continuity Management Function. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site. • Change Management and Release Management Functions to ensure service continuity needs are accounted for and included in all CWS/Web Solution releases to meet recovery point and time requirements for the CWS/Web Solution. • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions to conduct annual service continuity testing to validate that continuity plans have been correctly constructed to ensure to the ability to recover the CWS/Web solution at an alternate site in the case of a disaster. • Information Management and Operations Functions to ensure data backup and recovery and offsite storage arrangements meet the requirements for CWS/Web Solution recovery at an alternate site in the case of a disaster. • Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements. • All other functions in the three Service and Support dimensions		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	annually update the CWS/Web Division Office and CWS/Web Solution disaster recovery plans ensuring all organizations that play a role in the delivery of the CWS/Web Solution are included in the plan. • OSI Information Security Office to ensure CWS/Web Division Office and CWS/Web Solution needs are addressed in the OSI Continuity of Government and Continuity of Operations and Disaster Recovery plans.		
3732	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Continuity Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
3733	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
3734	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with the Change Management and Release Management Functions to ensure service continuity needs are accounted for and included in all CWS/Web Solution releases to meet recovery point	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	and time requirements for the CWS/Web Solution.		
3735	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions to conduct annual service continuity testing to validate that continuity plans have been correctly constructed to ensure to the ability to recover the CWS/Web solution at an alternate site in the case of a disaster.	Yes ☐ No ☐	Vol: Section: Page#:
3736	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with the Information Management and Operations Functions to ensure data backup and recovery and offsite storage arrangements meet the requirements for CWS/Web Solution recovery at an alternate site in the case of a disaster.	Yes ☐ No ☐	Vol: Section: Page#:
3737	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with the Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3738	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with all other functions in the three Service and Support dimensions to annually update	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	the disaster recovery plans ensuring all organizations that play a role in the delivery of the CWS/Web Solution are included in the plan.		
3739	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with the OSI Information Security Office to ensure CWS/Web Division Office and CWS/Web Solution needs are addressed in the OSI continuity of government, continuity of operations and disaster recovery plans.	Yes ☐ No ☐	Vol: Section: Page#:
4356	The Contractor's supplied Service Continuity Management Function solution shall integrate with the Availability Management Function to ensure changes are designed, built, tested, and implemented to meet CWS/Web availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4366	The Contractor's supplied Service Continuity Management Function solution shall integrate with the Configuration Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that enables recovery of the CWS/Web Solution at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.16. SERVICE DESK

The Service Desk Function is responsible for maintaining and managing the mechanisms through which:

- Requests for CWS/Web Solution services are received, recorded and tracked for resolution
- Service disruptions are reported, logged and tracked for resolution
- Service disruption events or requests for CWS/Web Solution services are resolved at initial point of contact if possible

The Service Desk is the Function through which all requests for CWS/Web Solution assistance are received, recorded and tracked for closure. This includes:

- Provide Tier 1 enterprise incident management support responsible for bringing disruption events to closure so the stakeholder can resume using the CWS/Web Solution to fulfill their work responsibilities
- Serve as an agent for the Work Request Receipt Function
- Access to the Known Error Database (provided by the Problem Management Function) to assist Service Desk staff in recognizing and giving advice on identifying the cause of the disruption and restoring service
- Escalate incidents that require Tier 2 and Tier 3 assistance through the processes maintained by the Incident Management Function
- Update service outage tickets for third-party organizations that do not have access to allow them to update the Service Desk support records
- Update service outage tickets on behalf of a support person working at a partner service desk (such as a county service desk) that do not have access to allow them to update the Service Desk support records
- Provide incident response and tracking
- Provide support to stakeholders that require authentication and authorization assistance to access the CWS/Web Solution
- Provide reporting of service desk utilization and performance against contractual requirements
- Provide notifications of planned and unplanned events until event is closed
- Receive, log, track and provide ongoing feedback on work requests submitted by CWS/Web Solution stakeholders

The Service Desk Function works closely with the:

- Incident Management Function and the:
    - Communications Function to announce events that will disrupt service that are out of the normal maintenance windows
    - Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions for escalation of incidents per requirements in the CWS/Web Contract
    - Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment
    - Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management

  - Problem Management Function to ensure Incident Management processes result in the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented

- Work Request Receipt, Proposal Development, Customer Relationship Management and Change Management Functions to receive, log, track and provide ongoing feedback on work requests submitted by CWS/Web Solution stakeholders
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Desk Function

Table VI-66 Service Desk Requirements lists the requirements for the Service Desk solution to be delivered by the Contractor.

Table VI-66 Service Desk Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2022	The Contractor shall coordinate with OTech, counties and the infrastructure support vendor to provide Tier 1, Tier 2, and Tier 3 levels of service desk support to CWS/Web System users (State and County staff). Specific expertise and escalation criteria for moving between service desk Tiers shall be decided upon by the State with input from the Contractor during development of the Function Delivery Plan SS003 for the Service Desk Function. However, the Contractor shall provide expertise to cover all technical issues arising from service desk calls as well as updated status.	Yes ☐ No ☐	Vol: Section: Page#:
2025	The Contractor shall include in its Service and Support Service Desk solution the procedures and software tools to receive, log, manage, escalate, and resolve incidents and problems	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	identified by CWS/Web System users, supporting both County and OTech issue identification and resolution activities related to CWS/Web Application Solution.		
2027	The Contractor shall include in its Service and Support Service Desk solution multiple alternative Service Desk communication channels, including voice messages, e-mail and internet. In the case of Voice Communications Services, any IVR system must allow for immediate exit from the system and live communication with a Service Desk agent.	Yes ☐ No ☐	Vol: Section: Page#:
2028	The Contractor shall receive, track, answer and resolve, or monitor to closure, end-user and technical staff calls.	Yes ☐ No ☐	Vol: Section: Page#:
2030	The Contractor shall include in its Service and Support solution that the Contractor is responsible for incident tracking (e.g., receiving, routing, follow-up, and reporting) on OTech related problems and incidents.	Yes ☐ No ☐	Vol: Section: Page#:
2033	The Contractor shall provide additional Service Desk and/or technical resources as needed during planned and unplanned critical events that will naturally warrant a heavier than normal workload.	Yes ☐ No ☐	Vol: Section: Page#:
2034	The Contractor shall track, manage and report the following Service Desk service level objectives - Measure Monthly, Report quarterly: • Service Desk Call Answer: 90% < 60 seconds. • First Call Resolution Rate: 70%. • No Service Desk Lines Available: zero occurrences. • Incident Closure Notice: 95% within	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	30 minutes of closure via e-mail. • Root Cause Analysis: 100% of severity level 1 & 2 incidents within 30 days.		
2036	The Contractor shall include in its Service and Support Service Desk solution that the Contractor shall issue broadcasts or other notices to provide status updates as required for planned and unplanned events.	Yes ☐ No ☐	Vol: Section: Page#:
2041	The Contractor shall include in its Service and Support Service Desk solution the procedures to utilize Service Desk metrics to identify and implement service delivery improvements on an ongoing basis.	Yes ☐ No ☐	Vol: Section: Page#:
2042	The Contractor shall include in its Service and Support Service Desk solution the procedures to State and County operational and technical staff to identify solutions that minimize the need to call the Service Desk (e.g., additional End-User training, self-help support opportunities, root cause analysis).	Yes ☐ No ☐	Vol: Section: Page#:
2044	The Contractor's delivered software tool licenses purchased for service delivery, including the service desk, belong to the State and shall remain the State's Property at the end of the contract.	Yes ☐ No ☐	Vol: Section: Page#:
2046	The Contractor shall include in its Service and Support Service Desk solution procedures that ensure all trouble tickets for incidents/problem related to CWS/Web System are created in the central service desk tools.	Yes ☐ No ☐	Vol: Section: Page#:
2047	The Contractor shall include in its Service Desk Solution the ability to create a trouble ticket based on an online web-based request from an User.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2053	The Contractor shall include in its Service and Support Service Desk solution procedures for directing policy and regulatory calls or questions to the State and the counties that have dedicated staff for answering policy-related questions.	Yes ☐ No ☐	Vol: Section: Page#:
2054	The Contractor shall provide, in its Service and Support Service Desk solution, access to the service desk tool via the web so that staff responsible for policy related question can log them in.	Yes ☐ No ☐	Vol: Section: Page#:
2055	The Contractor's Service Desk solution shall provide automated Service Desk support to Users accessing the system through the Internet that will include, at a minimum, email support and FAQ's and known error database for users and support staff.	Yes ☐ No ☐	Vol: Section: Page#:
2056	The Contractor's Service Desk solution shall provide toll-free telephone and Web-based Service Desk support for CWS/Web System users and CWS staff for problem resolution and troubleshooting.	Yes ☐ No ☐	Vol: Section: Page#:
2057	The Contractor shall provide dedicated service desk staff that specializes in the CWS/Web Application Solution.	Yes ☐ No ☐	Vol: Section: Page#:
2058	The Contractor shall coordinate with the infrastructure support vendor to train Service Desk personnel on End User devices as well as the CWS/Web System and COTS software used with the CWS/Web System.	Yes ☐ No ☐	Vol: Section: Page#:
2060	The Contractor's service desk service shall meet all service desk service level objectives	Yes ☐ No ☐	Vol: Section: Page#:
2061	The Contractor shall develop and		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	provide to the State standard service desk reports, including monthly operational statistical reports and weekly incident reports to ensure the Contractor has met service desk service level objectives.	Yes ☐ No ☐	Section: Page#:
2062	The Contractor shall develop and provide historical trend analysis reports on incidents reported and problem resolution, including the following monthly levels: • New incidents reported. • Problem aging (e.g., < 1 month, 3 months, > 3 months). • Incidents closed. • Open at end of month (backlog).	Yes ☐ No ☐	Vol: Section: Page#:
3645	The Contractor shall include in the Service and Support Service Desk solution the methodology and approach for handling potential call volume increases as a result of a new release.	Yes ☐ No ☐	Vol: Section: Page#:
3646	The Contractor must provide expertise to cover all technical issues arising from service desk calls as well as updated status.	Yes ☐ No ☐	Vol: Section: Page#:
3648	The Contractor shall provide User or manager online/portal access to service desk ticket status.	Yes ☐ No ☐	Vol: Section: Page#:
3846	The Contractor shall design, build, implement and maintain the Service Desk Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 between the State and the Contractor related to CWS/Web Solution Production Phase Service Desk Function responsibilities and Table VI.6.1 - General Service and Support	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Requirements.		
3847	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that addresses the maintenance and upkeep of the service desk activities needed to provide the Service and Support processes and activities that support collaboration between the Contractor, OTech, and the Counties.	Yes ☐ No ☐	Vol: Section: Page#:
3850	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that addresses the maintenance and upkeep of the processes and toolsets needed to support incident response and tracking.	Yes ☐ No ☐	Vol: Section: Page#:
3851	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that addresses the maintenance and upkeep of the processes and toolsets needed to support multiple users' needs for access to information.	Yes ☐ No ☐	Vol: Section: Page#:
3852	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that addresses the maintenance and upkeep of the processes and toolsets needed for tracking and reporting on Service Desk utilization.	Yes ☐ No ☐	Vol: Section: Page#:
3853	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that addresses the maintenance and upkeep of the processes and toolsets needed to support notification of planned and unplanned events.	Yes ☐ No ☐	Vol: Section: Page#:
3854	The Contractor shall include in the Function Delivery Plan SS003 for the Service Desk Function the following additional detail: • Incident Management Function and	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	the: • Communications Function to announce events that will disrupt service that are out of the normal maintenance windows. • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions for escalation of incidents per requirements in the CWS/Web Solution contract. • Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment. • Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management. • Problem Management Function to ensure Incident Management processes result in the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented. • Work Request Receipt, Proposal Development, Customer Relationship Management and Change Management Functions to receive, log, track and provide ongoing feedback on work requests submitted by CWS/Web Solution		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	stakeholders. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Desk Function.		
3855	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that works closely with the Incident Management Function and the: • Communications Function to announce events that will disrupt service that are out of the normal maintenance windows. • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions for escalation of incidents per requirements in the CWS/Web Solution contract. • Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment. • Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Problem Management Function to ensure Incident Management processes result in the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented.		
3856	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that works closely with the Work Request Receipt, Proposal Development, Customer Relationship Management and Change Management Functions to receive, log, track and provide ongoing feedback on work requests submitted by CWS/Web Solution stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
3857	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
3858	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Desk Function.	Yes ☐ No ☐	Vol: Section: Page#:
4684	The Contractor staff shall have dedicated service desk staff that	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	specialize in the CWS/Web System.		Page#:
4686	The Contractor staff shall have experience managing help desk services supporting a high transaction, mission critical system similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4892	The Contractor shall install, deliver and maintain a Service Desk Solution SS025.	Yes ☐ No ☐	Vol: Section: Page#:
4893	The Contractor shall develop, submit and maintain a Service Desk Solution Description SS026 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.17. TRAINING (INTERNAL)

The Training (Internal) Function is responsible for maintaining and managing the mechanisms through which CWS/Web Division Office staff acquire the knowledge and skill sets required to perform the Service and Support activities of the CWS/Web Solution.

To promote an environment that is conducive to successfully recruiting and retaining staff to meet the challenges of maintaining and supporting the CWS/Web Solution, the CWS/Web Division Office must invest in a staff training program to realize that goal. The Training (Internal) Function is based on the premise that the CWS/Web Division Office will continually have a demand to recruit and train new hires as normal attrition in the CWS/Web Division Office occurs throughout the CWS/Web Solution Production Phase.

Typical duties of the Training (Internal) Function are:

- Maintaining and enhancing CWS/Web Solution Service and Support oriented training plans, curriculums and materials to reflect the state of the CWS/Web Solution during the CWS/Web Solution Production Phase
- Providing CWS/Web Solution Service and Support knowledge transfer and ongoing training
- Identification of additional or foundational training CWS/Web Division Office staff may need to perform their CWS/Web Solution responsibilities

The Training (Internal) Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Training (Internal) Function
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- All other functions in the three Service and Support dimensions to identify the training needs of the individuals that have delivery or management responsibilities for a function
- All other functions in the three Service and Support dimensions to provide or secure the training identified for the individuals that have delivery or management responsibilities for a function

Table VI-67 Training (Internal) Requirements lists the requirements for the Training (Internal) solution to be delivered by the Contractor.

Table VI-67 Training (Internal) Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2007	The Contractor shall provide training to CWS/Web Division Office and OTech staff on the changes included in each release.	Yes ☐ No ☐	Vol: Section: Page#:
2021	Additional required application training support will be provided by the Contractor on separate T&M (Time and Materials) or Fixed Price Task orders negotiated by the State.	Yes ☐ No ☐	Vol: Section: Page#:
3740	The Contractor shall design, build, implement and maintain the Training (Internal) Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3741	The Contractor shall include in the Function Delivery Plan SS003 for the Training (Internal) Function the following additional detail: • Performance Measures,	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Training (Internal) Function. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site. • All other functions in the three Service and Support dimensions to identify the training needs of the individuals that have delivery or management responsibilities for a function. • All other functions in the three Service and Support dimensions to provide or secure the training identified for the individuals that have delivery or management responsibilities for a function.		
3742	The Contractor shall design, build, implement and maintain a CWS/Web Training (Internal) Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Training (Internal) Function.	Yes ☐ No ☐	Vol: Section: Page#:
3743	The Contractor shall design, build, implement and maintain a CWS/Web Training (Internal) Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3744	The Contractor shall design, build, implement and maintain a CWS/Web Training (Internal) Function that works closely with all other functions in the three Service and Support dimensions to identify the training needs of the individuals that have delivery or management responsibilities for a function.	Yes ☐ No ☐	Vol: Section: Page#:
3745	The Contractor shall design, build, implement and maintain a CWS/Web Training (Internal) Function that works closely with all other functions in the three Service and Support dimensions to provide or secure the training identified for the individuals that have delivery or management responsibilities for a function.	Yes ☐ No ☐	Vol: Section: Page#:
4677	The Contractor staff shall have experience building and managing training and development programs for internal support and delivery staff.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.5. TRANSITION OUT

As explained in RFP Section IV.9.2 – Sourcing Strategy, the State intends, through the implementation of the CWS/Web Application Service solution, to position itself to:

- Assume full delivery responsibility for functions provided by vendor partners; or,
- Solicit new vendor partnerships to ensure cost competitiveness and quality levels.

In the situation where a vendor partnership is being discontinued, the continuity of quality CWS/Web Application Service delivery is paramount. As such, the State envisions Transition Out contractual arrangements being put in place that cover those activities that must be completed to ensure the new delivery-responsible entity can assume full delivery responsibilities with no disruption or degradation of service to CWS/Web Users and partners.

The State will be solely responsible for the creation of the bid, conducting the competitive procurement and contract negotiations and award. (Bid to include

transition approach agreed to, and requirements for the Bidder to explain how that transition approach will be accomplished in a manner that allows the CWS/Web Project Office to feel certain that the previous Contractor can be released permanently).

It is expected that timing for accomplishing a transition of different delivery responsibilities will vary based on the complexity and size of the function being transitioned.

Table VI-68 Transition Out Requirements lists the requirements for the Transition Out solution to be delivered by the Contractor.

Table VI-68 Transition Out Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3683	The Contractor shall work with the CWS/Web Division Office three (3) years in advance of the conclusion of the Contract to begin transition planning to determine if the State desires to issue and award a new contract for equivalent (or modified) services that would commence the new sourcing arrangement immediately following the conclusion of the existing Contract.	Yes ☐ No ☐	Vol: Section: Page#:
3684	The Contractor shall work with the CWS/Web Division Office three (3) years in advance of the conclusion of the Contract to determine what the State requires from the Contractor to allow the State to issue and award a new contract for equivalent (or modified) services that would commence the new sourcing arrangement immediately following the conclusion of the existing Contract.	Yes ☐ No ☐	Vol: Section: Page#:
3685	The Contractor shall provide the CWS/Web Division Office (and any other State designated personnel) walkthroughs and training on all Sourcing Strategy Products including their content, how that content is used in the maintenance and delivery of that function and identify the function's most	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	critical components within 30 days of being notified that the State intends to bid for continued function maintenance and delivery.		
3686	The Contractor shall provide the CWS/Web Division Office information about the steps and durations (including new contractor readiness criteria and on-demand post transition assistance) that will likely be required to transition responsibility to a new Contractor in a fashion that will not disrupt CWS/Web Solution delivery to its Users, within 60 days of being notified that the State intends to bid for continued function maintenance and delivery.	Yes ☐ No ☐	Vol: Section: Page#:
3687	The Contractor shall work with the CWS/Web Division Office to agree on the steps and durations that will likely be required to transition responsibility to a new Contractor in a fashion that will not disrupt CWS/Web Solution delivery to its Users, within 75 days of being notified that the State intends to issue a new contract for continued function maintenance and delivery.	Yes ☐ No ☐	Vol: Section: Page#:
3688	The Contractor shall provide clarifications and answers about the function's Sourcing Strategy products, walkthrough and training materials within 5 working days of the CWS/Web Division Office making the request to the Contractor for transition planning assistance.	Yes ☐ No ☐	Vol: Section: Page#:
3689	The Contractor shall conduct the agreed upon transition activities with the new Contractor and the CWS/Web Division Office (and partners) until new contractor readiness acceptance criteria has been met to the satisfaction of the State.	Yes ☐ No ☐	Vol: Section: Page#:
3690	The Contractor shall provide post		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	transition support on an on-demand basis for a period of 90 days. Requests for assistance will be responded to within 8 working hours. Requests of a critical nature that is impacting CWS/Web Solution delivery will be responded to within 2 hours of the request for assistance.	Yes ☐ No ☐	Section: Page#:

VI.7. SYSTEM REQUIREMENTS

This section describes the functional and technical requirements for the CWS/Web System. The system requirements define the business function support to be provided by the system, in addition to technical features, constraints, and performance requirements. These requirements are the basis of the CWS/Web System solution to be delivered. An overview description of the system requirements are introduced and discussed in this section with the complete list of detailed system requirements presented in RFP Appendix B, System Requirements. The system requirements have been classified into various functional and technical groupings to facilitate understanding and organization of the requirements. The classifications are not intended to define a business process or a design structure to which the CWS/Web must comply. The requirements must be achieved by the CWS/Web System; however, the analysis of the systems requirements that will occur during the system development activities is expected to alter these initial classifications.

The system requirements in Appendix B are also classified into two categories corresponding to the planned implementation of the CWS/Web System using two major releases:

- Initial Release (IR) - the development and implementation of the CWS/Web Initial Release requirements resulting in a compliant SACWIS.
- Future Release (FR) – the development and implementation of the CWS/Web Future Release requirements to add improved business process functionality. The requirements for this release have been identified by the stakeholders to improve business processes, but are not necessary for SACWIS compliance. Future Release requirements will be implemented at the State's discretion

VI.7.1. FUNCTIONAL REQUIREMENTS

The CWS/Web Functional Requirements are system requirements that directly support business activities of the State's Child Welfare Services and the day to day operations of county child welfare services activities. These system requirements will provide the foundation for the functional use of the CWS/Web by all users. The classification of the Functional Requirements is based on the federal SACWIS

requirement areas. An association of the functional requirements to the SACWIS requirement areas is intended to be maintained throughout the project life cycle to ensure that all SACWIS requirements are identified and traced to the CWS/Web Solution.

The Functional Requirements have been categorized into a “General Capabilities” section as well as sections for each of the federal SACWIS requirement areas listed below:

- Intake Management
- Eligibility
- Case Management
- Resource Management
- Court Processing
- Financial Management
- Administration
- Interfaces
- Quality Assurance
- Other Functionality

For each of the Functional Requirement categories associated to the federal SACWIS requirements, the mandatory and those optional requirements selected by the State have been listed as reference for the Bidder. Each federal SACWIS requirement listed identifies the associated Functional Requirement subcategory of this RFP. Refer to RFP Appendix B, System Requirements for the specific detailed requirements for the General Capabilities and the SACWIS requirement areas. The grouping of the requirements in Appendix B correlates to the classification of the requirements in this section.

VI.7.1.1 GENERAL CAPABILITIES

General Capabilities are those functional system requirements and capabilities that support multiple SACWIS requirement areas. If a requirement cannot be directly attributable to a single, specific SACWIS requirement area, it is classified as part of General Capabilities. Examples include system functionality such as advanced search, view, navigation, profile creation, and print capabilities that support many different SACWIS requirement areas. The General Capabilities Requirements include the following subcategories:

- Approvals
- General
- Transition

VI.7.1.2 INTAKE MANAGEMENT

Intake Management consists of those functional system requirements and capabilities that support the SACWIS requirement area for Intake Management. The Intake Management Requirements include the following subcategories:

- Intake
- Screening
- Investigation
- Assessment

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Intake Management are identified in the following table.

Table VI-69 Intake Management SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
1	(Intake) Record contact/referral
2	(Intake) Collect intake / referral information
3	(Intake) Search for prior history (persons/incidents)
4	(Intake) Record “information only” requests
5	(Screening) Evaluate intake information
6	(Screening) Record the results of the screening evaluation
7	(Screening) Establish case record
8	(Screening) Assign case to worker

SACWIS Requirement Number	SACWIS Category Description
9	(Screening) Refer for investigation and/or services, as appropriate
10	(Investigation) Collect and record investigation information
11	(Investigation) Record investigation decision
12	(Investigation) Generate documents as needed in response to investigation
13	(Assessment) Determine and record risk assessment
14	(Assessment) Perform risk assessment
15	(Assessment) Collect and record special needs/problems
16	(Assessment) Determine and record needed services
17	(Assessment) Record client contacts
18	(Assessment) Prepare and record referrals to other agencies
19	(Assessment) Collect and record further case information
20	(Assessment) Generate documents, notices and reports based on review as needed

Intake Management is the initial entry point into child welfare services and includes functionality to facilitate the initial assessment and screening of referrals received from the community. Additionally, Intake Management is inclusive of functionality for the investigation and assessment of reports meeting established criteria requiring a response by CWS county agencies. Automation will support the administration of

these intake functions to better ensure child welfare agencies can properly identify and provide an appropriate level of service to children and families in need.

A referral from the community may consist of concerns that include general, physical, emotional, and sexual abuse. Reports are made through the CWS county agency's phone hotline and the referral information is entered in the system. When an incident of abuse or neglect is reported to a CWS county agency, an initial screening will occur to determine whether a reported incident requires a response and the level of urgency appropriate in responding to the referral. The investigation will assess the level of safety and risk to the child(ren) involved, and will result in an assessment recommending continued CWS involvement, referring a family to community agencies for further assistance, or closing the referral.

Central to the approach of assessing families fairly, and uniformly in California, will be the CWS/Web's integrated Safety Risk Assessment (SRA). At each point of contact with a child and family, the CWS worker will utilize the SRA assessments to validate their evaluation and determination of the child(ren)'s level of safety and risk. The CWS worker will additionally use the SRA to assist them in determining the optimal plan of action for services delivered to the child(ren) and their family, and to continually evaluate the safety and risk of a child while under CWS and/or court supervision.

Initially, all reports of suspected child abuse/neglect are assessed, to determine the need for response. Integral to this process is the SRA which must include an intake assessment to assist the CWS worker in their determination of a referral. Once a report has been determined to require some response, the CWS worker must determine the appropriate level of response. California utilizes the response approach of Differential Response, which suggests one of the following three "paths" be used in response given the level of risk to a child's safety determined by the CWS worker. Path 1, the referral is closed, and the family is referred to community agency for services with no response by CWS. Path 2, the referral is assessed by CWS (a community service agency partner may also assist in the assessment) and family is referred to community services to work with the family. Path 3, the referral is assessed by CWS, and a traditional plan of services is established under CWS and/or court supervision. When Path 2 or 3 is considered, Intake must additionally determine the urgency at which to respond to the reported incident, and can require an "immediate" or a "10-day" response.[1]

The CWS agency will then respond as determined, and initiate their investigation of the reported allegations. The CWS worker will again utilize the SRA in assessing all relevant and available information collected for the child(ren) and family. The CWS worker will make a final determination at the conclusion of their investigation. The result of the CWS worker's assessment will lead to a recommendation of continued CWS involvement with the family, or closure of the referral. If continued involvement is determined to be warranted, services can be provided either voluntarily or by

[1] ***Note:*** The actual response time may very; "immediate" in one county may be 24 hrs, and in another within 2 hrs. Likewise, "10-day" response may be 10 days in one county, and 5 or 3 days in another county.

order of the court, either within the home or with the child in placement. When a family is not successful in completing services, or otherwise unable to safely maintain a child at home, the child must receive placement services.

VI.7.1.3 ELIGIBILITY

Eligibility consists of those functional system requirements and capabilities that support the SACWIS requirement area for Eligibility. The Eligibility Requirements include the following subcategories:

- Initial Eligibility Determination
- Changes in Eligibility

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Eligibility are identified in the following table.

Table VI-70 Eligibility SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
21	(Initial Eligibility Determination)[2] Determine title IV-E eligibility
24	(Initial Eligibility Determination) Verify eligibility for other programs
25	(Initial Eligibility Determination) Record authorization decisions
26	(Initial Eligibility Determination) Generate documents related to eligibility determinations
27	(Changes in Eligibility) Re-determinations
28	(Changes in Eligibility) Generate documents related to eligibility determinations

[2] For evaluation purposes, the ACF asks two questions about how Requirement 21 is implemented. These questions are numbered as part of the requirements list. Questions 22 and 23 are not relevant to the current planning effort and thus are not included in this list.

Eligibility is the identification and qualification of children for Benefits. Eligibility determination is initiated by the receipt of required data on behalf of a child. Eligibility data may include supporting documentation (e.g., court documents, birth certificates). The application data will be used to determine if the child meets the eligibility criteria for specific programs such as Foster Care, Emergency Assistance, Adoption Assistance Program, and Kin-GAP. Eligibility also involves the redetermination process to continue Benefits after a specified period has expired.

Changes in client status will also trigger changes in eligibility (e.g., placement changes, reunification with parents, child AWOL status). New information that affects eligibility will be recorded in the CWS/Web. The eligibility will be redetermined in the CWS/Web based upon the modified data.

Medi-Cal eligibility application data will be completed in the CWS/Web and transmitted to the SAWS. The Medi-Cal eligibility determination will be completed in the SAWS and the results will be transmitted to CWS/Web.

VI.7.1.4 CASE MANAGEMENT

Case Management consists of those functional system requirements and capabilities that support the SACWIS requirement area for Case Management. The Case Management Requirements include the following subcategories:

- Service / Case Plan
- Case Review / Evaluation
- Monitoring Service / Case Plan Services

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Case Management are identified in the following table.

Table VI-71 Case Management SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
29	(Service / Case Plan) Prepare and document service/case plan
a	Adoption
b	Family Preservation

SACWIS Requirement Number	SACWIS Category Description
c	Foster care
d	Independent living
e	Interstate compact
30	(Service / Case Plan) Identify and match services to meet client's case plan needs
31	(Service / Case Plan) Record contact with and acquisition of needed resources/services
32	(Service / Case Plan) Track and update service/case plan
33	(Service / Case Plan) Match client to placement alternatives, if needed
34	(Service / Case Plan) Generate documents as needed
35	(Service / Case Plan) Request and record supervisory approval of plan, if needed
37	(Service / Case Plan) Identify program outcome measures
38	(Case Review / Evaluation) Generate alerts/ticklers to conduct case review/evaluation as needed
39	(Case Review / Evaluation) Conduct and record results of case review
40	(Case Review / Evaluation) Generate documents, notices and reports based on review as needed
41	(Case Review / Evaluation) Record collateral contacts
42	(Monitoring Services / Case Plan Services) Track and record services identified in the service/case plan
43	(Monitoring Services / Case Plan Services)

SACWIS Requirement Number	SACWIS Category Description
	Generate documents, notices and reports

Case Management is the use of automation to prepare case plans, to identify services, to authorize the provision of services and to manage the delivery of those services to prevent abuse or neglect. Case management is also the administration and tracking of the processes necessary to ensure that the child welfare agency identifies, communicates, evaluates, and monitors the services which are provided to the child(ren) and their family to improve the conditions that necessitated agency involvement.

Case management services are provided to a family on the child's behalf, whether the child remains at home or is placed out of the home. Services can be provided to the child(ren) and their family either voluntarily or by court order. Whether voluntary or court ordered, Family Maintenance services are provided for children who reside with their parent or guardian, whereas Family Reunification services are provided when children are in out of home placement. The ultimate objective for case management is to assure the safety of the child(ren) and to assist, educate, and empower families to care for their child(ren).

A case plan is developed at the opening of the case. When a Case is opened, the CWS worker utilizes assessments in the SRA to identify each family member's strengths and needs relative to the issues leading to CWS involvement with the family and to assure an appropriate level of services are provided to the child(ren). As early as possible, the CWS worker then convenes a multidisciplinary meeting with the family and other professionals to discuss services to remediate the situation(s) leading to CWS involvement. To the degree possible, the family is involved in the process of identifying issues and solutions, and developing a plan to address each problem area focusing on those most critical to the child's welfare and/or reunification.

If it is determined that the child cannot be reunified with the parent(s) or guardian, case management services will focus on permanency plan options that can involve adoption, legal guardianship, or long term placement. When reunification is not possible a Concurrent Plan must be implemented to expeditiously provide the child with the most appropriate permanency placement option. Concurrent Planning is the careful planning of a child's future in the event that reunification with the parent(s) or guardian is no longer a safe option. The CWS worker begins evaluating options for a child's Concurrent Plan when a child is removed or at risk of removal from the home. The task for the CWS worker is to identify a suitable and appropriate person early who may provide the most stable living situation for a child, while also meeting the needs of the child.

Case Management includes adoptive placement services and post adoptive services. Functionality related to adoption services will provide the automation that facilitates and assists the CWS worker in placing a child in the home of an adoptive family. A CWS worker will assess prospective adoptive caregivers and the needs of a child to determine if the adoptive placement is appropriate while providing supportive services during the adoption process, as well as following the completion of the adoption process.

VI.7.1.5 RESOURCE MANAGEMENT

Resource Management consists of those functional system requirements and capabilities that support the SACWIS requirement area for Resource Management. The Resource Management Requirements include the following subcategories:

- Facilities Support
- Foster / Adoptive Home Support
- Resource Directory

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Resource Management are identified in the following table.

Table VI-72 Resource Management SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
44	(Facilities Support) Record and update provider information
45	(Facilities Support) Generate alerts/action items on licensing status changes
46	(Facilities Support) Generate reconciliation and evaluation reports as needed
47	(Facilities Support) Record and track provider training
48	(Foster / Adoptive Homes Support) Maintain and update foster care and adoptive home information as needed
49	(Foster / Adoptive Homes Support)

SACWIS Requirement Number	SACWIS Category Description
	Record foster care home abuse/neglect allegations and investigation results
51	(Foster / Adoptive Homes Support) Generate alerts/action items as needed if a foster care license is revoked
52	(Resource Directory) Maintain directory
53	(Resource Directory) Generate reports
54	(Contract Support) Process contracts and contract changes
56	(Contract Support) Generate alerts/action items as needed
57	(Contract Support) Generate documents as needed

Contract Support Resource Management requirements facilitate the management of processes involved in the determination of appropriate service providers and/or placement resources necessary to accomplish the goals of the case plan. CWS/Web requirements in resource management include facilities support, foster/adoptive home support, resource directory, and the generation of alerts and action items. Facilities support is the collection and maintenance of provider information such as license/certification status, types of services, level of care provided, level of care compliance, and cost of care. Requirements also support the collection and maintenance of Foster Care and Adoptive Home information including licensing decisions, violations and revocations, and required Adoption Foster Care Analysis and Reporting System (AFCARS) information. The resource directory is an inventory of available resources and services and the ability to generate management reports related to resource availability. CWS/Web System requirements will support identification and tracking of cases that require a review or other action as a result of monitoring activities.

VI.7.1.6 COURT PROCESSING

Court Processing consists of those functional system requirements and capabilities that support the SACWIS requirement area for Court Processing. The Court Processing Requirements include the following subcategories:

- Court Documents
- Notifications
- Tracking
- Indian Child Welfare Act

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Court Processing are identified in the following table.

Table VI-73 Court Processing SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
58	Court Documents
59	Notifications
60	Tracking
61	Indian Child Welfare Act

Court Processing requirements address the preparation of documents for the courts, such as petitions, letters, attorney approvals, and supervisory approvals, and how the system notifies relevant parties of impending court actions. There are a wide range of documents that are submitted to court throughout the life of a referral and case. Court documents consist of a court report generally with a number of attached documents, submitted to the court to either to request legal actions via court orders, or to update the court on progress made in a child's case. Reports to the court fall generally into one of the following categories:

- Request for the court to make a finding on the detention of a child
- Reports to the court to provide updated information on a child's case and progress made in providing services (i.e., family maintenance, family reunification, adoption, or permanency placement) on the child's behalf
- Reports to update the court on progress of specific actions (e.g., Indian Child Welfare Act (ICWA) notification, locating a parent, delivery of specific ordered services to a child or parent, etc.),
- Request the court order specific actions or services on behalf of the child (e.g., Individual Education Plans, medical procedures, psychotropic medications, special services, etc.).

As mentioned, most court reports will have some form of attachment. These attachments generally are documents previously associated to the child (e.g., assessments, due diligence reports, Live Scan results, a child's picture, medical records/reports, the child's case plan, Transitional Independent Living Plans (TILP), police reports, etc).

It is of great importance to the court that these documents be submitted timely to court as it involves proper noticing of parties that attend the hearings (e.g., attorneys, parent/guardian, caregivers, child). CWS workers are also required to submit their due diligence findings to document the search for a parent as required legally when a parent cannot be found. Addresses of last known address need to be searched and paternity may need to be established.

Court processing also involves the proper noticing of a tribal child that has entered the child welfare system to comply with the Indian Child Welfare Act (ICWA). Appropriate court noticing documents are submitted to track that communication between the Child Welfare agency and the correct tribal entity has been initiated. Noticing involves the calendaring of hearings which appropriate parties are required to attend.

Another important aspect of court processing is the information provided from court, such as the calendaring of hearings and the court orders and results from the court. The CWS worker submits the proper court information and the court acknowledges decisions and actions taken by court that becomes available in CWS/Web.

VI.7.1.7 FINANCIAL MANAGEMENT

Financial Management consists of those functional system requirements and capabilities that support the SACWIS requirement area for Financial Management. The Financial Management Requirements include the following subcategories:

- Accounts Payable
- Accounts Receivable
- Claims

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Financial Management are identified in the following table.

Table VI-74 Financial Management SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description

SACWIS Requirement Number	SACWIS Category Description
62	Accounts Payable
63	Accounts Receivable
64	Provider Claims

Financial Management will provide automation to facilitate the processes necessary to ensure accurate and timely authorization, processing and reconciliation of financial records and transactions. Financial transactions, including billing, vouchers, placement payments, and payment of direct provider services will be tracked and managed to improve payment accuracy and allow child welfare agencies to correlate financial information to the child and family. The financial management requirements establish a link (audit trail) between a client, services authorization, service delivery, and payment and will assist the CWS worker in the matching of an invoice with the authorization of the service.

VI.7.1.8 ADMINISTRATION

Administration consists of those functional system requirements and capabilities that support the SACWIS requirement area for Administration. The Administration Requirements include the following subcategories:

- Staff Management
- Reporting
- Administrative Support

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Administration are identified in the following table.

Table VI-75 Administration SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
65	(Staff Management) Record and update employee information

SACWIS Requirement Number	SACWIS Category Description
66	(Staff Management) Record and update employee demographic information
67	(Staff Management) Record and track case assignment
68	(Staff Management) Assist in workload management
71	(Reporting) Produce Adoption and Foster Care Analysis and Reporting System (AFCARS) Report
72	(Reporting) Produce other Federal Reports
73	(Reporting) Produce State reports
74	(Reporting) Produce statistical reports
75	(Administrative Support) Provide hardware and software security (secured system)
76	(Administrative Support) Provide hardware and software security (confidentiality)
77	(Administrative Support) Provide hardware and software security (contingency and disaster recovery)
78	(Administrative Support) Archive and purge
79	(Administrative Support) Provide office automation
80	(Administrative Support) Provide on-line system documentation
81	(Administrative Support)

SACWIS Requirement Number	SACWIS Category Description
	Provide on-line training

Administration functionality provides automation in three areas: Staff management, reporting, and administrative support. CWS/Web will record and maintain employee information such as name, office location and caseload assignment. The system will facilitate case workload management by supporting the decision making process in the assignment of cases to CWS workers that is recorded and tracked.

Reporting requirements describe CWS/Web automation to capture required AFCARS information to AFCARS reports and other federally mandated reports either in paper or electronic formats. Reporting requirements will also provide necessary functionality for State and counties to have the ability to develop ad hoc reports though the use of automated tools, as well as standardized reports from a data warehouse.

Administrative Support requirements provide for CWS/Web hardware and software security and confidentiality requirements granted under the Social Security Act and as applicable under the Child Abuse Prevention and Treatment Act. These requirements address how hardware, software, the telecommunications network and data are protected from damage, destruction and loss, as well as fraud and abuse. CWS/Web record retention and archiving of inactive and closed cases are described as well as system tracking of changes to information.

Administrative Support requirements also address what office automation will be available in addition to the tools available within program functions and on-line system documentation such as policy/procedure manuals, user guides, field help screens, and on-line, computer based training for system users.

VI.7.1.9 INTERFACES

Interfaces consist of those functional system requirements and capabilities that support the SACWIS requirement area for Interfaces. The Interfaces Requirements include the following subcategories:

- Administration
- Case Management (Court Services)
- Case Management (Family Maintenance & Reunification)
- Case Management (Permanency Placement & Adoptions)
- Eligibility
- Eligibility Determination

- Financial Management
- Intake

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Interfaces are identified in the following table.

Table VI-76 Interfaces SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
82	(Required Interfaces) Provide for an electronic interface with Title IV-A, Title IV-D, and Title XIX
83	(Required Interfaces) Title IV-A (TANF)
84	(Required Interfaces) Title IV-D (Child Support Enforcement)
85	(Required Interfaces) Title XIX (Medicaid)
86	(Required Interfaces) Child abuse and neglect data system
87	(Optional Interfaces) State Central Registry
87	(Optional Interfaces) Social Security Administration for title II and Supplemental Security Income (SSI) information
87	(Optional Interfaces) State financial system
87	(Optional Interfaces) State licensing system
87	(Optional Interfaces) Vital Statistics
87	(Optional Interfaces)

SACWIS Requirement Number	SACWIS Category Description
	Court system
87	(Optional Interfaces) Juvenile Justice
87	(Optional Interfaces) Mental health/retardation
87	(Optional Interfaces) State Department of Education

Interface functionality identifies CWS/Web communication with external systems needed to support CWS business processes. Interfaces will be a reliable and timely data exchange to supply needed information to CWS workers. In constructing interfaces, a balance between facilitating the exchange of information, creating dependencies between separate systems, and interface cost must be considered. While it is advantageous to highly integrate systems, data integrity risks, security concerns, and maintenance issues must also be considered.

VI.7.1.10 QUALITY ASSURANCE

Quality Assurance consists of those functional system requirements and capabilities that support the SACWIS requirement area for Quality Assurance. The Quality Assurance Requirements include the following subcategories:

- Quality Assurance Features

This subcategory is aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Quality Assurance are identified in the following table.

Table VI-77 Quality Assurance SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
88	(Quality Assurance) SACWIS List of Quality Assurance Features

SACWIS Requirement Number	SACWIS Category Description
89	(Quality Assurance) Other quality assurance functions or related features

Quality Assurance will provide automation to facilitate review of case files for accuracy, completeness and compliance with federal requirements and State standards. The requirements will describe how the system assists users in achieving quality through tools and techniques that enforce the specified processes are followed, data quality and integrity are at a high level, and that tasks are completed on time. The system will contain appropriate edits, range checks and prompts for critical or incomplete data to ensure quality data. In addition, the requirements will also describe how reports can be used to identify potential quality issues and provide guidance in adjusting the business processes to improve quality.

VI.7.1.11 OTHER FUNCTIONALITY

Other Functionality consists of those functional system requirements and capabilities that support the SACWIS requirement area for Other Functionality. The Other Functionality Requirements include the following subcategories:

- Additional Functionality

This subcategory is aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Other Functionality are identified in the following table.

Table VI-78 Other Functionality SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
90	Other Functionality

Other Functionality is additional functionality not addressed in the previous SACWIS requirement areas or in General Functions, but is determined necessary to support the business functions for the CWS/Web System.

VI.7.2. TECHNICAL REQUIREMENTS

Technical requirements are system requirements that define or constrain the architecture, infrastructure, network, tools, performance or other technical aspects of the CWS/Web System. The State's needs analysis of mandatory technical requirements include topics such as system environments, presentation environments, business rules, enterprise services, database requirements, and security and authentication. The CWS/Web Technical Requirements are organized into five categories:

- Architectural Solution
- Information Management
- Infrastructure
- Interfaces
- Performance
- System Security

VI.7.2.1 ARCHITECTURAL SOLUTION

The Architectural Solution requirements identify and define the technical aspects to be designed and implemented by the Contractor for the CWS/Web Solution architecture. The Architectural Solution requirements include the following subcategories:

- Application Architectural Layer
- Business Entity Objects
- Integration/Workflow/Business Rules
- Business Service Layer
- Data Access Layer
- Enterprise Services and Reusable Infrastructure Components
- General Architecture
- Presentation Layer
- Request/Response Layer
- System Architecture Communication

VI.7.2.2 INFORMATION MANAGEMENT

The Information Management requirements identify and define the technical aspects to be designed and implemented by the Contractor for the CWS/Web Solution

databases, data marts, data warehouses and all other application data files. Information Management requirements include the following subcategories:

- Business Intelligence and Reporting Architecture
- Database
- Enterprise Services and Reusable Infrastructure Components
- System Archiving

VI.7.2.3 INFRASTRUCTURE

The Infrastructure requirements identify and define the technical aspects to be designed and implemented by the Contractor for the CWS/Web Solution network and environments. The Infrastructure requirements include the following subcategories:

- Environments
- General Infrastructure

VI.7.2.4 INTERFACES

The CWS/Web Solution depends on information that originates in external systems, some of which have shorter hours of availability (than the 24 X 7 availability expected for CWS/Web). The CWS/Web must be able to function even when one or more of these external systems are unavailable.

The Interface requirements are defined as being external to this Project and outside of the Contractor's control. For example, the CWS/Web will need to transfer data to the Data Warehouse, but this is not considered an external interface, as the Data Warehouse is under the Contractor's control. In contrast, retrieving data from the Department of Justice will require an external interface as it is an external system that is not controlled by the CWS/Web Project.

VI.7.2.5 PERFORMANCE

The Performance requirements identify areas for performance metrics that will be measured and reported as Service Level Objectives (SLOs). The technical Performance requirements include the following categories:

- Availability
- Capacity
- Monitoring & Reporting
- Performance

VI.7.2.6 SYSTEM SECURITY

The System Security requirements identify and define the technical aspects to be designed and implemented by the Contractor for the protection of CWS/Web

Solution information from unauthorized access, use, disclosure, disruption, modification or destruction. The System Security requirements include the following subcategories:

- Authentication, Identity Management, and Provisioning
- Authorization
- Confidential Information
- Distributed Security Infrastructure Threat Protection
- General Security
- Identity Provider
- Interactive Voice Response System
- Mobility
- Secure Connectivity
- SOA Security
- System Audit Logging
- System Audit Trail
- Transfer of Security Logs
- Web Access

The CWS/Web Technical Requirements have not been further categorized in this Section. The Bidders are encouraged to review and analyze the detailed requirements in a manner that best suits their methodology and conceptual design. Electronic extracts of the requirements in RFP Appendix B, System Requirements will be made available to the Bidders for analysis.

VI.8. PROPOSAL REQUIREMENTS

The section contains the proposal requirements used to define the information to be provided by the Bidder in its response to the CWS/Web RFP solution requirements presented in the previous sections of Section VI of this RFP. The proposal requirements should also be reviewed in conjunction with the information provided in RFP Section IV, Proposed Future Environment to ensure the Bidder's responses are consistent with the vision for the CWS/Web Solution.

Proposal requirements are designated as either mandatory or desirable. The Bidder must respond to all mandatory requirements and may choose to respond to desirable requirements. Mandatory requirements will be evaluated as pass/fail. Bidders must pass all mandatory requirements to be considered responsive. Desirable proposal requirements will be evaluated and awarded points based on the Bidder's response.

The CWS/Web evaluation team will score the responses to the proposal requirements in accordance with the proposal evaluation methodology identified in RFP Section IX, Proposal Evaluation. Any material deviation from the proposal requirements in the Proposal may be cause for rejection of the proposal as nonresponsive. Points allocated to the proposal requirements are shown in the following sections.

The proposal requirements are organized in this section to describe the State's expectations for Bidder experience and staff qualifications and to align with the solution requirements discussed in the previous sections of Section VI.

- Section VI.8.1, Bidder Qualifications and Staff Qualifications discusses the mandatory and desirable proposal requirements for the Bidder to provide information pertaining to its qualifications and the qualifications of its proposed staff.
- Section VI.8.2, Approaches to Achieving Requirements discusses the proposal requirements for the Bidder to explain the approaches to be used to achieve the solution requirements discussed in Sections VI.2 through VI.6. The Bidder is expected to describe its approach to project management, solution development, Solution Transition, support of the SACWIS review, and ongoing Service and Support of the CWS/Web Solution.
- Section VI.8.3, CWS/Web Conceptual System discusses the proposal requirements for the Bidder to explain its proposed CWS/Web conceptual system and how that system meets the system requirements discussed in Section VI.7, System Requirements. The Bidder is expected to describe its conceptual system from three different views: a business function view that describes how the CWS/Web will meet the functional requirements; an architectural view that describes the physical CWS/Web architecture and components; and an information view that describes the major CWS/Web information components and their interrelationships.

VI.8.1. BIDDER QUALIFICATIONS AND STAFF QUALIFICATIONS

The purpose of this section is to provide information to the State for use in understanding and verifying the Bidder's qualifications and the qualifications of the Bidder's proposed Project staff. The information will be used to evaluate the Bidder's potential to successfully deliver a proposed CWS/Web Solution that meets the State's requirements and expectations, including ongoing Service and Support activities.

VI.8.1.1. BIDDER QUALIFICATIONS

Bidder qualification requirements are separated into sub-categories; client references and Bidder experience. The requirements for both sub-categories include mandatory minimum requirements and proposal requirements. The mandatory minimum requirements will be evaluated on a pass/fail basis and are presented in Table VI-79 Mandatory Client Reference Requirements. The responses

to the proposal requirements will be evaluated and scored. The proposal requirements and the available evaluation points are presented in Table VI-80 Client Reference Proposal Requirement and Table VI-79 Mandatory Client Reference Requirements.

VI.8.1.1.1. CLIENT REFERENCE REQUIREMENTS

For requirement 4409 shown in Table VI-80 Client Reference Proposal Requirement, information in response to the client reference requirements must include references that are prepared using Form 6.1, Bidder Experience Reference Form located in RFP Appendix C, Bid Response Forms. A separate form should be used for each referenced project. Please see the instructions in the Bidder Experience Reference Form for details regarding the completion of the references, including the requirement for responses in sealed envelopes.

Table VI-79 Mandatory Client Reference Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4405	For each project reference, the Bidder must complete and provide a Bidder Experience Reference Form (Form 6.1, Appendix C – Bid Response Forms). For each reference, the Bidder shall identify in Form 6.1 which of the Bidder Experience Requirements (one or more) the reference covers.	Yes ☐ No ☐	Vol: Section: Page#:
4406	The Bidder must supply one (1) reference that verifies that the Bidder (prime Contractor) has designed, developed, tested, and successfully implemented a complete, integrated system similar in scope to the CWS/Web Project within a multilayered and highly distributed environment within the last five (5) years with a contract value over $5 million in one-time costs for a paying customer external to the Bidder's organization. The reference that the Bidder provides should be the one that best matches this Bidder Experience Requirement.	Yes ☐ No ☐	Vol: Section: Page#:
4407	The Bidder must supply one (1) reference that verifies that the Bidder (prime Contractor or subcontractor) has	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	been responsible for the maintenance and operation of a system with a contract value exceeding $2 million per year for a paying customer external to the Bidder's organization. The reference that the Bidder provides should be the one that best matches this Bidder Experience Requirement.		Page#:
4408	The Bidder must supply references from the last three (3) projects, where the Bidder (prime contractor) has designed, developed, and tested an Information Technology system with a contract value exceeding $5 million in one-time costs for a paying customer external to the Bidder's organization. The last three (3) projects includes those successfully completed (i.e., accepted by the client) as well as those terminated by the client. Do not include projects that are currently being implemented. The references the bidder provides must strictly adhere to the conditions set forth in this requirement.	Yes ☐ No ☐	Vol: Section: Page#:

In addition to the mandatory client reference requirements, the State will score client references based on client responses provided in the submitted Client Reference Forms (Form 6.1). Table VI-82 Bidder Experience Proposal Requirements identifies the information to be provided by the Bidder and its respective clients that meet the requirements set forth in Table VI-79 Mandatory Client Reference Requirements.

Table VI-80 Client Reference Proposal Requirement

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4409	The Bidder shall submit four (4) or five (5) completed Client Reference Forms (Form 6.1, Appendix C - Bid Response Forms) under sealed, separate cover in accordance with requirements 4405, 4406, 4407, and 4408 shown above	100	Vol: Section: Page#:

VI.8.1.1.2. BIDDER EXPERIENCE REQUIREMENTS

Bidders must provide information in response to the Bidder experience requirements using Form 6.2, Bidder Experience Reference Form located in RFP Appendix C, Bid Response Forms. Please see the instructions in the Bidder Experience Reference Form for further details.

In addition to the mandatory Bidder experience requirement, Bidders are requested to submit information in their proposals that describes their depth of experience as it relates to the scope of the CWS/Web Project. Table VI-81 Mandatory Bidder Experience Requirements identifies the information to be provided by the Bidder to describe the Bidder's overall past experience relative to the CWS/Web Project.

Table VI-81 Mandatory Bidder Experience Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4895	The Bidder shall submit its responses to the requirements on Form 6.2 Bidder Experience Reference Form located in RFP Appendix C, Bid Response Forms.	Yes ☐ No ☐	Vol: Section: Page#:

For requirements shown in Table VI-82 Bidder Experience Proposal Requirements, Bidder experience requirements must include information using Form 6.2, Bidder Experience Reference Form located in RFP Appendix C, Bid Response Forms. Please see the instructions in the Bidder Experience Reference Form for details.

Table VI-82 Bidder Experience Proposal Requirements

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4410	The Bidder should provide the following information pertaining to the Bidder's overall past experience: It is desirable that the Bidder has ten (10) years of experience applying best practices and industry standards in information technology processes, methods and solutions.	10	Vol: Section: Page#:
4411	The Bidder should provide the following	25	Vol:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	information pertaining to the Bidder's overall past experience: It is desirable that the Bidder has designed, developed and implemented a large health and human services information technology (IT) project.		Section: Page#:
4412	The Bidder should provide the following information pertaining to the Bidder's overall past experience: It is desirable that the Bidder has designed, developed and implemented systems built using a Service Oriented Architecture on two (2) or more IT projects.	20	Vol: Section: Page#:
4413	The Bidder should provide the following information pertaining to the Bidder's overall past experience: It is desirable that the Bidder has designed, developed and implemented systems on three (3) or more public sector IT projects.	15	Vol: Section: Page#:
4414	The Bidder should provide the following information pertaining to the Bidder's overall past experience: It is desirable that the Bidder has designed, developed and implemented data warehouses that interfaced with multiple data sources on four (4) or more IT projects.	10	Vol: Section: Page#:
4415	The Bidder should provide the following information pertaining to the Bidder's overall past experience: It is desirable that the Bidder has ten (10) years of experience providing service and support for large	20	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	applications similar in scope to the Bidder's proposed solution.		

VI.8.1.2. BIDDER STAFF QUALIFICATIONS

The Bidder will be responsible for proposing the staff required to manage, design, develop, implement, and maintain the CWS/Web Solution. The staff must possess the relevant background and experience to undertake this effort.

Notwithstanding the physical hosting of the development environment, CWS requires that all Contractor activities be performed at the following sites for each area:

- Design – State/OTech/CWS offices in Sacramento, CA and County Offices
- Development – Within the United States and/or offshore
- Testing – State/OTech/CWS offices in Sacramento, CA and County Offices
- Training - State/OTech/CWS offices in Sacramento, CA and County Offices; or other sites secured by the Contractor if government facilities are not available

The CWS/Web Project has identified key staffing resources required to be proposed by the Bidder. Bidder staff qualification requirements include mandatory minimum requirements and proposal requirements that request specific information in response to desirable qualifications for Bidder Key Staff roles.

The Bidder Key Staff positions for which there are mandatory requirements and desirable requirements identified and defined in this section are as follows:

- Project Manager
- Functional Manager
- Chief Architect
- Software Architect
- Database Architect
- Infrastructure Architect
- Data Conversion Manager
- Security Architect
- Software Development Manager
- Transition Manager
- Test Manager

- Training Manager
- Quality Assurance Manager
- Service and Support Manager

There are also mandatory general staffing requirements that require the Bidder to provide the designated Key Staff to fill each position. Table VI-83 Mandatory General Staffing Requirements lists these mandatory general staffing requirements.

Table VI-83 Mandatory General Staffing Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
735	The Bidder shall propose one individual per Key Staff position on a full-time basis for the Project.	Yes ☐ No ☐	Vol: Section: Page#:
4780	The Bidder shall co-locate Key Staff at the CWS/Web Project Office.	Yes ☐ No ☐	Vol: Section: Page#:
4896	The Bidder shall submit the requisite Key Staff information on Key Staff Experience Reference Form located in Appendix C, Bid Response Forms.	Yes ☐ No ☐	Vol: Section: Page#:

The following subsections identify the mandatory and desirable staffing requirements that are applicable during the life of the CWS/Web Contract for each of the Key Staff positions. For the selected Bidder, the qualifications of the proposed Key Staff that pertain to the desirable requirements will be included in the CWS/Web Contract as mandatory requirements that must be met by any staff replacements for these positions during the life of the Contract.

As part of its proposal, the Bidder is required to complete and submit a Key Staff Experience Reference Form (Form 6.3) located in RFP Appendix C, Bid Response Forms for each proposed Key Staff member for this Project. At a minimum, the Bidder must identify and complete the form for those individuals who will be filling the Key Staff positions. Within Form 6.3, the Bidder should describe its proposed staff and should highlight relevant areas of experience for each person. Regardless of the position, the State believes that prior successful health and human services system design and implementation experience is important for the project team.

VI.8.1.3. PROJECT MANAGER

The Project Manager is responsible for all aspects of the CWS/Web Project development life cycle. The Project Manager manages the Systems Integrator team and directs technical, functional, support teams through other managers. The Project Manager works with the CWS/Web Project Office, OSI and other agencies involved in the CWS/Web Project. The Project Manager reports directly to the State CWS/Web Project Manager. The Project Manager must be committed to the Project full-time from the Contract origination date through Initial Release Implementation Acceptance.

Table VI-84 Project Manager Mandatory Requirements lists the mandatory staffing requirements for the project manager position.

Table VI-84 Project Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
740	The Project Manager shall have a minimum of five (5) years experience as the project manager on two (2) software development or system implementation projects with a project value of at least $10 million each.	Yes ☐ No ☐	Vol: Section: Page#:
741	The Project Manager shall have successfully completed one (1) project following the proposed project management approach.	Yes ☐ No ☐	Vol: Section: Page#:
4416	The Project Manager shall have a minimum of five (5) years project management experience, defined as managing all of the tasks defined in Appendix F of the Project Management Body of Knowledge (PMBOK ®), performed by a team greater than 50 people.	Yes ☐ No ☐	Vol: Section: Page#:
4417	The Project Manager shall have a minimum of three (3) years experience working as a project manager on public sector Information Technology (IT) projects.	Yes ☐ No ☐	Vol: Section: Page#:
4418	The Project Manager shall have a minimum of two (2) years of project management experience in a service-	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	oriented architecture (SOA) environment.		Page#:
4419	The Project Manager shall have a current project management certification or Master's Degree at an accredited college or university.	Yes ☐ No ☐	Vol: Section: Page#:
4420	The Project Manager shall have a baccalaureate degree from an accredited college/university.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-85 Project Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Project Manager position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-85 Project Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
739	It is desirable that the Project Manager has an active Project Management Institute-Project Management Professional (PMI-PMP®) Credential.	7	Vol: Section: Page#:
4421	It is desirable that the Project Manager has project management experience, (defined as performing all of the tasks defined in Appendix F of the PMBOK®), on three (3) or more projects with a contract value of at least $30 million each.	7	Vol: Section: Page#:
4422	It is desirable that the Project Manager has seven (7) years experience working as a project manager on for three (3) or more public sector IT projects.	7	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4423	It is desirable that the Project Manager has two (2) years experience working as a project manager in public sector social services programs.	7	Vol: Section: Page#:
4424	It is desirable that the Project Manager has a current practitioner's or manager's certificate in Information Technology Infrastructure Library (ITIL) IT service management.	6	Vol: Section: Page#:
4425	It is desirable that the Project Manager has a current Six Sigma Certification.	6	Vol: Section: Page#:

VI.8.1.4. FUNCTIONAL MANAGER

The Functional Manager is responsible for managing and conducting the functional analysis activity for the CWS/Web Project. The Functional Manager is also responsible for leading the requirements validation and functional design phase of the CWS/Web Solution. The Functional Manager works with the technical and functional teams to ensure the business needs are met.

Table VI-86 Functional Manager Mandatory Requirements lists the mandatory staffing requirements for the Functional Manager.

Table VI-86 Functional Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4898	The Functional Manager shall have minimum of three (3) years of experience defining and confirming functional requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4899	The Functional Manager shall have minimum of three (3) years of experience managing high-level and detailed business process design activity.	Yes ☐ No ☐	Vol: Section: Page#:
4900	The Functional Manager shall have		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	minimum of three (3) years of experience translating business requirements into detailed specifications.	Yes ☐ No ☐	Section: Page#:
4901	The Functional Manager shall have minimum of two (2) years experience working with project teams for large health and human services information technology (IT) projects.	Yes ☐ No ☐	Vol: Section: Page#:
4902	The Functional Manager shall have minimum of two (2) years experience working with project teams on a project similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-87 Functional Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Functional Manager position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-87 Functional Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4903	It is desirable that the Functional Manager has experience on three (3) or more public sector projects.	8	Vol: Section: Page#:
4904	It is desirable that the Functional Manager has four (4) years experience working with project teams on a project similar in scope to the Bidder's proposed solution.	8	Vol: Section: Page#:
4905	It is desirable that the Functional Manager has five (5) years experience working with large health and human services information technology (IT) projects.	9	Vol: Section: Page#:

VI.8.1.5. CHIEF ARCHITECT

The Chief Architect is responsible for managing the technical team. The Chief Architect directs other architects in the design of the CWS/Web. The Chief Architect leads the technical development effort, and works with the functional and infrastructure teams to ensure the business needs are met.

Table VI-88 Chief Architect Mandatory Requirements lists the mandatory staffing requirements for the Chief Architect position.

Table VI-88 Chief Architect Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4426	The Chief Architect shall have a minimum of five (5) years of experience leading technology initiatives in a service-oriented design with an understanding of emerging technologies.	Yes ☐ No ☐	Vol: Section: Page#:
4427	The Chief Architect shall have a minimum of five (5) years experience guiding technology teams and designers on projects similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4428	The Chief Architect shall have a minimum of five (5) years experience applying component-based and service-oriented architectures to build flexible systems for public sector.	Yes ☐ No ☐	Vol: Section: Page#:
4429	The Chief Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering, or a technology-related field.	Yes ☐ No ☐	Vol: Section: Page#:
4486	The Chief Architect shall have a minimum of two (2) years of experience leading business intelligence solution implementations.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-89 Chief Architect Desirable Staff Qualifications lists the desirable staff qualifications for the Chief Architect position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-89 Chief Architect Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4430	It is desirable that the Chief Architect has two (2) years experience working with large health and human services Information Technology (IT) projects.	35	Vol: Section: Page#:

VI.8.1.6. SOFTWARE ARCHITECT

The Software Architect is responsible for core software development effort including system design, user Interface design and other design and development activities. The Software Architect provides design inputs to the Database Architect. The Software Architect will work with the Security Architect, Database Architect and Infrastructure Architect to transform business needs into Software design specifications.

Table VI-90 Software Architect Mandatory Requirements lists the mandatory staffing requirements for the Software Architect position.

Table VI-90 Software Architect Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4431	The Software Architect shall have a minimum of six (6) years experience leading software architecture in web software development, with a specialization in web content management solutions and application architectures.	Yes ☐ No ☐	Vol: Section: Page#:
4432	The Software Architect shall have a minimum of six (6) years experience with in-depth exposure in defining the core software architecture of an enterprise web application platform.	Yes ☐ No ☐	Vol: Section: Page#:
4433	The Software Architect shall have a minimum of four (4) years experience in analysis, design, development and	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implementation of service-oriented web applications similar in scope to the Bidder's proposed solution.		Page#:
4434	The Software Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-91 Software Architect Desirable Staff Qualifications lists the desirable staff qualifications for the Software Architect position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-91 Software Architect Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4435	It is desirable that the Software Architect has five (5) years experience in current and emerging software application platforms and web standards (e.g., XML, SOAP, WSDL, UDDI) on an ESB integration platform.	9	Vol: Section: Page#:
4436	It is desirable that the Software Architect has four (4) years experience in analysis, design, development and implementation on public sector projects.	9	Vol: Section: Page#:
4437	It is desirable that the Software Architect has two (2) years experience working with large health and human services information technology (IT) projects.	9	Vol: Section: Page#:
4438	It is desirable that the Software Architect has one or more technical industry certifications.	8	Vol: Section: Page#:

VI.8.1.7. DATABASE ARCHITECT

The Database Architect is responsible for designing the CWS/Web database. The Database Architect works closely with the Software Architect as well as the Security Architect and designs the enterprise level database and data warehouse. The Database Architect coordinates with the Data Conversion Lead on data merging and data reconciliation efforts.

Table VI-92 Database Architect Mandatory Requirements lists the mandatory staffing requirements for the Database Architect position.

Table VI-92 Database Architect Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4439	The Database Architect shall have a minimum of five (5) years experience in the design and development of relational database management systems (RDBMS) software.	Yes ☐ No ☐	Vol: Section: Page#:
4440	The Database Architect shall have a minimum of four (4) years experience in overseeing the development, programming and maintenance of enterprise level software applications.	Yes ☐ No ☐	Vol: Section: Page#:
4441	The Database Architect shall have a minimum of three (3) years experience in areas database performance and optimization techniques.	Yes ☐ No ☐	Vol: Section: Page#:
4442	The Database Architect shall have a minimum of three (3) years experience in developing and implementing an enterprise data model.	Yes ☐ No ☐	Vol: Section: Page#:
4443	The Database Architect shall have a minimum of three (3) years experience in a multi-layered system architecture.	Yes ☐ No ☐	Vol: Section: Page#:
4444	The Database Architect shall be certified in the database platform proposed by the Bidder.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4445	The Database Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.	Yes ☐ No ☐	Vol: Section: Page#:
4488	The Database Architect shall have minimum of two (2) years of experience with business intelligence and enterprise data warehouse tools.	Yes ☐ No ☐	Vol: Section: Page#:
4779	The Database Architect shall have a minimum of four (4) years experience in developing and implementing an enterprise data warehouse.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-93 Database Architect Desirable Staff Qualifications lists the desirable staff qualifications for the Database Architect position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-93 Database Architect Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4446	It is desirable that the Database Architect has three (3) years experience in managing data migration on projects similar in scope to the Bidder's proposed solution.	12	Vol: Section: Page#:
4447	It is desirable that the Database Architect has five (5) years experience in an object-oriented environment.	12	Vol: Section: Page#:
4448	It is desirable that the Database Architect has two (2) years experience working with large health and human	11	Vol: Section:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	services information technology (IT) projects.		Page#:

VI.8.1.8. INFRASTRUCTURE ARCHITECT

The Infrastructure Architect is responsible for providing all of the Infrastructure related services to the development team. The Infrastructure Architect provides core infrastructure design, and requirements and recommendations to the following teams: Architect, Test and others within the CWS/Web project.

Table VI-94 Infrastructure Architect Mandatory Requirements lists the mandatory staffing requirements for the Infrastructure Architect position.

Table VI-94 Infrastructure Architect Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4449	The Infrastructure Architect shall have a minimum of five (5) years experience managing data center technical infrastructure and operations.	Yes ☐ No ☐	Vol: Section: Page#:
4450	The Infrastructure Architect shall have a minimum of five (5) years experience deploying enterprise information technology (IT) infrastructure components (server, storage, and network) and their operational requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4451	The Infrastructure Architect shall have a minimum of five (5) years experience in disaster recovery and failover systems.	Yes ☐ No ☐	Vol: Section: Page#:
4452	The Infrastructure Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-95 Infrastructure Architect Desirable Staff Qualifications lists the desirable staff qualifications for the Infrastructure Lead position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-95 Infrastructure Architect Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4453	It is desirable that the Infrastructure Architect has four (4) years of experience working with leading industry server technologies.	5	Vol: Section: Page#:
4454	It is desirable that the Infrastructure Architect has four (4) years experience providing technical leadership for enterprise storage and back-up processes.	5	Vol: Section: Page#:
4455	It is desirable that the Infrastructure Architect has four (4) years experience working in the public sector client environment.	5	Vol: Section: Page#:
4456	It is desirable that the Infrastructure Architect has three (3) years experience coordinating infrastructure activities with business and technology teams.	5	Vol: Section: Page#:
4457	It is desirable that the Infrastructure Architect has two (2) years experience working with large health and human services information technology (IT) projects.	5	Vol: Section: Page#:

VI.8.1.9. DATA CONVERSION MANAGER

The Data Conversion Manager is responsible for data transformations from existing systems to the CWS/Web system. The Data Conversion coordinates with the Database Architect and Software Architect during the design and system development phase to ensure that the new database can support the existing data.

Table VI-96 Data Conversion Manager Mandatory Requirements lists the mandatory staffing requirements for the Data Conversion Manager position.

Table VI-96 Data Conversion Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4458	The Data Conversion Manager shall have played a key role in or led a minimum of three (3) data conversion projects involving conversion of legacy databases similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4459	The Data Conversion Manager shall have a minimum of five (5) years managing data migration efforts.	Yes ☐ No ☐	Vol: Section: Page#:
4460	The Data Conversion Manager shall have a minimum of four (4) years managing the design, development, deployment of data conversion tools/utilities.	Yes ☐ No ☐	Vol: Section: Page#:
4461	The Data Conversion Manager shall have a minimum of four (4) years using commercial-off-the-shelf (COTS) conversion tools/utilities and data quality validation processes.	Yes ☐ No ☐	Vol: Section: Page#:
4462	The Data Conversion Manager shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-97 Data Conversion Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Data Conversion Lead position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-97 Data Conversion Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4463	It is desirable that the Data Conversion Manager has four (4) years management experience with database logical and physical design.	7	Vol: Section: Page#:
4464	It is desirable that the Data Conversion Manager has three (3) years experience designing, developing, deploying, and supporting conversion tools, utilities and routines including data quality validation processes.	6	Vol: Section: Page#:
4465	It is desirable that the Data Conversion Manager has two (2) years data conversion experience planning, designing, and developing data conversion products and programs in support of public sector clients.	6	Vol: Section: Page#:
4466	It is desirable that the Data Conversion Manager has two (2) years data conversion experience with large health and human services information technology (IT) projects.	6	Vol: Section: Page#:

VI.8.1.10. SECURITY ARCHITECT

The Security Architect is responsible for providing core security framework technical expertise to the Chief Architect. The Security Architect works with the Software Architect and Database Architect and provides the security best practices and implementation methods.

Table VI-98 Security Architect Mandatory Requirements lists the mandatory staffing requirements for the Security Architect position.

Table VI-98 Security Architect Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4467	The Security Architect shall have a minimum of six (6) years of experience	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	performing responsibilities that include: • Technical security control architecture and design. • Information security solution engineering. • Security technology implementations. • Evaluating new security technologies. • Maintaining and operating at least one (1) system similar in scope to the Bidder's proposed solution.		Page#:
4468	The Security Architect shall have a minimum of five (5) years of experience in a broad range of security technologies (e.g. operating systems, networking, databases, directory services, firewalls, encryption, web services) and applying security principles based on best practices and industry standards.	Yes ☐ No ☐	Vol: Section: Page#:
4469	The Security Architect shall have a minimum of five (5) years of experience: • Managing and monitoring critical security infrastructure components including incident management and responses. • Advising and consulting with internal clients on operational issues impacting security, including assistance on implementing solutions.	Yes ☐ No ☐	Vol: Section: Page#:
4470	The Security Architect shall have a current information security certification.	Yes ☐ No ☐	Vol: Section: Page#:
4471	The Security Architect shall have a		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.	Yes ☐ No ☐	Section: Page#:

Table VI-99 Security Architect Desirable Staff Qualifications lists the desirable staff qualifications for the Security Architect position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-99 Security Architect Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4472	It is desirable that the Security Architect has four (4) years experience developing blueprints for the security standards and policies within large scale public sector client environments.	9	Vol: Section: Page#:
4473	It is desirable that the Security Architect has two (2) years of security architecture exposure in a service-oriented architecture (SOA).	9	Vol: Section: Page#:
4474	It is desirable that the Security Architect has two (2) years of experience working with large health and human services information technology (IT) projects.	9	Vol: Section: Page#:
4475	It is desirable that the Security Architect has an active Certified Information Systems Security Professional (CISSP) certification.	8	Vol: Section: Page#:

VI.8.1.11. SOFTWARE DEVELOPMENT MANAGER

The Software Development Manager is responsible for managing all aspects of the technical and functional groups. The Software Development Manager coordinates with the Quality Assurance Manager for testing and quality assurance activities

during the development phase. The Software Development Manager manages the functional, infrastructure teams and provides direction to the Chief Architect on the software development needs.

Table VI-100 Software Development Manager Mandatory Requirements lists the mandatory staffing requirements for the Software Development Manager position.

Table VI-100 Software Development Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
751	The Software Development Manager shall have a minimum of five (5) years experience with n-tiered distributed systems.	Yes ☐ No ☐	Vol: Section: Page#:
752	The Software Development Manager shall have been responsible for the development of a system similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4476	The Software Development Manager shall have been involved in and led a minimum of two (2) software development projects similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4477	The Software Development Manager shall have a minimum of six (6) years experience managing a development team, with 50 or more members, in a distributed system development environment.	Yes ☐ No ☐	Vol: Section: Page#:
4478	The Software Development Manager shall have a minimum of two (2) years of experience with service-oriented architecture (SOA).	Yes ☐ No ☐	Vol: Section: Page#:
4479	The Software Development Manager shall have a minimum of three (3) years management experience with software development, design, and the System Development Life Cycle (SDLC) methodologies proposed by the Bidder.	Yes ☐ No ☐	Vol: Section: Page#:
4480	The Software Development Manager		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.	Yes ☐ No ☐	Section: Page#:
4487	The Software Development Manager shall have minimum of two (2) years of experience translating business requirements into business intelligence specifications.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-101 Software Development Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Software Development Manager position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-101 Software Development Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4481	It is desirable that the Software Development Manager has experience on three (3) or more public sector projects.	7	Vol: Section: Page#:
4482	It is desirable that the Software Development Manager has four (4) years experience working with project teams on a project similar in scope to the Bidder's proposed solution.	7	Vol: Section: Page#:
4483	It is desirable that the Software Development Manager has two (2) years experience managing a development team for large health and human services information technology (IT) projects.	7	Vol: Section: Page#:
4484	It is desirable that the Software Development Manager has a current Certified Software Development	7	Vol: Section:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	Professional (CSDP) Certification.		Page#:
4485	It is desirable that the Software Development Manager has an active Project Management Institute-Project Management Professional (PMI-PMP®) Credential.	7	Vol: Section: Page#:

VI.8.1.12. TRANSITION MANAGER

The Transition Manager is responsible for data conversion and migration activities from current CWS/CMS to the new CWS/Web System. The Transition Manager will work with the Database Architect, Data Conversion Manager and Software Development Manager to execute all transition-related activities. The Transition Manager is also responsible for coordinating all knowledge transfer and training activities during the transition period. The Transition Manager provides data conversion support to the development team.

Table VI-102 Transition Manager Mandatory Requirements lists the mandatory staffing requirements for the Transition Manager position.

Table VI-102 Transition Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4493	The Transition Manager shall have a minimum of six (6) years experience managing an Information Technology (IT) implementation or system integration project similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4494	The Transition Manager shall have a minimum of five (5) years experience managing teams of business analysts, systems analysts, developers, testing, and quality assurance staff.	Yes ☐ No ☐	Vol: Section: Page#:
4495	The Transition Manager shall have a minimum of two (2) years experience delivering projects following the Bidder's proposed implementation approach.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4496	The Transition Manager shall have a minimum of two (2) years experience implementing systems in a service-oriented architecture (SOA) environment.	Yes ☐ No ☐	Vol: Section: Page#:
4497	The Transition Manager shall have a current project management certification or degree.	Yes ☐ No ☐	Vol: Section: Page#:
4498	The Transition Manager shall have a baccalaureate degree from an accredited college/university.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-103 Transition Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Transition Manager position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-103 Transition Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4499	It is desirable that the Transition Manager has experience working as an implementation manager on public sector IT projects for two (2) projects or more.	9	Vol: Section: Page#:
4500	It is desirable that the Transition Manager has worked on system implementation more than three (3) separate projects with a project value of at least $50 million.	9	Vol: Section: Page#:
4501	It is desirable that the Transition Manager has an active Project Management Institute-Project	9	Vol: Section:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	Management Professional (PMI-PMP ®) Credential.		Page#:
4502	It is desirable that the Transition Manager has a current Certified Software Development Professional (CSDP) Certification.	8	Vol: Section: Page#:

VI.8.1.13. TEST MANAGER

The Test Manager is responsible for providing all system and application testing needs during the entire development phase.

Table VI-104 Test Manager Mandatory Requirements lists the mandatory staffing requirements for the Test Manager position.

Table VI-104 Test Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
754	The Test Manager shall have a minimum of four (4) years experience in software development/testing of n-tiered distributed systems.	Yes ☐ No ☐	Vol: Section: Page#:
755	The Test Manager shall have a minimum of five (5) years experience developing test plans, testing strategies and test case templates.	Yes ☐ No ☐	Vol: Section: Page#:
756	The Test Manager shall have a minimum of two (2) years experience as testing role in a service-oriented architecture (SOA) environment.	Yes ☐ No ☐	Vol: Section: Page#:
4503	The Test Manager shall have a minimum of five (5) years experience managing testing on at least two (2) separate information technology (IT) projects.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4504	The Test Manager shall have a minimum of two (2) years experience using test automation tools and methods proposed by the Bidder.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-105 Test Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Test Lead position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-105 Test Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4505	It is desirable that the Test Manager has five (5) years experience in the role of testing lead for a project similar in scope to the Bidder's proposed solution.	7	Vol: Section: Page#:
4506	It is desirable that the Test Manager has five (5) years experience in leading a test team that was in compliance with IEEE standards 1012-2004 for system verification and validation.	6	Vol: Section: Page#:
4507	It is desirable that the Test Manager has six (6) years experience executing formal, written functional, integration and system test procedures in compliance with a widely recognized standard, such as IEEE Standards 12207.1-1997.	6	Vol: Section: Page#:
4508	It is desirable that the Test Manager has two (2) years experience working as a testing lead on public sector IT projects.	6	Vol: Section: Page#:

VI.8.1.14. TRAINING MANAGER

The Training Manager is responsible for all knowledge transfer and training activities during the transition to the CWS/Web system and for ongoing training subsequent to transition.

Table VI-106 Training Manager Mandatory Requirements lists the mandatory staffing requirements for the Training Manager position.

Table VI-106 Training Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4509	The Training Manager shall have a minimum of five (5) years experience as the training manager implementing a training program with over 5,000 attendees in various geographic locations.	Yes ☐ No ☐	Vol: Section: Page#:
4510	The Training Manager shall have a minimum of five (5) years experience in information technology (IT) solutions end-user staff training.	Yes ☐ No ☐	Vol: Section: Page#:
4511	The Training Manager shall have a minimum of five (5) years of experience managing a training team on information technology (IT) solutions end-user staff training.	Yes ☐ No ☐	Vol: Section: Page#:
4512	The Training Manager shall have a minimum of two (2) years experience in instructional design of computer-based training (CBT) or online learning for adult learners.	Yes ☐ No ☐	Vol: Section: Page#:
4513	The Training Manager shall have a minimum of three (3) years of experience in training on a project using the training methodology proposed by the Bidder.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-107 Training Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Training Manager position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-107 Training Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4514	It is desirable that the Training Manager has experience working as a training manager on three (3) or more public sector IT projects.	5	Vol: Section: Page#:
4515	It is desirable that the Training Manager have five (5) years experience as a training manager working on public sector social services programs.	5	Vol: Section: Page#:
4516	It is desirable that the Training Manager have worked as the training manager on more than four (4) separate system implementation projects.	5	Vol: Section: Page#:
4517	It is desirable that the Training Manager have five (5) years experience implementing online learning programs designed to current elearning guidelines. These guidelines may include SCORM®, AICC, Institute of Electrical and Electronics Engineers (IEEE), International Society of Performance Improvement (ISPS) and the International Board of Standards for Training, Performance, and Instruction (IBSTPI) or other industry-recognized elearning standard.	4	Vol: Section: Page#:
4518	It is desirable that the Training Manager have five (5) years of experience in instructional design of computer-based training (CBT) or online learning for adult learners.	4	Vol: Section: Page#:
4519	It is desirable that the Training Manager have five (5) years of experience reporting training statistics and outcomes for software training.	4	Vol: Section: Page#:
4520	It is desirable that that the Training	4	Vol:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	Manager have an active Instructional System Design (ISD) Certification or equivalent.		Section: Page#:
4521	It is desirable that the Training Manager have an active Project Management Institute-Project Management Professional (PMI-PMP ®) Credential.	4	Vol: Section: Page#:

VI.8.1.15. QUALITY ASSURANCE MANAGER

The Quality Assurance Manager is responsible for directing all Quality Assurance (QA) activities and for providing QA/Testing services to the System Development team.

Table VI-108 Quality Assurance Manager Mandatory Requirements lists the mandatory staffing requirements for the Quality Assurance Manager position.

Table VI-108 Quality Assurance Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4522	The Quality Assurance Manager shall have a minimum of five (5) years experience managing quality on software development or system implementation projects with a project value of at least $10 million.	Yes ☐ No ☐	Vol: Section: Page#:
4523	The Quality Assurance Manager shall have a minimum of five (5) years experience managing a quality assurance team on software development or implementation (hardware and software) projects.	Yes ☐ No ☐	Vol: Section: Page#:
4524	The Quality Assurance Manager shall have a minimum of three (3) years of experience developing, applying, and managing a quality metrics program using the methods proposed by the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	bidder.		
4525	The Quality Assurance Manager shall have a minimum of two (2) years quality assurance experience in a service-oriented architecture (SOA) environment.	Yes ☐ No ☐	Vol: Section: Page#:
4526	The Quality Assurance Manager shall have a baccalaureate degree from an accredited college/university.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-109 Quality Assurance Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Quality Assurance Manager position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-109 Quality Assurance Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4527	It is desirable that the Quality Assurance Manager have experience working as a quality assurance manager on at least two (2) public sector information technology (IT) projects.	5	Vol: Section: Page#:
4528	It is desirable that the Quality Assurance Manager have experience working on at least one (1) large health and human services IT project.	5	Vol: Section: Page#:
4529	It is desirable that the Quality Assurance Manager have worked as the quality assurance manager on software development or system implementation projects with a project value of at least $20 million.	5	Vol: Section: Page#:
4530	It is desirable that the Quality Assurance	5	Vol:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	Manager has a current certification for practitioner's or manager's certificate in Information Technology Infrastructure Library (ITIL) services management.		Section: Page#:
4531	It is desirable that the Quality Assurance Manager have an active Project Management Institute-Project Management Professional (PMI-PMP®) Credential.	5	Vol: Section: Page#:
4532	It is desirable that the Quality Assurance Manager have a current Six Sigma Certification.	5	Vol: Section: Page#:

Service and Support Manager

The Service and Support Manager is responsible for all Service and Support activities conducted after the new system is in production. The Service and Support Manager works with the Development team on post-production upgrade requests and other system patches, and hot fixes. The Service and Support Manger must be committed full-time at the CWS/Web Solution Pilot/Deployment efforts.

Table VI-110 Service and Support Manager Mandatory Requirements list the mandatory staffing requirements for the Service and Support Manager position.

Table VI-110 Service and Support Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4533	The Service and Support Manager shall have a minimum of five (5) years experience managing the maintenance of a production application environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4534	The Service and Support Manager shall have a minimum of five (5) years experience managing operations of a	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	system similar in scope to the Bidder's proposed solution.		Page#:
4535	The Service and Support Manager shall have a minimum of two (2) years of experience of Service and Support responsibilities in a service-oriented architecture (SOA) environment.	Yes ☐ No ☐	Vol: Section: Page#:
4536	The Service and Support Manager shall have a current certification for practitioner or manager's certificate in Information Technology Infrastructure Library (ITIL) Information Technology (IT) services management.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-111 Service and Support Manager Desirable Staff Qualifications list the desirable staff qualifications for the Service and Support Manager position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-111 Service and Support Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4537	It is desirable that the Service and Support Manager have ten (10) years experience managing the provision and upkeep of a production operations environment similar in scope to the Bidder's proposed solution	12	Vol: Section: Page#:
4538	It is desirable that the Service and Support Manager have seven (7) years experience working as a Service and Support manager on public sector IT applications.	12	Vol: Section: Page#:
4539	It is desirable that the Service and Support Manager have two (2) years experience working as a Service and Support manager in public sector health and human services programs.	11	Vol: Section: Page#:

VI.8.2. APPROACHES TO ACHIEVING REQUIREMENTS

This section identifies the information required to be provided by the Bidder to describe and explain the Bidder's approach to achieving the requirements presented in Sections VI.2 through VI.6. To facilitate the evaluation of the responses, the approach information requested has been organized to align with those requirements as follows:

- Section VI.8.2.1 Project Management Approach (refers to Section VI.2)
- Section VI.8.2.2 Solution Development Approach (refers to Section VI.3)
- Section VI.8.2.3 Solution Transition Approach (refers to Section VI.4)
- Section VI.8.2.4 Support SACWIS Assessment Review Approach (refers to Section VI.5)
- Section VI.8.2.5 Service and Support Approach (refers to Section VI.6)

The information to be provided by the Bidder in its proposal is identified in the proposal requirement tables included in this section. The proposal requirements identify the specific topics and information to be addressed by the Bidder. The responses will be evaluated and scored. Each of the proposal requirement tables identifies the evaluation points available for the various topic areas. The Bidder's responses must contain sufficient detail to demonstrate to the State that the Bidder understands the nature and objectives of the requirements presented in Sections VI.2 through VI.6 and has defined an approach that supports the successful achievement of those requirements.

VI.8.2.1. PROJECT MANAGEMENT APPROACH

The Bidder must provide its proposed project management approach for CWS/Web in its proposal. The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan will be used by the State to evaluate the bidder's knowledge of, and intended approach to project management. The approach should describe how the Bidder will complete the scope of work presented in Section VI.2, Project Management Requirements.

The Bidder should provide in the draft plan an overall description of its project management approach as well as specific responses to the proposal requirements identified in Table VI-112 Project Management Approach Proposal Requirements.

Table VI-112 Project Management Approach Proposal Requirements

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4540	The Bidder should provide a draft	25	Vol:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the project management methodology to be employed and integrated into the State's project management processes.		Section: Page#:
4541	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the approach to communications and the methodology to be employed and integrated into the State's project management and communication management processes.	25	Vol: Section: Page#:
4542	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the approach to issue resolution and the methodology to be employed in the CWS/Web Project, and integrated into the State's project	25	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	management processes.		
4543	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the approach to quality management and the methodology to be employed and integrated into the State's project management processes.	25	Vol: Section: Page#:
4544	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the approach to configuration management and the methodology to be employed in the CWS/Web Project, and integrated into the State's project management processes.	25	Vol: Section: Page#:
4545	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the approach to project change control and the methodology to be employed in the CWS/Web Project,	25	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	and integrated into the State's project management processes.		
4546	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the approach to project risk management.	25	Vol: Section: Page#:
4547	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the approach to subcontractor management and how planning, coordination, and communications within the Bidder's Project team will be conducted.	25	Vol: Section: Page#:
4548	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the Project organization, including an organizational chart with proposed Bidder and subcontractor staff that will be assigned to this Project and	25	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	their roles.		
4549	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of how the Bidder team will be integrated with the State/county Project team, including the Bidder staff to be co-located with the CWS/Web Project Office.	75	Vol: Section: Page#:
4550	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D - Product Definitions. The information included in the draft plan should include, at a minimum: A Staffing Plan by WBS element identifying the type and number of bidder staff to be assigned to the Project by month. The Staffing Plan should also summarize by month the number of bidder staff to be located at the CWS/Web Project facility and the percentage of time that each of the Bidder's proposed staff will be on-site and dedicated to the CWS/Web Project.	50	Vol: Section: Page#:
4551	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001	150	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: A project schedule, including tasks, durations (not to exceed one month for lowest-level tasks), Deliverables milestones, and dependencies.		

VI.8.2.2. SOLUTION DEVELOPMENT APPROACH

The Bidder should provide its proposed solution development approach for the CWS/Web Solution in its proposal. The proposal must include information that can be used by the State to evaluate the Bidder's knowledge of, and intended approach to, conducting the activities necessary to plan, develop and test the CWS/Web Solution. The approach should describe how the Bidder will complete the scope of work presented in Section VI.3, Solution Development Requirements.

To facilitate the evaluation of the responses, the approach information requested has been organized to align with those requirements as follows:

- Solution Development Management
- Application Development
- System Architecture Development
- Data Conversion Development
- System Environment Development

The Bidder should provide an overall description of its solution development approach as well as specific responses to the proposal requirements identified in Table VI-113 Solution Development Approach Proposal Requirements.

Table VI-113 Solution Development Approach Proposal Requirements

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4552	The Bidder should provide its proposed approach for managing the solution development activities. The information should include the following information, at a minimum: Description of the	20	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	software development lifecycle approach that the Bidder will apply to the CWS/Web Project.		
4553	The Bidder should provide its proposed approach for managing the solution development activities. The information should include the following information, at a minimum: Description of the Bidder's standard software process architecture that describes, at a minimum, the sequence, interfaces, interdependencies, and other relationships between the software process elements.	90	Vol: Section: Page#:
4554	The Bidder should provide its proposed approach for managing the solution development activities. The information should include the following information, at a minimum: Description of the approach to requirements management and traceability and the use of automated tools for this effort.	45	Vol: Section: Page#:
4555	The Bidder should provide its proposed approach for managing the solution development activities. The information should include the following information, at a minimum: Description of the approach to defect management and the use of automated tools for this effort.	45	Vol: Section: Page#:
4556	The Bidder should provide its proposed approach for managing the solution development activities. The information should include the following information, at a minimum: Description of the tool set and standards that will be utilized for design, development, and ongoing system maintenance support.	100	Vol: Section: Page#:
4557	The Bidder should provide its proposed approach for developing the CWS/Web application. The information should include the following information, at a minimum: Description of the approach to be used	125	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	to involve State and county staff in the development, review, and understanding of the technical documentation.		
4558	The Bidder should provide its proposed approach for developing the CWS/Web application. The information should include the following information, at a minimum: Description of the testing approach.	75	Vol: Section: Page#:
4559	The Bidder should provide its proposed approach for developing the CWS/Web system architecture. The information should include the following information, at a minimum: Description of how the architecture strategy for the CWS/Web fits within the State's overall architecture strategy.	50	Vol: Section: Page#:
4560	The Bidder should provide its proposed approach for developing the CWS/Web system architecture. The information should include the following information, at a minimum: Description of the approach used to ensure the CWS/Web system components integrate seamlessly.	100	Vol: Section: Page#:
4561	The Bidder should provide its proposed approach to data conversion.	200	Vol: Section: Page#:
4562	The Bidder should provide its proposed approach for defining, establishing, and maintaining the CWS/Web system environments as defined in the RFP and as deemed necessary by the Bidder. The approach should include the following information, at a minimum: Description of the approach to defining, establishing, and maintaining the system environments as defined in the RFP and as deemed necessary by the Bidder.	150	Vol: Section: Page#:

VI.8.2.3. SOLUTION TRANSITION APPROACH

The Bidder should provide its proposed Solution Transition approach for the CWS/Web Solution in its proposal. The proposal should include information that can be used by the State to evaluate the Bidder's knowledge of, and intended approach to, conducting the activities necessary to transition the State and counties from the existing CWS/CMS to the new CWS/Web Solution. The Bidder should include information in its response that demonstrates its understanding of the requirements presented in Section VI.4, Solution Transition Requirements.

The Bidder should provide an overall description of its Solution Transition approach as well as specific responses to the proposal requirements identified in Table VI-114 Solution Transition Approach Proposal Requirements.

Table VI-114 Solution Transition Approach Proposal Requirements

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4563	The Bidder should provide its proposed approach for managing the Solution Transition activities.	200	Vol: Section: Page#:
4564	The Bidder should provide its proposed approach for organizational change readiness. The approach should include the following information, at a minimum: Description of strategy and plan for business process transition.	125	Vol: Section: Page#:
4565	The Bidder should provide its proposed approach for organizational change readiness. The approach should include the following information, at a minimum: Description of strategy and plan for county change readiness.	125	Vol: Section: Page#:
4566	The Bidder should provide its proposed approach for user training.	250	Vol: Section: Page#:
4567	The Bidder should provide its proposed approach for knowledge transfer and technical training.	250	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4568	The Bidder should provide its proposed approach to transition counties to the new CWS/Web system. The approach should include the following information, at a minimum: Description of the approach to implementation of the CWS/Web system.	200	Vol: Section: Page#:
4569	The Bidder should provide its proposed approach to transition counties to the new CWS/Web Solution. The approach should include the following information, at a minimum: Description of the approach to operating the CWS/Web concurrent with the existing CWS/CMS during the transition of all counties to CWS/Web.	50	Vol: Section: Page#:

VI.8.2.4. SUPPORT SACWIS ASSESSMENT REVIEW APPROACH

The Bidder should provide its proposed approach to supporting the SACWIS Review to be conducted following full Implementation and Acceptance of the CWS/Web. The Bidder should include information in its response that demonstrates its understanding of the requirements presented in Section VI.5, Support SACWIS Assessment Review Requirements.

The Bidder should provide an overall description of its approach as well as specific responses to the proposal requirements identified in Table VI-115 Support SACWIS Assessment Review Proposal Requirements.

Table VI-115 Support SACWIS Assessment Review Proposal Requirements

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4570	The Bidder should provide its proposed approach to assisting the State and counties in preparing for the SACWIS Assessment Review and in obtaining compliance with the SACWIS requirements.	50	Vol: Section: Page#:

VI.8.2.5. SERVICE AND SUPPORT APPROACH

The Bidder should provide its proposed approach (including statement of scope) for design, build, test, implement, and maintain, as well as a description of the ongoing delivery operation for each Service and Support function and process.

The Bidder's proposal must provide information that can be used by the State to evaluate the Bidder's knowledge of, and intended approach to preparing the State to have ownership/control (but not necessarily delivery) responsibilities upon successful production implementation of the CWS/Web Solution.

The Bidder is responsible for providing in their proposal complete descriptions of how they will design, build, test, implement, maintain, and deliver all Service and Support functions and processes.

As part of the Service and Support function, the Bidder should also address the Bidder's approach to Facilities Management. Facilities Management ensures that the facilities housing CWS/Web Solution information technology infrastructure are designed, maintained and supported from a security, electrical, and HVAC perspective to support availability and service continuity requirements.

The State envisions that while a majority of the CWS/Web Solution information technology infrastructure will be housed at the California Office of Technology Services (OTech) that the development environment will be housed at the CWS/Web Project Office facility. The CWS/Web Project Office will be responsible for all tenant improvements necessary to house the development environment. To enable the State to be ready to house the development environment and avoid any schedule delays the State is requesting that the Bidder provide environment needs for the development environment in their Final Proposal, so OSI can have the required tenant improvements completed upon award of the Contract.

The Facilities Management function will coordinate the installation of the required HVAC and electrical environment at the OSI provided facility to accommodate the installation of the CWS/Web Solution development environment based on the specifications received in the Bidder's proposal to the State.

The State requires the Contractor to enter into a formal Service Level Agreement (SLA) that will be the basis for determining the Contractor's monthly compensation during the CWS/Web Solution Production Phase.

It is intended that the State will pay the Contractor monthly in arrears during the CWS/Web Solution Production Phase minus any Customer Credits that are applied to that period. Customer Credit is enforced when service level degradation breaches a pre-determined severity level and/or other performance parameters stipulated in the SLA.

The State is requiring the following process to be followed to develop and gain acceptance of the SLA and Customer Credit provisions contained within:

1. Proposal Phase

a. The Bidder shall submit a proposed SLA using the format outlined in Systems Integrator Service Level Agreement SS006 with its proposal.
b. The State shall evaluate the proposed SLA for its clarity and appropriateness.

2. Post Award Phase
   a. The Contractor shall develop, submit and gain acceptance of a formal SLA deliverable prior to the start of the Initial Release Implementation Phase.
   b. The State and the Contractor shall utilize the SLA during the Pilot and Initial Release Implementation Phase to gain experience in terms of system service level needs and responses. **NO CUSTOMER CREDITS WILL BE TAKEN DURING THIS PERIOD.**
   c. 60 days following the completion of the Initial Release Implementation Phase, based on experience gained during the Pilot and IR Implementation Phase, the State will consider requests from the Contractor to adjust service levels.
   d. The Contractor shall submit a final SLA to the State incorporating any State approved changes for review and acceptance by the State in conjunction with the Compensation Milestone for Initial Release Implementation Acceptance.
   e. The Contractor shall review on a monthly basis with the CWS/Web Division Office the CWS/Web Solution and Contractor performance against SLA provisions to determine the need for any Customer Credits utilizing the Service and Support Oversight – Internal Operations function.

The SLA shall address performance in the following areas based on the performance requirements contained within Section VI and RFP Appendix B, System Requirements:

1. End-to-end Response Times (system performance)
2. Capacity (system growth adaptability)
3. Availability (resilience to component failure and ability to perform maintenance)
4. Disaster Recovery (ability to recover at an alternate site)
5. Reliability and Integrity of Data (security and backup/recovery practices)
6. Incident Resolution (Service Desk and issue resolution performance)
7. Enhancement Processing and Timeliness (Enhancement request timeliness)

The Bidder may request changes or additions to the performance requirements described in RFP Appendix B, System Requirements and Section VI. The State will consider these requests during the RFP bid process, specifically, the question and answer period, Bidders Conference and confidential discussions.

The Bidder should provide an overall description of its Service and Support approach as well as specific responses to the proposal requirements identified in Table VI-116 Service and Support Approach Proposal Requirements.

Table VI-116 Service and Support Approach Proposal Requirements

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4576	The Bidder shall provide in its proposal the following information in regards to the Sourcing Strategy vision and requirements (See Section IV.9.2 Sourcing Strategies and Section VI.6.1 – General Service and Support): Description of the Products to be submitted for the Application Maintenance & Support, Change Management and Security functions.	72	Vol: Section: Page#:
4577	The Bidder shall provide in its proposal the following information in regards to the Transition Out vision and requirements (See Section IV.9.4 – Transition Out and Section VI.6.5): Description of the Bidder's understanding of what is being requested.	71	Vol: Section: Page#:
4578	The Bidder shall provide in its proposal the following information in regards to the Transition Out vision and requirements (See Section IV.9.4 – Transition Out and Section VI.6.5): Description of how these requirements will be met in the event a single Service and Support function is transitioned, rather than all Service and Support functions at one time.	72	Vol: Section: Page#:
4579	The Bidder shall provide in its proposal the following information in regards to the Transition Out vision and requirements (See Section IV.9.4 – Transition Out and Section VI.6.5): Description of the Bidder's understanding of how satisfying the Sourcing Strategy requirements on an ongoing basis will impact Transition Out approaches.	71	Vol: Section: Page#:
4580	The Bidder shall provide in its proposal	72	Vol:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	the following information in regards to the design and implementation of the envisioned Service and Support model: Description of how the Bidder will leverage similar functions utilized during the development and implementation phase of this project to avoid duplication of effort and cost in the development of the Service and Support model.		Section: Page#:
4581	The Bidder shall provide in its proposal the following information in regards to the design and implementation of the envisioned Service and Support model: Mapping of how all products and materials built during the development and implementation phase relate to the products and materials needed for CWS/Web Solution Production Phase by individual Service and Support function.	71	Vol: Section: Page#:
4582	The Bidder shall provide in its proposal the following information in regards to the design and implementation of the envisioned Service and Support model: Description of how all products and materials built during the development and implementation phase will be leveraged to build the Service and Support products and materials for the CWS/Web Solution Production Phase.	72	Vol: Section: Page#:
4811	The Bidder shall submit with its proposal a SLA in accordance with the product definition document, Systems Integrator Service Level Agreement SS006, that addresses the following performance areas contained within Section VI - Solution Requirements and Appendix B – System Requirements (at a minimum): End-to-End Response Times (system performance) Capacity (system growth adaptability) Availability (resilience to component failure and ability to perform maintenance)	71	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	Disaster Recovery (ability to recover at an alternate site) Reliability and Integrity of Data (security and backup/recovery practices) Incident Resolution (Service Desk and issue resolution performance) Enhancement Processing and Timeliness (Enhancement request timeliness)		
4812	The Bidder shall submit with its proposal a SLA in accordance with the product definition document, Systems Integrator Service Level Agreement SS006, that contains Customer Credit provisions for degraded service level performance by performance area including: • Performance Requirement(s). • Calculations used to determine performance achieved during reporting period. • Data Sources, including how data sources are created and captured. • Sample Performance Report. • Customer Credit formula for calculating credits to the State.	71	Vol: Section: Page#:
4571	The Bidder shall provide in its proposal the following information in regards to the requested CWS/Web Solution Management Guide SS007: Description of the Bidder's understanding of the outcomes desired by the delivery and maintenance of this guide.	71	Vol: Section: Page#:
4572	The Bidder shall provide in its proposal the following information in regards to the requested CWS/Web Solution Management Guide SS007: Description of what the Bidder envisions the guide to contain and to what level of detail, including how the individual Service and Support function delivery plans relate to	72	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	this guide.		
4573	The Bidder shall provide in its proposal the following information in regards to the requested CWS/Web Solution Management Guide SS007: Description of how the Bidder envisions the CWS/Web Division Office using this guide.	71	Vol: Section: Page#:
4574	The Bidder shall provide in its proposal the following information in regards to the Sourcing Strategy vision and requirements (See Section IV.9.2 Sourcing Strategies and Section VI.6.1 – General Service and Support): Description of the Bidder's understanding of what is being requested.	72	Vol: Section: Page#:
4575	The Bidder shall provide in its proposal the following information in regards to the Sourcing Strategy vision and requirements (See Section IV.9.2 Sourcing Strategies and Section VI.6.1 – General Service and Support): Description of how these requirements will be met on an ongoing basis.	71	Vol: Section: Page#:

VI.8.3. CWS/WEB CONCEPTUAL SYSTEM

This section identifies and discusses the proposal requirements for the Bidder to explain its proposed CWS/Web conceptual system and how that system meets the system requirements discussed in Section VI.7, System Requirements and RFP Appendix B, System Requirements.

All of the requirements listed in RFP Appendix B, System Requirements are either mandatory or mandatory/optional. The Bidder is required to include in its Proposal a copy of Appendix B with a notation of agreement for each detailed requirement listed in Appendix B. In addition, for each requirement, the Bidder is required to reference the number of the section or sections within the Bidder's Proposal that discuss the system functionality or components that address the requirement. Refer to RFP Section VIII, Proposal Format for specific instructions on preparing the responses for Appendix B.

As part of the Bidder's Proposal, the Bidder is also required to provide a description of its CWS/Web conceptual system. The description of the conceptual system should be comprehensive and provide sufficient information to allow the State to determine that the system will meet the mandatory requirements listed in RFP Appendix B, System Requirements. The CWS/Web proposal evaluation team will use the description of the conceptual system to validate the agreement to meet all mandatory system requirements and to evaluate how well the conceptual system addresses the proposal requirements discussed in this section. The evaluation will be conducted in accordance with the proposal evaluation methodology identified in RFP Section IX, Proposal Evaluation.

The Bidder is required to describe its CWS/Web conceptual system from three different views:

- Business function view – The business function view describes how the CWS/Web will meet the functional requirements discussed in Section VI.7.1, Functional Requirements and listed in related sections of RFP Appendix B, System Requirements. The business function view also includes a response to a pre-defined business scenario to demonstrate how the proposed CWS/Web will handle typical business activities and events.
- Architectural view – The architectural view describes the physical CWS/Web architecture, system components and their interrelationships and how the CWS/Web will meet the technical requirements discussed in Section VI.7.2, Technical Requirements and listed in related sections of RFP Appendix B, System Requirements.
- Information view – The information view describes the major CWS/Web information entities and their interrelationships and how these information entities will be used in the CWS/Web to support business functions and system operations.

VI.8.3.1. BUSINESS FUNCTION VIEW

The Bidder must provide a business function view of its proposed CWS/Web conceptual system that describes the Bidder's proposed system from a business perspective. The business function view must include a business function perspective that describes the overall proposed system as well as a how the system addresses each of the business function categories identified in Section VI.7.1, Functional Requirements. The business function perspective should also discuss how the system will achieve the CWS/Web vision presented in RFP Section IV, Proposed Future Environment.

In addition, the business function view should include a separate response to the CWS business scenario presented in Section VI.8.3.1.2, CWS Business Scenario. The business scenario response should demonstrate how the proposed CWS/Web supports the activities and events pertaining to the scenario.

VI.8.3.1.1. BUSINESS FUNCTION PERSPECTIVE

The Business Function Perspective describes the proposed CWS/Web system structured in terms of the business functions identified in Section VI.7.1, Functional Requirements. The Bidder should provide an overall description of the proposed system that discusses the business functions and their interrelationships.

In addition, for each business function identified in Section VI.7.1, Functional Requirements, the Bidder should describe the functionality, features and other characteristics of its proposed CWS/Web System and how that system meets the detailed system requirements for that business function listed in RFP Appendix B, System Requirements. The description may comment or elaborate on the system requirements; however, the Bidder should refrain from comments that could be considered conditional.

The table below also introduces a high-level proposal requirement that relates to the narrative in section VI.8.3.1.2, CWS Business Scenario. The Bidder is strongly encouraged to be succinct in clearly describing how their solution will best meet the challenges depicted in the narrative with the consideration of the current and future needs of Child Welfare Services in California, “Snapshot: A Day in the Life of a CWS Worker.”

The descriptions of the proposed CWS/Web System will be evaluated and scored as defined in RFP Section IX, Proposal Evaluation. Table VI-117 Business Function Perspective presents the proposal requirements to which the Bidder should respond and the evaluation points allocated to each proposal requirement.

Table VI-117 Business Function Perspective

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4583	The Bidder should provide a high-level description of its proposed CWS/Web system.	125	Vol: Section: Page#:
4584	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: General Capabilities/Other Functionality.	100	Vol: Section: Page#:
4585	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and	100	Vol: Section:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	information to be provided in achieving the functional system requirements for the following function: Intake Management.		Page#:
4586	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: Eligibility.	30	Vol: Section: Page#:
4587	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: Case Management.	100	Vol: Section: Page#:
4588	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: Resource Management.	30	Vol: Section: Page#:
4589	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: Court Processing.	30	Vol: Section: Page#:
4590	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: Financial Management.	30	Vol: Section: Page#:
4591	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for	60	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	the following function: Administration.		
4592	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: Interfaces.	60	Vol: Section: Page#:
4593	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: Quality Assurance.	60	Vol: Section: Page#:
4594	The Bidder should provide a detailed description of how the proposed CWS/Web will support the business activities discussed in the CWS Business Scenario described in Section VI.8.3.1.2. The description should discuss the following areas: • Automate the in-coming referral with existing data. • Support the Safety Risk Assessment. • Support the SEARCH function capability. • Integrated assessment of a child's safety and risk and automatically use information in the system per the Safety Risk Assessment requirements. • Guide the CWS worker in completing a workflow process (e.g. Due Diligence searches, home study, and service provider progress reports). • Support calendar scheduling of staff. • Storing criminal background information. • Match the children's needs with placement facilities and incorporate Safety Risk Assessment (SRA).	75	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	• Support the CWS worker in the eligibility work process. • Matching of children with potential Adoptive Caregivers. • Adoption case management • Avoid duplication of data • Support the input and organization of digital information. • Support mobility.		

VI.8.3.1.2. CWS BUSINESS SCENARIO

Critical Program Needs

The following is a narrative of "Snapshot: A Day in the Life of a CWS Worker" which describes situations and workflow activities that are typical problems faced in our current system today. The narrative describes common situations of problems faced by a typical CWS worker portrayed by Mr. Brian Smith (Fictional Character). There are examples that hinder a CWS worker's ability to complete tasks to assist children and families in a timely and efficient manner. There are descriptions of problems and some desired approaches to solutions. Obstacles portrayed in the narrative will give a bidder the opportunity to explain their conceptual development for the system, the bidder's understanding of California's business practice, and how the bidder's solution will ultimately allow State and counties to effectively and efficiently accomplish their day to day business activities.

Note: The narrative below only represents examples of a typical day for a CWS Worker and in no way does it represent the totality of other situations, events or business workflows that may occur on a given day in Child Welfare.

Snapshot: A Day in the Life of a CWS Worker

Brian Smith, a CWS worker, arrives to work and checks all his messages. As he begins his day, he is reflecting on what he has to do this day. Mentally, he checks his schedule and feels overwhelmed and bewildered about what lies ahead. He has a long list of activities he must work to complete:

1) Referral investigation

2) Deal with caregiver

3) Placement matching of child

4) Court reports

5) Due Diligence Check

6) Monthly compliance visits

7) Schedule multidisciplinary meeting

8) Case plans

9) Court hearings

10) Client service requests

Mr. Smith ponders what he should do first. He is trying to do what is critical today and he has to somehow quickly figure out his priorities. The referral investigation and an angry caregiver downstairs are clouding his mind, but court reports and compliance visits preoccupy him as well. He is unclear about which court reports or visits he needs to have done. He looks for some compliance logs as reference but cannot find them. He wishes that the system could help him organize his tasks, objectives, goals, with some system alerts on deadlines, so he is not scheduling activities haphazardly. He is also worried about meeting State compliance measures and his staff performance evaluation. He also has supervision with his supervisor this week.

A caregiver of a child dropped by the office, unannounced, to see Mr. Smith. Mr. Smith is informed by the caregiver that she has not received any foster care money for a child she has had in placement for over two months. The caregiver wants the child moved if she is not paid as she cannot continue to support this child without funds. This child has already had two prior placements. Mr. Smith wonders if the eligibility packet was processed. He does not even know who the assigned eligibility worker is for this case. Mr. Smith wishes that he could use the system to verify in the system when the packet was received and processed, as well as look-up the assigned eligibility worker. Now, he has to track down the eligibility worker and the packet and hope it didn't get lost; otherwise, he will have to reproduce the packet and then re-submit the packet again.

Next, Mr. Smith has an emergency response on a referral he must go out and investigate on a sibling group. He interviews the alleged abused children at the school and interviews the family. He jotted some notes from his interviews to take back to his office. At the office he has to enter the information into the system that will produce a Safety Risk Assessment (SRA). There are prior referrals on the children against the parents (perpetrators) in Mr. Smith's county and in a different county, but Mr. Smith has no way of knowing whether an SRA was ever performed for any prior referrals, in his own county or other counties . To do a more thorough and comprehensive investigation, Mr. Smith wishes that the system would provide access to previous SRA assessments while he is in a specific referral or case, and have the ability to view the document. Also, a universal SRA for all counties to use would be a great benefit in terms of consistency and for global understanding.

Once completed by Mr. Smith, the recommendation from the SRA is to remove the children from the parents. He schedules a multidisciplinary meeting to discuss concerns and placement needs with the family prior to taking this action. At this

meeting the child's aunt and grandfather offers placement homes. Mr. Smith has to do a background check on the relatives. He begins this process by entering information into the system to search for any prior referrals reported to Intake against the aunt and grandfather. The aunt's name is Maria Gonzalez and the grandfather's name is John Smolls. The search comes back with over 700 matches for Ms. Gonzalez and 600 for Mr. Smolls without any conclusive information on a person match. Mr. Smith wishes the system had a more expedient and efficient method of doing searches. This may delay the process of placing the children with relatives. Next, Mr. Smith has to do a criminal background check and faxes identifying information on the relatives to the Department of Justice (DOJ). While, Mr. Smith waits for the results, he moves on to the next activity.

As a result of his investigation and decisions made in the multidisciplinary meeting with relatives, he will need to remove and place multiple children and he needs to take another worker or a technician with him to assist in the transporting of the children. Mr. Smith has to check with staff on his floor to see if anyone is available to go out with him. He does not know their schedule or whether they have time to assist so he has to contact each person individually. Mr. Smith is frustrated because he cannot speak to any of his co-workers, as they are preoccupied or out of the office. He finally gives up and decides he will need to take the children himself. He wishes that the system would assist him in looking up his co-workers schedule and time availability.

After checking the fax machine for the fifth time, he finally gets criminal background information results from the DOJ. He remembers he has to keep this information separate from the physical case file. He is also reminded of the time he lost some hard copy criminal background information because he had kept them together with other paper in a pile. He wishes that the system would receive the results directly from DOJ and have automation to manage the information electronically to the referral or case.

He returns to the office after placing the children in foster care. He has to do a Due Diligence check on a missing parent on a different child in his caseload. His court report is due tomorrow and a completed Due Diligence search document needs to be attached to the court report. Mr. Smith has not done a Due Diligence search in a long time. He forgets which court form he has to use with the information he collected on the parent to do this type of search. He wishes that the system could guide and support him with the steps required to complete this task. He has to go to his supervisor for some guidance, but his supervisor is out on the field attending a meeting.

He realizes also that since his supervisor is out on the field, several case plans can't be renewed until his supervisor physically returns to the office to approve the prior ones. He also has some requests for services that he needs approval from his supervisor as well. Mr. Smith recalls the issue of not knowing when a service has been approved and authorized. He has to wait for a paper trail of documents to come back to verify authorization on a service before he can tell his client and service provider to begin. Sometimes the verification paperwork gets lost between

the inter-office mails deliveries. It would be so much more practical if Mr. Smith could check the system for verification that a service request for payment was approved and authorized so he can give his client and service provider a starting point. The success of a family is heavily dependent on timely engagement of services. Mr. Smith wishes that his supervisor could approve documents, such as court reports and requests for services with digital signatures when he is outside the office.

Mr. Smith puts his diligence search on hold, and he works on a court report. After 45 minutes of work, he remembers to save his document. He pushes the save button, and he gets a message from the system that his work will not be saved as another staff was entering data on this case file simultaneously. Mr. Smith feels devastated as he has wasted his time and energy. It is 6 p.m., and Mr. Smith is exhausted and calls it a day. He is thinking that he has to go in to the office earlier tomorrow to work on this court report and re-write what he lost in the system. He may need to re-schedule a compliance home visit with a family tomorrow as he needs the morning to finish up his court report. He dreams of a new system that will allow him and multiple people to work on the same case file at the same time without data loss.

As he drives home, he cannot help himself but to think of another child on his caseload that he had no time to work on today. There is a child on an adoption track needing a new adoptive placement. The present caregiver has health issues and has given the county agency 30 days to find another placement. This child is three years old and has special needs. He will need to take various steps to find an adoptive home that matches this child's needs. He will need to contact his own county agency who has their own list of homes. If there are no placement matches, Mr. Smith has to contact foster finding and private adoption agencies for possible prospective caregivers. He has to repeat and reiterate the child's profile to each separate entity. He is trying to remember names of agencies that he worked with in the past but does not think he has the contact information. He wishes that the system would assist him in providing adoptive placement resources with information on the child's profile that he enters once and get placement matches electronically. It would also be great if the system would give him a status if the homes have completed home studies and a better method of initiating a home study request. In addition, Mr. Smith is also thinking that any adoption staff needing assistance to complete a home study document would be aided by the system, as well, so no time is wasted in the adoption process.

Mr. Smith also reflects on the fact that in general, he has to enter existing client demographic profile information more than once, (e.g., placement forms, eligibility forms, referrals, Interstate Compact on the Placement of Children (ICPC) forms, Transitional Independent Living Plans (TILPS), Indian Child Welfare Act (ICWA) forms and wishes for a system that eliminates duplication of data entry and supports a method to streamline his business needs and processes.

VI.8.3.2. ARCHITECTURAL VIEW

This section defines proposal requirements regarding the technical solution of the proposed system. The Bidder should ensure that its proposed solution to each technical component is consistent with the related CWS/Web technical requirements listed in RFP Appendix B, System Requirements. The Bidder should also refer to RFP Section IV, Proposed Future Environment for the State's vision of the CWS/Web.

The Bidder should provide a comprehensive description of the architecture for the proposed CWS/Web System. High-level diagrams showing major system components, their interrelationships, and supporting diagrams and materials, should be included to provide the State a visual, as well as narrative, representation of the proposed system.

The description of the architecture for the proposed CWS/Web System will be evaluated and scored as defined in RFP Section IX, Proposal Evaluation. Table VI-118 Architectural View presents the proposal requirements to which the Bidder should respond and the evaluation points allocated to each proposal requirement.

Table VI-118 Architectural View

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4651	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view should include, at a minimum, the following information: Description of the proposed hardware and operating system platform.	50	Vol: Section: Page#:
4652	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view should include, at a minimum, the following information: Description of the proposed software components.	50	Vol: Section: Page#:
4653	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view	50	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	should include, at a minimum, the following information: Description of how the system will support mobility.		
4654	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view should include, at a minimum, the following information: Description of the proposed network infrastructure.	50	Vol: Section: Page#:
4655	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view should include, at a minimum, the following information: Description of the proposed application architecture including a component model.	75	Vol: Section: Page#:
4656	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view should include, at a minimum, the following information: Description of how compliance with the Americans with Disabilities Act (ADA) will be achieved in development and design of CWS/Web.	25	Vol: Section: Page#:
4657	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view should include, at a minimum, the following information: Description of how the proposed architecture strategy will align with the State's overall CIO architecture strategy.	25	Vol: Section: Page#:
4658	The Bidder should provide a description	75	Vol:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view should include, at a minimum, the following information: Description of how the architecture will support hardware and software component factors such as reusability, scalability, availability, maintainability, and extensibility.		Section: Page#:
4659	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution will meet the technical system requirements for security. The description should include, at a minimum, the following information: Description of the approach to security associated with system interconnection.	30	Vol: Section: Page#:
4660	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution will meet the technical system requirements for security. The description should include, at a minimum, the following information: Description of the approach to security associated with information sharing.	50	Vol: Section: Page#:
4661	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution will meet the technical system requirements for security. The description should include, at a minimum, the following information: Description of the approach to identification and authentication of internal and external users.	50	Vol: Section: Page#:
4662	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution will meet the technical system requirements for security. The description should include, at a minimum, the following information: Description of the approach for monitoring and logging of activity, with	25	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	notification to system administrators.		
4663	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution will meet the technical system requirements for security. The description should include, at a minimum, the following information: Description of the approach to defining security processes and procedures that comply with security policies and standards across multiple organizations.	45	Vol: Section: Page#:
4664	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution will meet the technical system requirements for security. The description should include, at a minimum, the following information: Description of the approach to how the system will support federated security standards and Security Assertion Markup Language (SAML).	0	Vol: Section: Page#:

VI.8.3.3. INFORMATION VIEW

This section defines proposal requirements regarding the CWS/Web technical solution and the information involved in supporting the business. The Bidder should ensure that its proposed system is consistent with the CWS/Web technical requirements listed in RFP Appendix B, System Requirements. The Bidder should also refer to RFP Section IV, Proposed Future Environment for the State's vision of the CWS/Web.

The Bidder should provide the information view in its proposal. The information view focuses on information and how it is created, transformed and stored across the Child Welfare Services enterprise. A key benefit of the information view is how it depicts placement of the CWS/Web Solution into the CWS enterprise. The Bidder's proposal must provide enough detail so the State can evaluate the bidder's knowledge of, and intended approach to, the information created, transformed and stored by the CWS/Web System to support business processes.

Table VI-119 Information View presents the proposal requirements to which the Bidder should respond and the evaluation points allocated to each requirement.

Table VI-119 Information View

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4665	The Bidder should provide a description of the CWS/Web proposed information architecture and how it will be integrated into the CWS enterprise The information view should include, at a minimum, the following information: An overview and definition of the information stores used in the CWS enterprise and their interrelationships, including information stores that are part of the CWS/Web Solution.	100	Vol: Section: Page#:
4666	The Bidder should provide a description of the CWS/Web proposed information architecture and how it will be integrated into the CWS enterprise The information view should include, at a minimum, the following information: Description of the approach for the integration broker and message infrastructure.	50	Vol: Section: Page#:
4667	The Bidder should provide a description of the CWS/Web proposed information architecture and how it will be integrated into the CWS enterprise The information view should include, at a minimum, the following information: Description of the approach to business intelligence and reporting architecture requirements.	50	Vol: Section: Page#:

VI.9. CONTRACTOR PRODUCTS AND DOCUMENT SUBMISSION PROCESS

This section contains a list of Contractor Products described in Sections VI.2 through VI.6. Products to be delivered by the Contractor include Deliverables (DL) and Materials (MT). Deliverables are subject to a formal State approval process as discussed in RFP Appendix A, CWS/Web Contract, whereas Materials are not subject to this approval process. Where a requirement for a Product states “develop, submit and maintain” the State expects the Product to be maintained for the life of the CWS/Web Contract.

Table VI-120 Product Table documents all Contractor required Products, many with references to a Data Item Description (DID), a Deliverable Expectation Document (DED) or a Material Expectation Document (MED). Most Deliverables will reference

a DID or a DED with exceptions for the environment and support systems Deliverables; however, Materials may or may not reference a MED. A Data Item Description (DID) describes the specific format, content and level of detail for a Contractor Deliverable. A Deliverable Expectation Document (DED) or a Material Expectation Document (MED) contains minimum State expectations for the Product and requires the Bidder to describe their proposed approach to preparing a Deliverable or Material, including the methodology, format, content and level of detail. The Product DID, DED and MED documents are located in Appendix D, Product Definitions of this RFP.

The Product DID, DED and MED documents define the Deliverable or Material due dates and update cycles for the underlying Product.

The Table is organized into sub-sections corresponding to the high level Sections VI.2 through VI.6

- Section VI.2, Project Management
- Section VI.3, Solution Development
- Section VI.4, Solution Transition
- Section VI.5, Support SACWIS Assessment Review
- Section VI.6, Service and Support

VI.9.1. DOCUMENT PREPARATION PROCESS

This section addresses the preparation of Products that are documents and does not pertain to environments, systems, tools or software. This section supplements the terms and conditions found in RFP Appendix A, CWS/Web Contract. The process for preparing documents will vary depending on whether the document references a DID, DED, or MED.

The following sections detail the process for preparing each referenced document type.

VI.9.1.1. PREPARATION PROCESS FOR DOCUMENTS WITH A DID

The Contractor may begin work on the document Product based on the content requirements and specifications described in the referenced DID. The State issues the DID to the Contractor via the executed CWS/Web Contract. The DID identifies the specific content, format and timeframes for the Deliverable. The Contractor will submit the Deliverable according to the parameters, specifications, and content requirements of the DID. Receipt of Contractor Deliverables will then be processed according to the outline in RFP Appendix A, CWS/Web Contract.

VI.9.1.2. PREPARATION PROCESS FOR DOCUMENTS WITH A DED OR MED

Documents referenced with a DED or MED require the Contractor to first submit a DED or MED for State approval prior to beginning work on the Deliverable or Material. The DEDs or MEDs provided by the State may contain minimum State

expectations; however the Contractor shall develop and submit for approval a DED or MED, in conformance with applicable standards and minimal State content requirements defined in RFP Appendix D, Product Definitions and gain State approval prior to document preparation. The Contractor delivered DED or MED shall specify the content description within an annotated table of contents, proposed format, due dates, review timeframes, proposed media(s) and number of copies for each Deliverable or Material.

VI.9.1.3. DELIVERY OF DOCUMENT PRODUCTS

Once the document Deliverable or Material has been produced either according to a DID, DED or a MED, the Contractor shall deliver it to the State in the appropriate mode of delivery specified in the DID, DED or MED. In addition, the following requirements apply to Contractor document Products:

- The Product shall address all Contractual requirements, the Contractor's response thereto, and any areas identified subsequently through meetings and planning sessions.
- The Product shall address and be consistent with all components included in the DID, DED, or MED as approved by the State in preparation for development of the Product. Document Products shall be comprehensive in level of detail and quality consistent with the sample pages included in the DED or MED approved by the State.
- The Contractor shall ensure that all document Products are managed in accordance with the CWS/Web Document Management Plan and document standards.
- Documents shall be consistent in style and quality. This means that if the document is the composite work of many people within the Contractor's organization (including Subcontractors), the document shall be edited for consistent style and quality. The Contractor shall certify in the cover letter that the Contractor utilized the internal Deliverable/Material review process as prescribed in the Software Quality Assurance process of the Project Management Plan PM001.
- The Contractor shall provide access to the State all Deliverable work in progress to allow the State to comment on and support Deliverable preparation.

Table VI-120 Product Table

Product Number	Product Name	Product Definition Type	Contractual Category	Req Nbr
VI.2.1 General Project Management and Reporting Requirements				
PM003	Configuration Status Report	MED	MT	842
PM004	Monthly Status Report	MED	MT	814

Product Number	Product Name	Product Definition Type	Contractual Category	Req Nbr
PM005	Organization Chart and Contact List	MED	MT	737
PM006	Bi-Weekly Status Report	None	MT	783
PM013	Cost Control and Monitoring Report	None	MT	791
PM014	Quality Assurance Reports	None	MT	1079
PM015	QA Review Report	None	MT	803
VI.2.2 Project Management Plans				
PM001	Project Management Plan	DID	DL	761
PM002	Project Schedule	DED	DL	769
PM007	Benefits Measurement Plan	DED	DL	766
PM008	Requirements Control Plan	DED	DL	763
PM009	Risk Management Plan	DID	DL	770
PM016	Configuration Management Plan	DID	DL	834
PM017	Traceability Reports	None	MT	933
VI.3.1.1 Solution Development Plans				
TM001	Data Conversion Plan	DED	DL	872
TM002	Software Development Plan	DID	DL	811
TM003	System Security Plan	DED	DL	867
TM011	Software Test Plan	DED	DL	862
TM022	Performance and Capacity Management Plan	DED	DL	854
TM023	Problem Resolution Plan	DED	DL	851
VI.3.1.2 Solution Development Support Systems				
TM017	Development Environment Computer Operation Manual	MED	MT	956
TM025	Incident, Problem and Defect Integrated Tracking System Description	DED	DL	4803
TM030	Configuration Management System Description	DED	DL	4804
TM032	Incident, Problem and Defect Integrated Tracking System	None	DL	935
TM034	Configuration Management System	None	DL	838
VI.3.2.1 Build Application				

Product Number	Product Name	Product Definition Type	Contractual Category	Req Nbr
TM004	Database Design Description	DID	DL	1810
TM005	Data Warehouse Design Description	DED	DL	4740
TM006	Interface Design Description	DID	DL	3670
TM007	Reporting Inventory	MED	MT	1798
TM008	Software Design Description	DID	DL	993
TM009	Software Requirements Specification	DID	DL	990
TM010	System/Subsystem Specification	DED	DL	987
TM021	System/Subsystem Design Description	DID	DL	991
VI.3.2.2 Test Application				
TM012	Software Test Documentation	DED	DL	1012
TM040	Test Certification	None	MT	1013
VI.3.4.1 Build Conversion Software				
TM013	Data Conversion Design Specification	DED	DL	1081
TM039	Data Quality Report	None	MT	875
TM041	Data Conversion Problems Report	None	MT	1070
VI.3.5.1 Establish Environments				
TM014	Hardware and Software Specifications for the Environments at DTS	DED	DL	4739
TM015	Data Conversion Environment Computer Operation Manual	MED	MT	1066
TM016	Training Environment Computer Operation Manual	MED	MT	972
TM018	User Acceptance Testing Environment Computer Operation Manual	MED	MT	979
TM019	Production Environment Computer Operation Manual	MED	MT	985
TM020	System Operation Manual	DED	DL	986
TM024	Training Environment Description	DED	DL	4802
TM026	Data Conversion Environment Description	DED	DL	4805
TM027	User Acceptance Testing	DED	DL	4806

Product Number	Product Name	Product Definition Type	Contractual Category	Req Nbr
	Environment Description			
TM028	Production Environment Description	DED	DL	4807
TM029	Development Environment Description	DED	DL	4808
TM031	Training Environment	None	DL	1094
TM035	Data Conversion Environment	None	DL	1058
TM036	User Acceptance Testing Environment	None	DL	977
TM037	Production Environment	None	DL	983
TM038	Development Environment	None	DL	957
VI.4.1.1 Solution Transition Plans				
TR001	Master Training and Knowledge Management Plan	DED	DL	1090
TR007	Statewide Deployment Plan	DED	DL	1145
TR008	Software Installation Plan	DED	DL	815
TR019	Software Transition Plan	DID	DL	880
TR021	Business Process Transition Plan	DED	DL	1155
VI.4.1.2 Solution Support Manuals				
TR018	Software User Manual	DED	DL	1108
VI.4.2.1 CWS/Web User Training				
TR002	CWS/Web User Training Plan	DED	DL	4738
VI.4.2.2 Technical Training				
TR003	Technical Training Plan	DED	DL	1129
VI.4.2.3 Knowledge Management				
TR016	Knowledge Management Plan	DED	DL	1141
VI.4.2.4 Service and Support Staff Training				
TR010	Service and Support Staff Training Plan	DED	DL	3677
VI.4.2.5 Training Administration				
TR004	Training Administration Plan	DED	DL	1121
TR005	Training Curriculum	DED	DL	1122
TR006	CWS/Web Training Manual	DED	DL	1109

Product Number	Product Name	Product Definition Type	Contractual Category	Req Nbr
TR020	Training Materials	None	MT	1111
VI.4.3.1 Organizational Change Readiness				
TR009	Organizational Change Readiness Plan	DED	DL	3668
VI.4.3.2 Deployment				
TR012	Deployment Readiness Assessment Certification Letter	MED	MT	1179
TR013	Deployment Readiness Assessment Checklist	DED	DL	1158
TR014	Deployment Completion Certification Letter	MED	MT	1181
TR015	Deployment Completion Report	MED	MT	1180
VI.6.1 – General Service and Support Requirements				
SS001	Resource (personnel and non-personnel) Calculation and Justification Package	DED	DL	3676
SS002	State Staffing Package	DED	DL	3675
SS003	Function Delivery Plan	DED	DL	4390
VI.6.2.1 – Asset Management Requirements				
SS004	Asset Management System	None	MT	3860
SS023	Asset Management System Description	DED	DL	4890
VI.6.2.8 – Oversight – Internal Operations Requirements				
SS006	Systems Integrator Service Level Agreement	DED	DL	3910
SS007	CWS/Web Solution Management Guide	DED	DL	3907
VI.6.2.13 – Service Level Management Requirements				
SS005	CWS/Web Performance Agreement	DED	DL	3954
VI.6.3.1 – Application Maintenance & Support Requirements				
SS009	Corrective Application Maintenance Performance Report.	DED	DL	4082
VI.6.4.4 – Configuration Management Requirements				

Product Number	Product Name	Product Definition Type	Contractual Category	Req Nbr
SS024	Hardware and Software Configuration Reports	None	MT	1999
VI.6.4.7 – Incident Management Requirements				
SS014	Incident Management Performance Report	DED	DL	4049
SS015	Maintenance Activity Report	MED	DL	1873
SS017	Service Partner Performance Agreement	DED	DL	4041
VI.6.4.9 - Operations Requirements				
SS018	Backup and Recovery Plan	DED	DL	1952
SS019	Preventive Maintenance Schedule	MED	MT	1875
VI.6.4.12 – Release Management Requirements				
SS020	Production Release Package	DED	DL	2008
VI.6.4.13 – Security Requirements				
SS021	User Account Administration Performance Report	MED	MT	3803
VI.6.4.15 – Service Continuity Management Requirements				
SS012	Annual Disaster Recovery Exercise Results	DED	DL	3730
SS013	Service Continuity Management Disaster Recovery Plan	DED	DL	3723
VI.6.4.16 - Service Desk Requirements				
SS025	Service Desk Solution	DED	DL	4892

VIIA. PRICING PROPOSAL

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VIIA.1 INTRODUCTION

This section is intended to capture the Bidder's price proposal associated with the CWS/Web Solution Development and Transition (a one-time cost) as well as the Bidder's price proposal for Service and Support (an ongoing cost). Solution Development and Transition is broken into two releases: Initial Release (IR) and Future Release (FR). Thus, for the purpose of pricing, the proposal is divided into three categories: Initial Release (IR), Future Release (FR), and Service and Support.

This section also describes how the State will capture information that will be used for the winning Bidder's compensation. Compensation will be tied to the successful completion of work and the State's acceptance of the work. RFP Section VIIB, Compensation Model, provides an overview of the compensation model instituted for the CWS/Web. RFP Appendix A, CWS/Web Contract provides further details regarding the acceptance criteria and other pertinent information surrounding compensation.

Completion of the cost workbook and worksheets is mandatory. Applicable delivery, tax, installation, safety inspection, travel and any other expenses associated with the implementation of the proposed items must be included in Bidder's firm fixed price. There shall be no assumptions, conditions, or constraints included in the cost proposed.

VIIA.1.2 Mandatory Pricing Proposal Requirements

All Bidders shall agree to the requirements shown in Table VIIA - 1. Mandatory Pricing Proposal Requirements, by checking an "X" in the column entitled, "Bidder Agrees to Meet?" and providing the reference to the proposal response in the adjacent column. A response to all mandatory pricing proposal requirements is mandatory.

NOTE: Failure to positively identify the Bidder's compliance to the requirement may be deemed a deviation and subject the Bidder's proposal to rejection.

Table VIIA - 1. Mandatory Pricing Proposal Requirements

The Bidder shall check "Yes" on the Matrix indicating compliance, or "No" on the Matrix indicating noncompliance with the requirement.

Pricing Rqmnt Number	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
PP 01	Where the Bidder will provide specifications of Software, Hardware, and related tools for purchase by the State of California, Office of Technology Services, the Bidder shall agree that it is responsible for identifying and pricing	Yes ☐ No ☐	Volume: Section: Page:

Pricing Rqmnt Number	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	the upgrade and maintenance of all such Software, Hardware, and related tools for the term of the Contract in its Final Proposal.		
PP 02	Where the Bidder will use, provide or purchase Hardware, Software, and related tools in the performance of the Contract, the Bidder shall agree that it is responsible for identifying and including the price of the upgrade and maintenance of all such Hardware, Software, and related tools for the term of the Contract in its Final Proposal.	Yes ☐ No ☐	Volume: Section: Page:
PP 03	The Bidder shall agree to estimate its proposed system development and maintenance costs based on an adjusted function point count derived from a function point analysis. The analysis shall be conducted by a Certified International Function Point Users Group (IFPUG) function point specialist using the IFPUG functional size measurement method. The Bidder shall also submit the unadjusted and adjusted function point count results along with its pricing proposal as part of Volume III, Cost Data (see Section VIII, Proposal Format, for more details).	Yes ☐ No ☐	Volume: Section: Page:
PP 04	The Bidder shall agree to estimate system enhancement costs for Work Authorizations, System Change Authorizations, and Technical Services Requests, using an adjusted function point count derived from a function point analysis. The analysis shall be conducted by a certified International Function Point Users Group (IFPUG) function point specialist using the IFPUG functional size measurement method. The Bidder shall also provide the unadjusted and adjusted function point count results from the analysis in its work authorization or system change authorization cost estimate. In some situations (e.g., minor system changes), the use of function point analysis to estimate the system enhancement costs may not be appropriate or feasible; consequently, the Bidder shall agree to estimate costs in these situations using an alternate cost estimation model approved by the State.		
		Yes ☐ No ☐	Volume:

Pricing Rqmnt Number	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
			Section: Page:
PP 05	Until transfered to the State, the Bidder agrees to be responsible for the purchase of all maintenance agreements for Equipment for the development/test environment(s) that will be located at the CWS/Web Project Office.	Yes ☐ No ☐	Volume: Section: Page:
PP 06	The Bidder shall agree to provide cost figures in its Final Proposal for additional Office of Technology Services (OTech) charges that may arise from the Bidder's inclusion of hardware and/or software that is not currently supported by OTech. These costs include but are not limited to OTech costs for hiring and training State staff to perform the service and support functions associated with this type of hardware and/or software.	Yes ☐ No ☐	Volume: Section: Page:

VIIA.2 COST WORKBOOK

In order to obtain price proposals for IR, FR, and Service and Support, the State has produced a Cost Workbook that shall be completed by all Bidders. The Cost Workbook is located in the RFP Appendix E. This section includes a description of the Cost Workbook and instructions on how to fill it out appropriately.

All Bidders will receive an electronic copy of the Cost Workbook for entering and submitting pricing data as part of their final proposals along with step by step instructions on how to access and print the Cost Workbook. These items will be accessible through the California Department of General Services (DGS) eProcurement system available at, http://www.eprocure.dgs.ca.gov/default.htm.

All Bidders shall provide pricing information for Final Proposal evaluations, the CWS/Web Contract, and State planning purposes. All Bidders shall respond to all components of the CWS/Web, as required in Appendix E, Cost Workbook..

The pricing information obtained in this Cost Workbook will be used as the basis for the winning Bidder's contract. All Bidders shall input pricing information by the State Fiscal Year that they expect to incur the expenditures.

The Cost Workbook includes pre-formatted Microsoft Excel Worksheets. In this RFP, these worksheets are referred to as Cost Worksheets. The RFP Appendix E, Worksheet VII-1, Total Cost Summary (Bid Amount), will capture the Bidder's Final Proposal bid amount. RFP Appendix E, Worksheet VII-2, Total Cost Summary

(Contract Amount) and Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, Technical Services Requests, will be incorporated into the CWS/Web Contract.

All cost information shall be submitted in a separate sealed packet, as described in the RFP, Section VIII, Proposal Format.

VIIA.3 COST WORKSHEETS

All Bidders are responsible for entering price and cost information in the format prescribed by the Cost Worksheets. Completion of the Cost Worksheets is mandatory. There shall be no assumptions, conditions, or constraints included in the prices proposed, except as stated in the following sub-sections. The following is a list of the Cost Worksheets included in the RFP Appendix E, Cost Workbook:

- Worksheet VII-1 Total Cost Summary (Bid Amount)
- Worksheet VII-2 Total Cost Summary (Contract Amount)
- Worksheet VII-3 Hardware Costs
- Worksheet VII-4 Software Costs
- Worksheet VII-5a Staffing Costs - Initial Release
- Worksheet VII-5b Staffing Costs - Future Release
- Worksheet VII-6 Staffing Costs - Service and Support
- Worksheet VII-7 End User Training Costs Non-Staffing
- Worksheet VII-8 System Interface Costs
- Worksheet VII-9 Labor Rates for Work Authorizations, System Change Authorizations, Technical Services Requests
- Worksheet VII-10 Products Pricing List
- Worksheet VII-11a Initial Release Compensation Schedule by Percentage
- Worksheet VII-11b Future Release Compensation Schedule by Percentage
- Worksheet VII-12 Compensation by Percentage for Statewide Deployment of Initial Release
- Worksheet VII-13a Initial Release Compensation Schedule by Dollar Amount
- Worksheet VII-13b Future Release Compensation Schedule by Dollar Amount
- Worksheet VII-14 Compensation by Dollar Amount for Statewide Deployment of Initial Release
- Worksheet VII-15a OTech Cost Summary

- Worksheet VII-15b OTech One-Time Costs
- Worksheet VII-15c OTech Monthly Costs
- Worksheet VII-15d OTech Annual Costs

Formulas have been inserted in some appropriate cells of the Cost Worksheets to automatically calculate summary numbers and should not be altered. Further instructions for entering price and cost information are included in this section. It is the sole responsibility of the Bidder to ensure that all mathematical calculations are correct.

All cost information shall be submitted in a separate sealed packet, as described in the RFP, Section VIII, Proposal Format.

VIIA.3.1 Total Cost Summary – Bid Amount (Worksheet VII-1)

RFP Appendix E, Cost Workbook, Worksheet VII-1, Total Cost Summary (Bid Amount), will calculate the Bidder's Final Proposal bid amount. Most of this worksheet is automatically populated using price and cost information extracted from the following worksheets:

- Worksheet VII-3 Hardware Costs
- Worksheet VII-4 Software Costs
- Worksheet VII-5a Staffing Costs - Initial Release
- Worksheet VII-5b Staffing Costs - Future Release
- Worksheet VII-6 Staffing Costs - Service and Support
- Worksheet VII-7 End User Training Costs Non-Staffing
- Worksheet VII-9 Labor Rates for Work Authorizations, System Change Authorizations, Technical Services Requests
- Worksheet VII-15a OTech Cost Summary

The OTech Costs will be evaluated as part of the Bidder's "Total Bid Amount" because these costs may vary amongst Bidders based on different solutions. However, the OTech Costs will not be part of the winning Bidder's contract amount because the State will pay OTech Costs directly to OTech.

The Bidder's Final Proposal bid amount will also include line item costs by State Fiscal Years for Unanticipated Tasks, Technical Services, and System Changes. These costs will be earmarked for the following tasks and services to be performed by the winning Bidder.

- **Unanticipated Tasks** are expected during IR and FR. These line items will be automatically populated based on ten percent (10%) of the total price of each respective phase and shall not be changed by the Bidder.

Additional information regarding Unanticipated Tasks is available in RFP Section VIIA.3.9.1. These services require federal control agency approval.

- **Technical Services (routine changes and tasks)** are expected during ongoing Service and Support, for minor services that are complementary to and within scope of the contracted services. This line item cost will be entered by the State and shall not be changed. This cost is predetermined based on historical data and will be the same amount for all Bidders. These Technical Services are further described in RFP Section VIIA.3.9.2.

- **System Changes (major modifications)** are anticipated during ongoing Service and Support. These services are described as changes that are not minor and require federal control agency approval. This line item cost will be entered by the State and shall not be changed. This cost is predetermined based on historical data and will be the same amount for all Bidders. These System Changes (major modifications) are further described RFP Section VIIA.3.9.3.

VIIA.3.2 Total Cost Summary – Contract Amount (Worksheet VII-2)

RFP Appendix E, Cost Workbook, Worksheet VII-2, Total Cost Summary (Contract Amount), will calculate the proposed "Base Contract Amount" and the "Total Amount including Optional Years." Most of the summary worksheet is automatically populated by information contained in the following individual worksheets:

- Worksheet VII-3 Hardware Costs
- Worksheet VII-4 Software Costs
- Worksheet VII-5a Staffing Costs - Initial Release
- Worksheet VII-5b Staffing Costs - Future Release
- Worksheet VII-6 Staffing Costs - Service and Support
- Worksheet VII-7 End User Training Costs Non-Staffing
- Worksheet VII-9 Labor Rates for Work Authorizations, System Change Authorizations, Technical Services Requests

The "Base Contract Amount" and the "Total Amount including Optional Years" will also include line items for:

- Unanticipated Tasks
- Technical Services
- System Changes

Worksheet VII-2, Total Cost Summary (Contract Amount) will be used as part of the CWS/Web Contract. It is similar to Worksheet VII-1, Total Cost Summary (Bid Amount) with the only difference being that Worksheet VII-2 does not include OTech costs.

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The winning Bidder will be entitled to payments from three payment categories: IR, FR, and Service and Support. The payments will be tied to the successful completion of work and the State's acceptance of the work. RFP Section VIIB, Compensation Model, provides an overview of the payment model instituted for the CWS/Web. RFP, Appendix A, CWS/Web Contract provides further details regarding the acceptance criteria and other pertinent information surrounding compensation.

VIIA.3.3 Hardware Costs (Worksheet VII-3)

The subtotals from this worksheet will automatically populate Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

In RFP Appendix E, Cost Workbook, Worksheet VII-3, Hardware Costs, the Bidder shall submit all pricing associated with CWS/Web hardware and equipment hosted at the CWS/Web Project Office. The costs for hardware and equipment hosted at OTech will be reflected in the service fees charged by OTech that are captured in Worksheet VII-1 as a separate line item (OTech Data Center Services).

However, any hardware and equipment prices associated with End User Training shall ONLY be included in RFP Appendix E, Cost Workbook, Worksheet VII-7, End User Training Costs Non-Staffing. The Bidder may insert additional rows as required. The Bidder is responsible for ensuring that all worksheet links and calculations are correct.

Table VIIA - 2. Instructions for Completing Worksheet VII-3, Hardware Costs

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	Hardware Description/ Manufacturer/ Model Number	The Bidder shall provide a description of the Hardware or equipment (i.e. servers, workstations), including manufacturer, model number, and/or part number. The Bidder shall include all refresh Hardware per the applicable State refresh cycles. All refresh Hardware shall be listed as a separate line item from the original Hardware provided.
Column 3	Environment(s) Supported	The Bidder shall specify the environment(s), for example development/test environment.
Column 4	Warranty Period	The Bidder shall provide the warranty period of the equipment or Hardware.
Column 5	Unit Price	The Bidder shall provide the per unit price of each item including any costs associated with licensing, inspection,

Column Number	Column Heading	Column Description
		installation, and production.
Column 6	Freight and Setup	The Bidder shall provide the price of freight for each item, if applicable. The Bidder shall also provide the price to setup and/or install each Hardware item.
Column 7	Sales Tax	The Bidder shall provide the sales tax for each item, if applicable.
Column 8	Hardware Maintenance Price	The Bidder shall provide the price of maintenance for any Hardware that will not be residing at OTech.
Column 9	Quantity	The Bidder shall enter the quantity of each item needed for the proposed solution.
Column 10	Total Price per Item	No entry. This column will automatically populate using a formula that will add each cost in columns 5, 6, 7, and 8 then multiply this subtotal by the quantity in column 9.
Columns 11-19	Fiscal Year Breakdown	The Bidder shall enter the total price of each type of Hardware by State fiscal year.
Column 20	Hardware Subtotals	No entry. This column will automatically populate using a formula that will calculate the subtotal cost of hardware for each phase of the project as well as the entire period of the CWS/Web Contract. These subtotals will be automatically linked to Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

VIIA.3.4 Software Costs (Worksheet VII-4)

The subtotals from this worksheet will automatically populate Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

In RFP Appendix E, Cost Workbook, Worksheet VII-4, Software Costs, the Bidder shall submit all prices for software hosted at the CWS/Web Project Office. The costs for the proposed software to be used at OTech will be reflected in the service fees charged by OTech that are captured in Worksheet VII-1 as a separate line item (OTech Data Center Services).

However, any software prices associated with End User Training shall ONLY be included in RFP Appendix E, Cost Workbook, Worksheet VII-7, End User Training Costs Non-Staffing. The Bidder may insert additional rows as required. The Bidder is responsible for ensuring that all worksheet links and calculations are correct.

Note: The current system, Child Welfare System / Case Management System, supports all 58 California counties and the California Department of Social Services, and has over 22,500[1] user ids.

Table VIIA - 3. Instructions for Completing Worksheet VII-4, Software Costs

[1] County Information CWS/CMS Usage Statistics from the CWS/CMS website located (http://www.hwcws.cahwnet.gov/CountyInfo/UsageStatistics/default.asp)

Column Number	Column Heading	Column Description
Column 1	Row	No entry. Each row is numbered for easy reference.
Column 2	Software Description	The Bidder shall provide a detailed description of the Software being utilized including at a minimum the manufacturer, product name, and version. The Bidder shall include all Software upgrades/patches as needed and/or per software vendor update frequencies. All Software shall be listed as a separate line item from the original Software provided.
Column 3	License Type	The State requires that all Software proposed by the Bidder shall be an enterprise license unless the Bidder can demonstrate that an alternative licensing approach will be more cost effective for the State. The Bidder shall specify the type of license that it will propose.
Column 4	Unit Price	The Bidder shall provide the per unit price of each item including any costs associated with inspection, installation, and production.
Column 5	Freight	The Bidder shall provide the price of freight for each item.
Column 6	Sales Tax	The Bidder shall provide the amount of sales tax for each item.
Column 7	License Price	The Bidder shall provide the price for purchasing licenses for this Software.
Column 8	Software Maintenance Price	The Bidder shall provide the price for standard Software maintenance and upgrades.
Column 9	Quantity	The Bidder shall enter the quantity of each Software item needed for the proposed solution.
Column 10	Software Price	No entry. This column will automatically populate using a formula that will add each cost in columns 4, 5, 6, 7, and 8 then multiply this subtotal by the quantity in column 9.
Columns 11-18	Fiscal Year Breakdown	The Bidder shall enter the total price of each software item by State fiscal year.
Column 18	Software Subtotals	No entry. This column will automatically populate using a formula that will calculate the subtotal software cost for each phase of the project as well as for the entire period of the CWS/Web Contract. These subtotals will be automatically linked to Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

VIIA.3.5 Staffing Costs – IR and FR (Worksheets VII-5a and VII-5b)

The subtotals from these worksheets will automatically populate Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

In RFP Appendix E, Cost Workbook, Worksheets VII-5a and VII-5b, the Bidder shall submit their prices for staffing associated with the CWS/Web solution. These prices shall be separated by IR and FR. It is the Bidder's responsibility to ensure appropriate staffing is allocated to the solution development and transition of the

CWS/Web System according to the requirements set forth in this RFP.

The Bidder may insert rows as required to accommodate additional staff classifications. The Bidder is responsible for ensuring that all worksheet links and calculations are correct.

In RFP Appendix E, Cost Workbook, Worksheet VII-5a, Staffing Costs - Initial Release, the Bidder shall include all staffing prices associated with Initial Release including solution development and transition, End User Training, and Service and Support, which is described as supporting, modifying, and maintaining of the new CWS/Web **prior** to completion and acceptance.

In Worksheet VII-5b, Staffing Costs - Future Release, the Bidder shall include all staffing prices associated with Future Release including solution development and transition and End User Training.

Bidder staffing prices for the ongoing Service and Support (supporting, modifying, and maintaining of the new CWS/Web **post** completion and acceptance) will be captured in a separate worksheet, RFP Appendix E, Cost Workbook, Worksheet VII-6, Staffing Costs - Service and Support.

Table VIIA - 4. Instructions for Completing Worksheet VII-5a, Staffing Costs for Initial Release and Worksheet VII-5b, Staffing Costs for Future Release

Column Number	Column Heading	Column Description
Column 1	Row	No entry. Each row is numbered for easy reference.
Column 2	Team Member Position	Key Positions have been included by the State and cannot be changed. The Bidder shall enter non-key positions where applicable.
Column 3	Team Member Name	The Bidder shall provide the name(s) of each key project team member(s) performing these functions. The Bidder must provide a classification and a name for each non-key staff as described in the RFP. The Bidder may provide generic names for non-key staff as described in this RFP.
Column 4	Subcontractor (Y/N)	The Bidder shall declare whether any of the team members are subcontractors.
Columns 5, 8, 11, 14, 17	Hourly Rate	The Bidder shall enter the hourly rate for each team member. The Bidder may include an escalation rate not to exceed five percent (5%) per year.
Columns 6, 9, 12, 15, 18	Number of Hours	The Bidder shall enter the estimated number of work hours for each team member, delineated by State fiscal year.
Columns 7, 10,13, 16, 19	Extended Cost	No entry. This column automatically sums the cost of each functional category by multiplying the hourly rate by the number of hours, delineated by State fiscal years.
Column 20	Staffing Subtotals	No entry. This column automatically sums each position through the life of the project and also provides a subtotal of all Bidder team members for the IR and FR phases of the project. These subtotals will be automatically linked to Worksheets VII-1 and VII-2, Total Cost Summary

Column Number	Column Heading	Column Description
		worksheets.

VIIA.3.6 Staffing Costs – Service and Support (Worksheet VII-6)

The subtotals from this worksheet will automatically populate Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

In RFP Appendix E, Cost Workbook, Worksheet VII-6, Staffing Costs - Service and Support, the Bidder shall submit all staffing prices associated with the ongoing Service and Support of the CWS/Web Project as stipulated in this RFP. These prices shall be itemized by ongoing Service and Support functions. The Bidder may add more functional categories; however, a set of categories have been provided by the State and cannot be changed. It is the Bidder's responsibility to ensure appropriate staffing is allocated to these functional categories and any additional categories deemed necessary by the Bidder to maintain and operate the CWS/Web according to the requirements set forth in this RFP.

Worksheet VII-6 captures prices for five (5) years of Service and Support, which includes three (3) base years and two (2) optional years. While this is required information for the bid, it is at the State's discretion as to whether these optional years are exercised.

Below is the list of the Service and Support functions that are included in Worksheet VII-6 and described in this RFP Section VI.6 Service and Support Requirements.

A. GENERAL SERVICE AND SUPPORT

B. SERVICE OVERSIGHT
1. Asset Management
2. Communications
3. Customer Relationship Management
4. Governance
5. Work Request Receipt
6. Oversight – Internal Operations
7. Performance Measures
8. Policy
9. Proposal Development
10. IT Resource Management
11. Service Level Management
12. Solution Architecture

C. SERVICE MAINTENANCE
1. Application Maintenance and Support
2. Directory Repository Management
3. Control Agency Compliance

4. Customer Report Creation Support
5. Forms Management
6. Information Management
7. Interface Management
8. Project Management
9. Quality Assurance
10. Requirements Management
11. Technical Writing
12. Testing
13. Workflow and Business Rule Management

D. SERVICE DELIVERY

1. Availability Management
2. Capacity Management
3. Change Management
4. Configuration Management
5. Customer Training
6. Facilities Management
7. Incident Management
8. Network (Connectivity)
9. Operations (Data Center and Network Operations Center)
10. Personal Device Support
11. Problem Management
12. Release Management
13. Security
14. Servers (Hosting) and Storage
15. Service Continuity Management
16. Service Desk
17. Training (Internal)

A more detailed explanation of each the Service and Support functional categories is described in the RFP, Section VI.6, Service and Support Requirements.

Note: The CWS/Web Project anticipates the need for Contractor services to support the Federal Government's SACWIS review, as described in the RFP Section VI.5, Support SACWIS Review Requirements. The Bidder shall include the price for these services in Support SACWIS Review line item in this Worksheet VII-6.

The Bidder may insert rows as required to accommodate additional staff classifications. The Bidder is responsible for ensuring that all worksheet links and calculations are correct.

Table VIIA - 5. Instructions for Completing Worksheet VII-6, Staffing Costs - Service and Support

Column Number	Column Heading	Column Description

Column Number	Column Heading	Column Description
Column 1	Row	No entry. Each row is numbered for easy reference.
Column 2	Functional Category and Project Team Member	The functional categories provided cannot be changed; however, the Bidder may add more categories and team members if necessary. The Bidder shall provide the name(s) of each key project team member(s) performing these functions. The Bidder must provide a classification and a name for each non-key staff as described in the RFP. The Bidder may provide generic names for non-key staff as described in this RFP.
Column 3	Team Member Name	The Bidder shall provide the name(s) of each key project team member(s) performing these functions. The Bidder may provide generic names for non-key staff as described in this RFP.
Column 4	Subcontractor (Y/N)	The Bidder shall declare whether any of the team members are subcontractors.
Column 5, 8, 11, 14, 17, 20, 23, 26	Hourly Rate	The Bidder shall enter the hourly rate for each team member. The Bidder may include an escalation rate not to exceed five percent (5%) per year.
Columns 6, 9, 12, 15, 18, 21, 24, 27	Number of Hours	The Bidder shall enter the estimated number of work hours for each team member, delineated by State fiscal year.
Columns 7, 10, 13, 16, 19, 22, 25, 28	Extended Cost	No entry. This column automatically sums the cost of each functional category by multiplying the hourly rate by the number of hours, delineated by State fiscal years.
Column 29	Staffing Subtotals	No entry. This column automatically sums each position through the life of the project and also provides a subtotal of all Bidder team members for the Service and Support phase of the project. These subtotals will be automatically linked to Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

VIIA.3.7 End User Training Costs Non-Staffing (Worksheet VII-7)

The subtotals from this worksheet will automatically populate Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

In RFP Appendix E, Cost Workbook, Worksheet VII-7, the Bidder shall submit their prices for all non-staffing costs associated with End User Training for the CWS/Web Project. These prices shall be delineated by IR and FR. Staffing prices for End User training are covered as a line item in RFP Appendix E, Cost Workbook, Worksheet VII-5a and Worksheet VII-5b, Staffing Costs IR and FR.

The Bidder shall provide training to End Users in varying types of roles, such as trainers, social workers, help desk, etc. The Bidder should use creative and innovative training approaches. The State has estimated the number of End Users to

be trained in the varying roles. A more detailed description of the End User training can be found in the Training and Knowledge Management Strategy located in the Bidders Library.

Each county will have different training needs. Some counties will choose to train their own staff, some counties will choose a combination with the Bidder providing some training and the county providing some training to their staff, and other counties will depend upon the Bidder to provide all of their training. Some State and County lab facilities will be available for training; however, the Bidder shall provide the remaining necessary facilities. More information regarding individual counties and available training facilities can be accessed through the following link, **http://www.hwcws.cahwnet.gov/training/applications/sotrs_pub/locations.asp**.

Table VIIA - 6. Instructions for Completing Worksheet VII-7, End User Training Costs Non-Staffing

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	Class/ Session Description	The Bidder shall enter a description of the training session including course title and subject matter covered.
Column 3	Class Location	The Bidder shall enter the geographical location where the session will be held.
Columns 4, 5, 6, 7, 8, 9	Non-Staffing Training Costs	The Bidder shall submit their prices for any non-staffing costs associated with each training session, delineated by State Fiscal Years. The Bidder should refer to the End User Training document in the Bidders Library to determine which State or County facilities will be available for this training.
Column 17	Subtotals	No entry. This column will automatically populate with the total non-staffing cost of training for each class. These subtotals will be automatically linked to Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

VIIA.3.8 System Interface Costs (Worksheet VII-8)

The subtotals from this worksheet will NOT automatically populate Worksheets VII-1 and VII-2, Total Cost Summary worksheets because these costs are also being captured in other Worksheets. This is supplementary information that may be used by the State to determine whether or not to proceed with each System Interface.

In RFP Appendix E, Cost Workbook, Worksheet VII-8, System Interface Costs, the Bidder shall provide the costs associated with each interface for the CWS/Web System as described in this RFP. This breakdown is for State informational purposes and will not be carried forward to the Bidder's total bid amount. All Bidders shall also include all applicable interface costs in the following worksheets:

- Worksheet VII-3 Hardware Costs
- Worksheet VII-4 Software Costs
- Worksheet VII-5a Staffing Costs - Initial Release
- Worksheet VII-5b Staffing Costs - Future Release

In Worksheet VII-8, System Interface Costs, the costs shall be itemized by each interface and delineated by State Fiscal Year. All Bidders are responsible for ensuring that all worksheet links and calculations are correct.

Table VIIA - 7. Instructions for Completing Worksheet VII-8, System Interface Costs

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	Interface Description	No entry. This information has been provided by the State.
Column 3	Hardware Cost	All Bidders shall provide their price for all Hardware items related to each Interface.
Column 4	Software Cost	All Bidders shall provide their price for all Software items related to each Interface.
Column 5	Staffing Cost	All Bidders shall provide their price for all Staffing related to each Interface.
Column 6	OTech Cost	All Bidders shall provide the OTech costs associated with each interface.
Column 7	Extended Cost	No entry. The State has inserted a formula that will sum columns 3, 4, 5, 6 to provide a subtotal for each interface.
Column 8-16	State Fiscal Years	All Bidders shall enter the price of each interface by the State fiscal year which they will incur the expense.
Column 17	Subtotal	No entry. The State has inserted a formula that will provide a subtotal for each interface.

VIIA.3.9 Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests (Worksheet VII-9)

In RFP Appendix E, Cost Workbook, Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests, the Bidder shall provide individual staff hourly rates that will be used to prepare Work Authorizations, System Change Authorizations, and Technical Services Requests for Unanticipated Tasks, System Changes, and Technical Services.

The State may request that the Bidder provide additional services that are complementary to and within scope of the contracted services. The funding of these additional services will come from dollars earmarked for Unanticipated Tasks, Technical Services, and System Changes as described below in subsections

VIIA.3.9.1, VIIA.3.9.2, and VIIA.3.9.3 respectively. The information provided on this Worksheet, VII-9, will be used to compensate the winning Bidder for designing, developing, and implementing modifications to the CWS/Web and performing other complementary services.

The Bidder shall provide team members and their individual hourly labor rates on this Worksheet, VII-9. These individual hourly labor rates shall be equal to the individual hourly labor rates submitted on the following RFP worksheets:

- Worksheet VII-5a Staffing Costs - Initial Release
- Worksheet VII-5b Staffing Costs - Future Release
- Worksheet VII-6 Staffing Costs - Service and Support.

Bidders may apply an annual escalation rate that is less than or equal to five percent (5%) for these rates throughout the contract period. **Escalation rates higher than 5% will result in a material deviation and the proposal will be deemed nonresponsive.**

VII.3.9.1 Unanticipated Tasks (Solution Development and Transition - SD&T)

Unanticipated Tasks are those that are wholly unanticipated and are not specified in the Statement of Work, but which in the opinion of both parties are necessary to successfully accomplish the general scope of work for the CWS/Web Project. Funds budgeted under Unanticipated Tasks are used when the State requires additional work for System modifications and other Contract Services during Solution Development and Transition of the CWS/Web Initial Release and Future Release. If this situation occurs, the State will initiate a Work Authorization to request the required System modifications or other Contract Services.

Ten percent (10%) of the total one-time costs to develop and transition IR and FR has been earmarked under Unanticipated Tasks to fund these additional services. This amount is automatically calculated within Worksheet VII-1, Total Cost Summary (Bid Amount), and Worksheet VII-2, Total Cost Summary (Contract Amount) and shall not be changed by the Bidder.

VIIA.3.9.2 Technical Services (routine tasks and changes, post SD&T)

The State will require additional services, herein referred to as Technical Services that are complementary to and within scope of the contracted services. These services will be needed during ongoing Service and Support. These additional services will be reviewed and approved using Technical Services Requests, as described in the RFP, Appendix A, CWS/Web Contract. These services include but are not limited to making mandated changes to forms and reports, analyzing the impact of System changes associated with statewide infrastructural maintenance, and coordinating System changes with the Infrastructure Support Contractor. These changes are typically minor and required in an urgent manner.

In Worksheet VII-9, the Bidder shall provide individual hourly labor rates that will be used to complete Technical Services Requests, described in Appendix A, CWS/Web Contract. Technical Services Requests will be used by the State to approve the need for Technical Services after the CWS/Web System Initial Release is completed and accepted by the State.

The amount for Technical Services has been predetermined by the State and will be the same for all Bidders. This amount has been entered into Worksheet VII-1, Total Cost Summary (Bid Amount), and Worksheet VII-2, Total Cost Summary (Contract Amount) and shall not be changed by the Bidder.

VIIA.3.9.3 System Changes (major modifications, post SD&T)

The State will require System modifications that are wholly unanticipated and are not specified in the Statement of Work, but which in the opinion of both parties are necessary to successfully accomplish the general scope of work for the CWS/Web Project after the State's Initial Release Implementation Acceptance. These changes include but are not limited to major upgrades and/or Releases. The State will also use dollars budgeted under System Changes to pay for Contractor Services related to Transition Out activities and any System repairs required as a result of the federal Statewide Automated Child Welfare Information System (SACWIS) Review.

In Worksheet VII-9, the Bidder shall provide individual hourly labor rates that will be used to complete System Change Authorizations, described in Appendix A, CWS/Web Contract. System Change Authorizations will be used by the State to approve the need for System Changes after the CWS/Web System Initial Release is completed and accepted by the State.

The amount for System Change has been predetermined by the State and will be the same for all Bidders. This amount has been entered into Worksheet VII-1, Total Cost Summary (Bid Amount), and Worksheet VII-2, Total Cost Summary (Contract Amount) and shall not be changed by the Bidder.

Table VIIA - 8. Instructions for Completing Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	Project Team Member	The State has provided a list of project team members that may be involved in the functions related to Unanticipated Tasks, Technical Services, and System Changes. All Bidders shall provide the hourly rates for the listed classifications. The Bidder may insert additional team members that will be needed to complete the functions described above. The State may use these rates for the functions described above.
Columns	Hourly Rate	The Bidder shall provide the hourly rates by State fiscal year

Column Number	Column Heading	Column Description
3-10	for Each Project Team Member by Project Year	for each project team member that will be involved in the functions related to Unanticipated Tasks, Technical Support Services, and System Change Services. These hourly rates may be used in the compilation of Work Authorizations, System Change Authorizations, and Technical Services Requests. The State has the option of using these individual hourly rates or the Bidder's blended rates in Columns 13-20 for Work Authorizations, System Change Authorizations, and Technical Services Requests.

VIIA.3.10 Products Pricing List (Worksheet VII-10)

The totals from this worksheet will NOT populate Worksheets VII-1 and VII-2, Total Cost Summary worksheets. This information may be used by the State to calculate partial payments.

In RFP Appendix E, Cost Workbook, Worksheet VII-10, Products Pricing List, the Bidder shall provide their price for the list of Products shown in the worksheet. This list only includes Products that are associated with the Compensation Milestones in the Compensation Model. This list may be used by the State to calculate partial compensation.

These Products are defined in the RFP Requirements, Deliverable Expectation Documents (DED), and Data Item Descriptions (DID). This worksheet may be used by the State to calculate partial payments to the winning Bidder, i.e. the Contractor.

Table VIIA - 9. Instructions for Completing Worksheet VII-10, Products Pricing List

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	Product ID #	No entry. The State has provided an RFP reference for this Product.
Column 3	List of Products	No entry. This information has been provided by the State.
Column 4	Type of Product (Deliverable or Material)	No entry. The State has classified these Products as deliverables or materials, as described in Section VIIB, Compensation Model. The Bidder shall not make changes.
Column 5, 6	Initial Release (Y/N)	No entry. The State has indicated whether this Product will be required during the Initial Release phase of the project.
Column 7,8	Future Release (Y/N)	No entry. The State has indicated whether this Product will be required during the Future Release phase of the project.
Column 9	Initial Release Cost	The Bidder shall enter their total cost for each Product.
Column 10	Future Release Cost	The Bidder shall enter their total cost for each Product.

VIIA.3.11 Initial Release Compensation Schedule by Percentage (Worksheet VII-11a) and Future Release Compensation Schedule by Percentage (Worksheet VII-11b)

The totals from these worksheet will NOT automatically populate Worksheets VII-1 and VII-2, Total Cost Summaries. This information is for compensation purposes.

In RFP Appendix E, Cost Workbook, Worksheets VII-11a and VII-11b, the Bidder shall propose a compensation schedule by contract month and percentage of cost for completing the project Products throughout the contract period. These worksheets will be reviewed by the State during Draft Proposal review. Cost percentages are used in these worksheets since the Bidder cannot reveal actual costs during this stage of the RFP process. More details related to the compensation model can be found in RFP Section VIIB, Compensation Model.

NOTE: Bidder submissions of Draft Proposals must not include cost, prices, or dollar amounts. Bidder's that include costs, prices, or dollar amounts in their Draft Proposals may be deemed non-responsive. Bidder submissions of Final Proposals must include all Cost Worksheets which include costs, prices, or dollar amounts under separate sealed cover. Bidder's that do not include costs, prices, or dollar amounts in their Final Proposals under separate cover may be deemed non-responsive.

Table VIIA - 10. Instructions for Completing Worksheet VII-11a, Initial Release Compensation Schedule by Percentage and Worksheet VII-11b, Future Release Compensation Schedule by Percentage

Column Number	Column Heading	Column Description
Column 1	Row	No entry. Each row is numbered for easy reference
Column 2	Compensation Milestone Number	No entry. The State has numbered these milestones as described in the RFP, Section VIIB, Compensation Model and the Bidder shall not make changes.
Column 3	Product ID #	No entry. This information has been provided by the State to give the Bidder a point of reference for each "Product" requirement.
Column 4	Compensation Milestones and Associated Products	No entry. The State has listed these milestones and Products as described in the RFP, Section VIIB, Compensation Model and the Bidder shall not make changes. The listed Products for a given compensation milestone provide some definition for that milestone group.
Column 5	Type of Product (Deliverable or Material)	No entry. The State has classified these Products as deliverables or materials, as described in Section VIIB, Compensation Model. The Bidder shall not make changes.
Column 6	Milestone Review	The Bidder shall propose a milestone review end date in

Column Number	Column Heading	Column Description
	End Date	each line that corresponds to a compensation milestone. This date shall correspond to the estimated completion date for each set of Products. The Bidder shall not enter dates for each Product.
Column 7	Percent of Payment (Bidder's Proposal)	The Bidder shall propose a percentage of cost in each line that corresponds to a compensation milestone. These lines are not shaded. The Bidder shall not propose percentages for each Product. If the Bidder chooses other than the State's preferred percent of payment, the Bidder may not exceed the lower or upper percent of payment. If the Bidder chooses other than the State's preferred, the total payment percentage must equal 85%.
Column 8	Percent of Payment (State's Preferred)	No entry. This column represents the percentage of compensation that the State prefers to pay the Contractor for the subject milestone.
Column 9	Percent of Payment (Lower Limit)	No entry. This column represents the minimum percentage of compensation that the State will pay the Contractor for the subject milestone.
Column 10	Percent of Payment (Upper Limit)	No entry. This column represents the maximum percentage of compensation that the State will pay the Contractor for the subject milestone.

VIIA.3.12 Compensation by Percentage for Statewide Deployment of Initial Release (Worksheet VII-12)

The totals from this worksheet will NOT automatically populate Worksheets VII-1 and VII-2, Total Cost Summaries. This information is for compensation purposes.

In RFP Appendix E, Cost Workbook, Worksheet VII-12, the Bidder shall portray the number of phases for their proposed Deployment of the CWS/Web System. This worksheet is only to be used if the Bidder is proposing more than one phase for Deployment. The phased Deployment is specific to the Compensation Milestone entitled, Initial Release Implementation Completion on Worksheet VII-11a of this RFP.

The Bidder shall submit the start date, milestone review date and Deployment locations for each phase. Section VIIB, Compensation Model, also provides further details related to the Compensation Model and this worksheet.

Table VIIA - 11. Instructions for Completing Worksheet VII-12, Compensation by Percentage for Statewide Deployment of Initial Release

Column Number	Column Heading	Column Description
Column 1	Row	No entry. Each row is numbered for easy reference.
Column 2	Deployment Location	No entry. The State has listed all counties and CDSS.
Column 3	Percent of Milestone Cost	No entry. This information has been be provided by the State to indicate the percentage of compensation that will be paid to the Contractor for the completion of each milestone.
Column 4	Compensation Group Number	The Bidder can group the Deployment locations into two, three, four, five, or six groupings as described in the RFP, Section VIIB, Compensation Model. The Bidder shall indicate a group number, 1-6, for each location. The group numbers not only reflect the locations within each group, but also the rollout phase.
Column 5	Row	No entry.
Column 6	Milestone	No entry. This pre-formatted number will automatically populate the Bidder's Compensation Schedule.
Column 7	Compensation Group	No entry. This column has been pre-formatted by the State to indicate group 1-6.
Column 8	Milestone Review Date	The Bidder shall propose dates for State review and acceptance of each compensation milestone.
Column 9	Percent of Milestone Cost	No entry. Cost percentages are automatically calculated for each compensation milestone.

VIIA.3.13 Initial Release Compensation Schedule by Dollar Amount (Worksheet VII-13a) and Future Release Compensation Schedule by Dollar Amount (Worksheet VII-13b)

The totals from these worksheets will NOT automatically populate Worksheets VII-1 and VII-2, Total Cost Summaries. This information is for compensation purposes.

In RFP Appendix E, Cost Workbook, Worksheets VII-13a and VII-13b, the Bidder shall propose a schedule by contract month and cost for completing the project Products throughout the contract period as described in the RFP Appendix A, CWS/Web Contract. These worksheets will be reviewed by the State during the Final Proposal Evaluation and shall be submitted under sealed, separate cover. More details related to the compensation model and Worksheets VII-13a and VII-13b can be found in this RFP, Section VIIB, Compensation Model.

Table VIIA - 12. Instructions for Completing Worksheet VII-13a, Initial Release Compensation Schedule by Dollar Amount and Worksheet VII-13b, Future Release Compensation Schedule by Dollar Amount

Column Number	Column Heading	Column Description

Column Number	Column Heading	Column Description
Column 1	Row	No entry. Each row is numbered for easy reference.
Column 2	Compensation Milestone Number	No entry. The State has numbered these milestones as described in the RFP, Section VIIB, Compensation Model and the Bidder should not make changes.
Column 3	Product ID#	No entry. This information has been provided by the State to give the Bidder a point of reference for each "Product" requirement.
Column 4	Compensation Milestones and Associated Products	No entry. The State has listed these milestones and Products as described in the RFP, Section VIIB, Compensation Model and the Bidder shall not make changes.
Column 5	Type of Product (Deliverable or Material)	No entry. The State has classified these Products as deliverables or materials. The Bidder shall not make changes.
Column 6	Milestone Review Date	The Bidder shall propose a milestone review date in each line that corresponds to a compensation milestone. These lines are not shaded. The Bidder shall not enter dates for each Product.
Column 7	Payment Amount (Bidder's Proposed)	The Bidder shall propose cost amounts for each compensation milestone. These lines are not shaded. The cost amounts must correlate to the percentages in Cost Worksheet VII-11a. The Bidder shall not enter cost amounts for the individual Products.
Column 8	Adjusted Payment	No entry. This column represents a 15% cost adjusted amount for each compensation milestone to accommodate the 5% Holdback and 10% Management Balanced Scorecard for IR and FR.
Column 9	Percent of Total Payment (Bidder's Proposal)	No entry. This column represents the percentage of total cost for each compensation milestone in relation to the Bidder's "Total Bid Amount."

VIIA.3.14 Compensation by Dollar Amount for Statewide Deployment of Initial Release (Worksheet VII-14)

The totals from this worksheet will NOT automatically populate Worksheets VII-1 and VII-2, Total Cost Summaries. This information is for compensation purposes.

The Bidder shall use RFP Appendix E, Cost Workbook, Worksheet VII-14, to portray the number of phases for their proposed Deployment of the CWS/Web. **This worksheet is only to be used if the Bidder is proposing more than one phase for Deployment.** The phased Deployment is specific to the Compensation Milestone entitled, Initial Release Implementation Completion, on Worksheet VII-11a of this RFP.

The Bidder shall submit the start date, milestone review date and Deployment locations for each of phases as described in the RFP Appendix A, CWS/Web Contract. RFP Section VIIB, Compensation Model, also provides further details related to the Compensation Model and Worksheet VII-14. This Cost Worksheet must only be submitted with the Bidder's Final Proposal.

Table VIIA - 13. Instructions for Completing Worksheet VII-14, Compensation by Dollar Amount for Statewide Deployment of Initial Release

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	Deployment Location	No entry. The State has listed all counties and CDSS.
Column 3	Percent of Milestone Cost	No entry. This information has been provided by the State to indicate the percentage of compensation that will be paid to the Contractor for the completion of each milestone.
Column 4	Compensation Group Number (1-6)	The Bidder can group the Deployment locations into two, three, four, five, or six groupings as described in the RFP, Section VIIB, Compensation Model. The Bidder shall indicate a group number, 1-6, for each location. The group numbers not only reflect the locations within each group, but also the rollout phase.
Column 5	Row Number	No entry.
Column 6	Milestone	No entry. This pre-formatted number will automatically populate the Bidder's Compensation Schedule.
Column 7	Compensation Group	No entry. This column has been pre-formatted by the State to indicate group 1-6.
Column 8	Milestone Review Date	The Bidder shall propose dates for State review and acceptance of each compensation milestone.
Column 9	Percent of Milestone Cost	No entry. The column will automatically populate with a formula that calculates the total percentage of each grouping based on the Bidder's proposed implementation schedule and strategy.
Column 10	Milestone Cost	No entry. The column will automatically populate with a formula that calculates the total cost of each grouping based on the Bidder's proposed implementation schedule and strategy.

VIIA.3.15 OTech Cost Sheets (Worksheets VII-15a, VII-15b, VII-15c, VII-15d)

The subtotals from worksheet VII-15a will automatically populate Worksheet VII-1, Total Cost Summary.

In RFP Appendix E, Cost Workbook, OTech Worksheets: VII-15a, VII-15b, VII-15c, VII-15d, the Bidder shall submit all OTech costs related to the Bidder's proposed solution for the CWS/Web.

Worksheet VII-15a, OTech Cost Summary, will calculate all of the OTech service costs associated with the Bidder's proposed solution of the CWS/Web. This worksheet is automatically populated using pricing and cost information extracted from the following worksheets:

- Worksheet VII-15b OTech One-Time Costs
- Worksheet VII-15c OTech Monthly Service Costs
- Worksheet VII-15d OTech Annual Service Costs

OTech service costs include hosting the CWS/Web as described in the RFP. These costs also represent the one-time OTech setup costs and ongoing OTech costs for all OTech-provided items proposed by the Bidder for each phase of the Project, as well as ongoing OTech costs for the Service and Support years. These costs should also include the purchase, delivery, installation, licenses and production of the OTech components. All OTech costs should be based on OTech published rates which can be found by visiting OTech's website at the following links: http://www.servicecatalog.dts.ca.gov/ and http://www.dts.ca.gov/customers/rates.asp. The Bidder is responsible for providing hardware and software specifications that will be used as the basis for defining the OTech data center hardware and software costs, in accordance with Section VI, System Requirements, and the Bidder's proposed solution.

These costs shall be identified through Confidential Discussions between the Bidder and OTech. The Bidder is responsible for working with the OTech to accurately and fully detail costs for hosting the CWS/Web Solution. During Confidential Discussions, an OTech representative will be available to discuss the OTech service costs.

Should any additional hardware or software be required beyond that proposed by the Bidder for OTech services, the Bidder agrees to bear the costs of such additional hardware and software during the term of the CWS/Web Contract. Additional information regarding OTech services can be accessed at the following internet location, http://www.servicecatalog.dts.ca.gov/.

Table VIIA - 14. Instructions for Completing Worksheet VII-15b, OTech One-Time Costs

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	OTech Service Description	The Bidder shall provide a description of the service provided by OTech.
Column 3	Environment(s) Supported	The Bidder shall specify the environment(s), for example development/test environment.
Column 4	Start Date	The Bidder shall provide a target start date for the specific service.
Column 5	Comp Code	The Bidder shall provide the OTech Component Code for each item.

Column Number	Column Heading	Column Description
Column 6	Cost per Unit	The Bidder shall provide the cost per unit.
Column 7	Quantity	The Bidder shall enter the quantity of each unit needed for the proposed solution.
Column 8	Total Price per Item	No entry. This column will automatically populate using a formula that will multiply columns 7 and 8.
Columns 9-17	Fiscal Year Breakdown	The Bidder shall enter the total price of each item by State fiscal year.
Column 18	Subtotals	No entry. This column will automatically populate using a formula that will calculate the cost of each item for each phase of the project as well as the entire period of the CWS/Web Contract. These subtotals will be automatically linked to Worksheet VII-1, Total Bid Amount worksheet.

Table VIIA - 15. Instructions for Completing Worksheet VII-15c, OTech Monthly Service Costs

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	OTech Service Description	The Bidder shall provide a description of the service provided by OTech.
Column 3	Environment(s) Supported	The Bidder shall specify the environment(s), for example development/test environment.
Column 4	Comp Code	The Bidder shall provide the OTech Component Code for each item.
Column 5	Start Date	The Bidder shall provide a target start date for the specific service.
Column 6	Number of Months	The Bidder shall provide the number of months for each OTech service.
Column 7	Monthly Cost	The Bidder shall provide the monthly costs for each OTech Service.
Column 8	Cost per Item	No entry. This column will automatically populate using a formula that will multiply columns 6 and 7.
Columns 9-17	Fiscal Year Breakdown	The Bidder shall enter the total price of each service by State fiscal year.
Column 18	Subtotals	No entry. This column will automatically populate using a formula that will calculate the cost of each service for each phase of the project as well as the entire period of the CWS/Web Contract. These subtotals will be automatically linked to Worksheet VII-1, Total Bid Amount worksheet.

Table VIIA - 16. Instructions for Completing Worksheet VII-15d, OTech Annual Service Costs

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	OTech Service Description	The Bidder shall provide a description of the service provided by OTech.

Column Number	Column Heading	Column Description
Column 3	Environment(s) Supported	The Bidder shall specify the environment(s), for example development/test environment.
Column 4	Comp Code	The Bidder shall provide the OTech Component Code for each item.
Column 5	Start Date	The Bidder shall provide a target start date for the specific service.
Column 6	Quantity	The Bidder shall provide the quantity of each item.
Column 7	Annual Cost	The Bidder shall provide the annual costs for each item.
Column 8	Cost per Item	No entry. This column will automatically populate using a formula that will multiply columns 6 and 7.
Columns 9-17	Fiscal Year Breakdown	The Bidder shall enter the total price of each item by State fiscal year.
Column 18	Subtotals	No entry. This column will automatically populate using a formula that will calculate the cost of each item for each phase of the project as well as the entire period of the CWS/Web Contract. These subtotals will be automatically linked to Worksheet VII-1, Total Bid Amount worksheet.

VIIB. COMPENSATION MODEL

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VIIB.1 COMPENSATION OVERVIEW

The purpose of this section is to provide the Bidders with a high-level explanation of the compensation model for the CWS/Web Project. The State will use four (4) compensation streams to compensate the winning Bidder (i.e., Contractor) during this effort. Compensation streams are categories of payment used to compensate the Contractor upon achievement of the Performance Measures established for each stream. The State will make payments to the Contractor based on the achievement of specific Compensation Milestones and/or metrics set forth in RFP Appendix A, CWS/Web Contract.

Figure VIIB - 1. Example of Compensation Streams, provides a conceptual illustration of the four (4) compensation streams across the Project's lifecycle:

- Solution Development and Transition (SD&T) (Yellow Bar)
- Management Performance Balanced Scorecard (Light Blue Bar)
- Holdbacks (Diamonds)
- Service and Support (Green Bar)

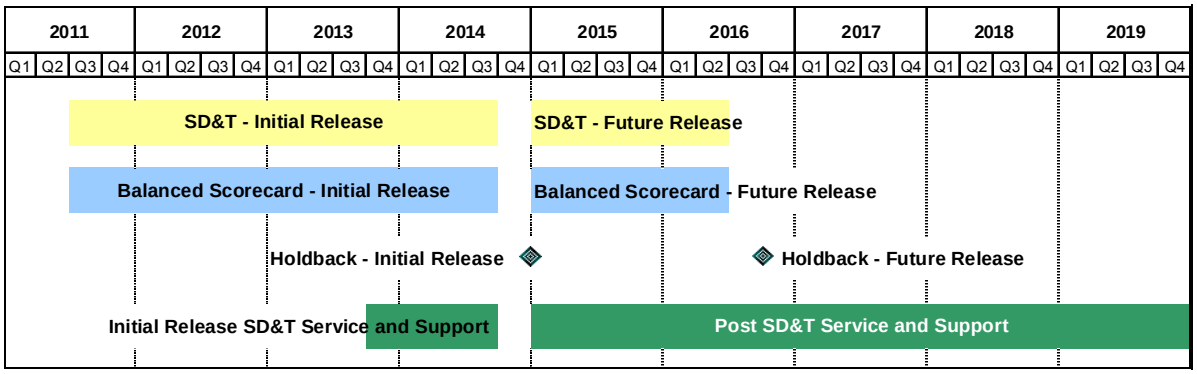

Figure VIIB - 1. Example of Compensation Streams

The SD&T Compensation Stream approach for the CWS/Web Initial Release and Future Release are the same but occur during two (2) different time periods. Using this compensation approach, the State will make milestone payments throughout each CWS/Web SD&T Release period based on the payment amounts shown in RFP Appendix E, Cost Workbook, Worksheet VII-13a, Worksheet VII-13b, and Worksheet VII-14, as well as the Acceptance Criteria set forth in RFP Appendix A, CWS/Web Contract, Section 10, Products and Services.

The Management Performance Balanced Scorecard (Balanced Scorecard) is a compensation stream that is associated with how well the Contractor performs management activities and meets its obligations as set forth in the Statement of Work, Project Plans and documents, and RFP Appendix A, CWS/Web Contract. The State will make quarterly payments to the Contractor based on achieved performance levels as specified in Section VIIB.4, Management Performance Balanced Scorecard.

Holdbacks are used to ensure satisfactory Project performance and fulfillment of all contractual obligations by the Contractor related to the SD&T Initial Release and Future Release. The State will release Holdbacks to the Contractor based on the criteria set forth in RFP Appendix A, CWS/Web Contract.

The compensation approaches for Initial Release SD&T and Post SD&T Service and Support are similar to one another. The difference is that during the Post SD&T period, Service and Support will be provided pursuant to a Service Level Agreement (SLA) under which payments received by the Contractor will be subject to Performance Measures and the possible application of Customer Credits for the State. The availability of compensation for Service and Support begins during the latter part of the Initial Release SD&T Service and Support period (i.e., initiation of the Pilot) and continues throughout the Post SD&T Service and Support period, three (3) years plus two (2) optional years. As part of this compensation approach, the State and Contractor will negotiate an SLA to establish performance standards, problem Severity Levels, Customer Credit formulas, and other processes and procedures to ensure quality, continuity and reliability of Services for the CWS/Web and its users. The State will pay Monthly Payments to the Contractor during Initial Release SD&T Service and Support and Monthly Payments minus any Customer Credit during Post SD&T Service and Support.

The following subsections provide further details related to the four (4) types of compensation streams and approaches, including the winning Bidder's (i.e., Contractor's) responsibilities, State responsibilities and payment schema. Bidders are expected to use this compensation model as the basis for developing their compensation proposal in response to this Request for Proposal (RFP). The Bidder must also ensure that its compensation proposal is aligned with its proposed Project Schedule in order to meet the goals and objectives of the CWS/Web Project.

To ensure compliance with the Compensation Model's requirements, Bidders must respond to the requirements shown in Table VIIB – 5, Mandatory Compensation Requirements, by checking an "X" next to the appropriate response for each requirement. The Bidders must submit the completed table along with their proposals. Failure to positively identify the Bidder's compliance with the requirements may be deemed a deviation and subject the Bidder's proposal to rejection.

VIIB.2 COMPENSATION DEFINITIONS

The following are definitions of compensation terms commonly used throughout the RFP:

- Compensation Milestone ─ A key event that requires the assessment of the Contractor's performance for purposes of determining if compensation is payable to the Contractor.
- Compensation Stream ─ A category of payment used to compensate the Contractor upon achievement of the Performance Measures established therefore.

- Customer Credit – An amount owed by the Contractor to the State to compensate the State for nonperformance. The amount is to be credited against the Monthly Payments owed by the State to the Contractor, in whole or in part, due to unsatisfactory performance levels by the Contractor and/or System only during Service and Support. In essence, the Customer Credit is a reduction in the Monthly Payment owed to the Contractor and is not recoverable by the Contractor. The performance parameters related to Customer Credit are specified in the Service Level Agreement.
- Initial Release SD&T Service and Support ─ Service and Support provided by the Contractor during the Initial Release SD&T period, specifically the period that starts at Pilot initiation and ends once Initial Release Implementation is completed.
- Milestone Review ─ A review performed by the Contractor to formally present information to the State that demonstrates achievement of the respective Compensation Milestone. This review includes the following elements:
    - A Milestone Report
    - Milestone Report Presentation and Walk-through
- Milestone Report - A report prepared by the Contractor for the Milestone Review and subject to State Acceptance in which the Contractor details the following: the achievements, Deficiencies and lessons learned of the respective Compensation Milestone; describes the resolution of any Deficiencies or Conditional Acceptances; and includes copies of notices of Acceptance or receipt for Products associated with the Compensation Milestone.
- Monthly Payment – A payment for Service and Support based on the total dollars allocated during a specific fiscal year for Service and Support staff costs divided by the number of months of Service and Support provided by the Contractor during that year. The fiscal year dollar amounts are based on cost data as agreed to in the Contract and shown in RFP Appendix E, Cost Workbook, Worksheet VII-2, Total Cost Summary (Contract Amount). Payments will start after the Service and Support has begun (i.e., after initiating the Pilot during Initial Release).
- Partial Payment ─ A prorated payment of a Compensation Milestone when unique situations occur where Deliverables and/or Materials cannot be submitted by the Contractor due to unforeseen circumstances or those that are beyond the reasonable control of the Contractor.
- Performance Measures ─ Criteria that the Contractor must meet or exceed in order to receive payment from the State.
- Post SD&T Service and Support ─ Service and Support provided by the Contractor after Initial Release Implementation Acceptance. This period is also known as Maintenance and Operations.
- Service Level Agreement ─ An agreement between the Contractor and the State that specifies the Performance Measures or Performance Standards to be used in assessing the Contractor's achievement of specified business objectives of the State.

VIIB.3 SD&T COMPENSATION STREAM

The purpose of using the SD&T Compensation Stream is to ensure satisfactory Project performance by the Contractor while mitigating unnecessary risks to the State. This Compensation Stream is the primary payment driver for the two (2) SD&T phases (i.e., Initial Release and Future Release). Using this strategy, Compensation Milestone payments act as major checkpoints throughout the Project. The Contractor must complete the Project tasks and activities associated with each Compensation Milestone and deliver the required Products (i.e., Deliverables and Materials) to pass each respective checkpoint. These Products are specified in RFP Section VI.9, Contractor Products and Document Submission Process, and shown in the compensation worksheets in RFP Appendix E, Cost Workbook. The State must also accept all Deliverables based on the established Acceptance Criteria as part of this strategy. Upon successful delivery and Acceptance of the required Materials and Deliverables for a given milestone, the State will make payment to the Contractor in the amount set forth in RFP Appendix A, CWS/Web Contract.

For each Compensation Milestone, the Contractor shall deliver the associated Products to the State at various points in time prior to the milestone completion date. The State will acknowledge receipt of Materials as well as review and accept Deliverables throughout the Compensation Milestone period. The State will make the milestone payment to the Contractor once all Materials have been received, all Deliverables have been accepted, resolution of all documented open items, the Milestone Review has been completed, and a correct invoice has been received for that Compensation Milestone.

Note: The SD&T Compensation Stream is a "payment" approach; consequently, payment amounts determined for the Compensation Milestones may not reflect the Bidder's actual costs of the Products listed within each Milestone.

Table VIIB - 1. Example of Compensation Milestone 1, illustrates the Products associated with that Compensation Milestone.

Table VIIB - 1. Example of Compensation Milestone 1

Product ID#	Associated Products	Type of Product*
PM016	Configuration Management Plan	DL
PM001	Project Management Plan	DL
PM002	Project Schedule	DL
PM008	Requirements Control Plan	DL
PM009	Risk Management Plan	DL
TM002	Software Development Plan	DL
Compensation Milestone 1 - Project Management System		

* Product Acronym DL is a Deliverable.

Worksheets VII-11a, Initial Release Compensation Schedule by Percentage and VII-11b, Future Release Compensation Schedule by Percentage in RFP Appendix E, Cost Workbook, illustrate all of the Compensation Milestones for Initial Release and Future Release along with the Materials and Deliverables associated with them. There are twelve (12) Compensation Milestones for the Initial Release and nine (9) Compensation Milestones for Future Release. The numeric sequence of these Compensation Milestones is by no means intended to follow a linear path. They are numbered for identification purposes only.

VIIB.3.1 Bidder's Proposed Milestone Review Dates and Payment Amounts

The State expects each Bidder to propose Milestone Review dates and payment amounts that suit its desired revenue stream within State parameters. The Milestone Review schedule, however, must coincide with the proposed Project Schedule to ensure completion of the Project tasks and activities and alignment of the payments across the Project's development lifecycle. The SD&T Compensation Stream in its current form reflects a waterfall approach to systems development. If the Bidder would prefer to use an iterative approach or another rapid application development approach, the Bidder may request revisions to the existing compensation model to accommodate these types of development approaches. The State will consider these requests during the RFP bid process, specifically during the question and answer period, bidders conference, and confidential discussions.

Bidders participating in the Draft Proposal process must complete RFP Appendix E, Cost Workbook, Worksheets VII-11a, Initial Release Compensation by Percentage and VII-11b, Future Release Compensation by Percentage. For the Final Proposal all Bidders must complete Worksheets VII-13a, Initial Release Compensation Schedule by Dollar Amount and VII-13b, Future Release Compensation Schedule by Dollar Amount in RFP Appendix E, Cost Workbook.

Draft Proposal Worksheets VII-11a and VII-11b allow the Bidder to propose its Milestone Review dates and payment amounts IN PERCENTAGE TERMS ONLY. The State will use this information to assess the Bidder's Milestone Review schedule and payment percentages during Draft Proposal review. If there are any concerns with the Draft Proposal, the State will discuss them with the Bidder during confidential discussions. The use of percentages allows the State to assess the Bidder's proposed Milestone Review schedule and relative payment amounts without revealing the actual dollar amounts. **During this stage of the RFP process, IT IS IMPERATIVE that the Bidder NOT divulge actual dollar amounts.**

Draft Proposal Worksheets VII-11a and VII-11b also present the State's preferred "percent of payment amount" for each Compensation Milestone as well as the acceptable lower and upper percentage limits. The lower and upper limits are intended to allow the Bidder flexibility in proposing its payment proposal. The lower and upper limits are plus or minus nine percent (± 9 %) of the preferred percent of the total payment for most milestones within a Release (i.e., Initial Release and Future Release). The exception is Initial Release Compensation Milestone 12 and Future Release Milestone 9, in that the lower and upper limits for these milestones

are plus or minus 25 percent (± 25%). It is the Bidder's responsibility to ensure that its payment proposal falls within the acceptable ranges of each Compensation Milestone.

In the Final Proposal, the Bidder must propose its Milestone Review dates and payment amounts in Worksheets VII-13a and VII-13b. These worksheets will reflect the Milestone Review schedule and payment proposal for the CWS/Web Project effort. The Bidder's proposed Compensation Milestone payment amounts submitted on Worksheets VII-13a and VII-13b, from a percentage standpoint, must continue to fall within the respective lower and upper percentage limits set forth in Worksheets VII-11a and VII-11b, respectively. **Milestone payments that deviate from this requirement may be deemed nonresponsive by the State.**

To encourage consistent payments throughout SD&T, the State is also allowing the Bidder to break up Initial Release Compensation Milestone 12 into smaller milestone payments at its discretion. The State is allowing this exception due to the prolonged period required to implement the new CWS/Web in 58 counties and at the California Department of Social Services (CDSS). Worksheet VII-12 in RFP Appendix E, Cost Workbook, allows the Bidder to select up to six smaller milestone payments based on payment amounts in percentage terms by aggregate locations (e.g., counties) for the Draft Proposal review. Likewise, Worksheet VII-14 in RFP Appendix E, Cost Workbook, allows the Bidder to select up to six smaller milestone payments based on the actual dollar amounts by aggregate locations (e.g., counties) for its Final Proposal submission. If the Bidder chooses to break up Compensation Milestone 12, the cumulative dollar amounts of the smaller milestones must equate to the proposed payment amount for this Compensation Milestone.

Further, the Bidder must comply with worksheet submission requirements set forth in RFP Section VIII, Proposal Format, and submit the actual payment data under separate, sealed cover. RFP Section VIIA, Pricing Proposal, provides detailed instructions on how to complete Worksheets VII-11a, VII-11b and VII-12 (i.e., Compensation by Percentage for Statewide Deployment of Initial Release) and Worksheets VII-13a, VII-13b and VII-14 (i.e., Compensation by Dollar Amount for Statewide Deployment of Initial Release).

VIIB.3.2 SD&T Compensation Milestone Payments

Final Proposal Worksheets VII-13a, Initial Release Compensation Schedule by Dollar Amount, VII-13b, Future Release Compensation Schedule by Dollar Amount, VII-14, Compensation by Dollar Amount for Schedule Deployment of Initial Release and information therein, as proposed by the Contractor and accepted by the State, will form the basis of the SD&T Compensation Milestone payments. All of these worksheets automatically adjust the Bidder's proposed payment amounts to reflect the actual payment the State will make for a given Compensation Milestone (i.e., the adjusted payment amount). The adjusted payment amount is the SD&T Compensation Milestone payment amount minus the dollar amounts allocated toward the Management Performance Balanced Scorecard (10%) and Holdbacks (5%). These percentages are based on the SD&T one-time costs.

To obtain SD&T Compensation Milestone Payments, the Contractor must gain State Acceptance of the Milestone Report for each respective Compensation Milestone, including State acknowledgement or Acceptance (as applicable) of the required Materials and Deliverables for that milestone. The State will make payments to the Contractor after Acceptance of the Milestone Report and following the receipt of correct invoices.

VIIB.3.3 Partial Payments

Unique situations may occur where Deliverables and/or Materials cannot be submitted by the Contractor due to unforeseen circumstances or those that are beyond the reasonable control of the Contractor. In these situations the State may consider making a Partial Payment of a Compensation Milestone to the Contractor.

To calculate the partial payment, the State will subtract the prorated cost for the un-submitted Deliverable or Material from the Compensation Milestone payment. The prorated cost is eighty-five percent (85%) of the proposed cost of the Deliverable or Material shown in Worksheet VII-10, Product Pricing List, located in Appendix E, Cost Workbook. The remaining fifteen percent (15%) of the cost is accounted for in the Management Performance Balanced Scorecard (10% of the one-time costs) and Holdback (5% of the one-time costs) and is excluded from the prorated cost.

VIIB.4 MANAGEMENT PERFORMANCE BALANCED SCORECARD

The Management Performance Balanced Scorecard (Balanced Scorecard) is a Compensation Stream that is associated with how well the Contractor performs management activities and meets its obligations as set forth in the Statement of Work, Project Plans and documents, and RFP Appendix A, CWS/Web Contract. By tying Contractor compensation to the Balanced Scorecard, the State mitigates the risk of inconsistent management, development and implementation of the Project and System with regard to applicable federal and State requirements. The State will allocate 10 percent (10%) of the total cost for each Release toward the Balanced Scorecard Compensation Stream. Specifically, this Compensation Stream will be applied separately to both the Initial Release and the Future Release. Payments will commence in the first complete calendar month occurring approximately 90 calendar days after the Project Start Date of each Release if the Contractor achieves satisfactory performance levels during the 90 day evaluation period. Performance levels and the associated payment calculations are described in the following sections.

VIIB.4.1 Scope and Approach

The Management Performance Balanced Scorecard will only measure performance under reasonable control of the Contractor and be based on the Contractor's responsibilities as described in the Statement of Work, Project Plans and documents, and RFP Appendix A, CWS/Web Contract. The State will employ the Balanced Scorecard during Initial Release and the Future Release. For each Release, the State will evenly distribute the funds allocated toward the Balanced Scorecard across the quarterly evaluation periods, except for the last quarter. The

last quarter will have a disproportionate amount of funds that the State will use to subsidize accelerated payments for the prior quarters. The State will use the following two steps to calculate funds allocated to each quarter:

1. Evenly distribute the funds allocated toward the Balanced Scorecard for each quarter;
2. Take ten percent (10%) from each quarter prior to the last quarter and reallocate these funds to the last quarter.

The Balanced Scorecard approach will use three (3) performance ratings: excellent, satisfactory and unsatisfactory. Excellent ratings are given on the Balanced Scorecard when the Contractor exceeds the performance standards agreed upon by the Contractor and the State. Satisfactory ratings are given on the Balanced Scorecard when the Contractor meets the State's expectations; however, such a rating may include the identification of areas where improvements in performance are desired. Unsatisfactory ratings are given on the Balanced Scorecard when the Contractor does not meet the State's expectations. In these cases, the State will identify the performance Deficiencies and actions required by the Contractor to achieve a satisfactory rating. The State may also provide unsatisfactory ratings when areas for improvement have been identified on previous Balanced Scorecards but the Contractor has failed to address the areas of concern.

A baseline, or Satisfactory score for each Balanced Scorecard evaluation criterion is 1.00, while evaluation criteria with excellent ratings will receive a score of 1.10, and evaluation criteria with unsatisfactory ratings will receive a score of zero. Each evaluation criterion included on the Balanced Scorecard will carry an equal weighting.

The State and Contractor will develop and mutually agree on a checklist to guide the State's rating of the Balanced Scorecard evaluation criteria. Revisions to the checklist are possible during different phases of the Project through mutual agreement. Each checklist must identify the Balanced Scorecard's categories, sub-categories and evaluation criteria as described in Section VIIB.4.2 and apply the scoring methodology described in Section VIIB.4.3. In the event the parties cannot agree on a checklist, the categories, sub-categories and evaluation criteria descriptions in Section VIIB.4.2 shall constitute the checklist without further clarification.

VIIB.4.2 Balanced Scorecard Categories, Sub-Categories and Evaluation Criteria

The Balanced Scorecard is divided into three (3) major categories (i.e., Project Management, Technical Management and Functional Management) including their respective sub-categories and evaluation criteria. The Balanced Scorecard covers the major disciplines of the CWS/Web Project. By separating the Balanced Scorecard into these distinct categories and applying the evaluation criteria to them, the State can better monitor and assess Contractor performance within key Project

areas. Table VIIB - 2. Balanced Scorecard Categories, Sub-Categories and Evaluation Criteria with Definitions, illustrates these scorecard components.

Table VIIB - 2. Balanced Scorecard Categories, Sub-Categories and Evaluation Criteria with Definitions

Evaluation Category	Evaluation Criteria	Definition
Project Management		
Knowledge, Skills and Discipline	Planning	Planning exists throughout the entire project lifecycle and covers activities associated with the definition of scope, schedule, resources, communications, risk, quality, conflict resolution, budget and contracts.
	Integration Management	The application of the processes and activities used to identify, define, consolidate, and coordinate the various processes and project management activities across the Project's initiation, planning, execution, monitoring and control, and closure phases.
	Scope Management	The application of the processes and activities used to ensure that the Systems Integrator's (SI) activities include all the work required, and only the work required, to complete the Project successfully. The processes include the planning, definition, verification and control of the activities that are defined through the WBS (Work Breakdown Schedule) for the Project.
	Time Management	The application of the processes focused on the timely completion of the SI activities. These include the definition, sequencing, resource estimation and duration estimation of the activities that lead to the development and control of the Schedule throughout the life of the Project.
	Quality Management	The application of the processes that implement the policy, procedures and processes of quality planning, quality assurance, and quality control while maintaining continuous process improvement activities.
	Human Resource Management	The execution of the processes that facilitate the SI planning, acquisition, development and management of SI people resources.
	Communications Management	The application of the processes that ensure timely and appropriate generation, collection, distribution, storage, retrieval, and disposition of critical information between the CWS/Web Project and SI teams, stakeholders, customers and sponsor. Communications Management should include communications planning, information distribution, performance reporting, and stakeholder requirement and issue management.
	Issue Management	The application of processes and activities that identify and resolve issues that arise from the inter-organization environment or the SI Deliverables.
	Risk Management	The application of the processes that support risk management planning, risk identification, qualitative and

Evaluation Category	Evaluation Criteria	Definition
		quantitative risk analysis, risk response, and risk monitoring and control arising from SI activities or interactions. The goal is to increase the probability and impact of positive events while minimizing the probability and impact of negative events.
Leadership/ Management Skills	Contractor Resource Management	The execution of the processes that facilitate the SI planning, acquisition, development and management for non-SI resources.
	Conflict Management	The application of processes and activities that identify and resolve differences in perspective or approach that arises from the inter-organization environment.
	Responsiveness to Inquiries/Requests	The timely and appropriate (verbal, written and/or level of detail) response to requests for needed information or clarification of submitted information.
Communication Skills	Writing	All communications internal to and external to the SI team submitted in written format.
	Oral	All communications internal to and external to the SI team provided in oral format.
	Facilitation and Presentation Skills	The demonstrated execution of meeting facilitation and/or the skill in presenting information to groups of any size.
	Interpersonal/ Customer Relations Skills with CWS/Web Project Team	Demonstrated ability to effectively interact (written or oral in both formal and informal formats) with CWS/Web at either the team or the individual level.
	Interpersonal/ Customer Relations Skills with Stakeholders	Demonstrated ability to effectively interact (written or oral in both formal and informal formats) with CWS/Web stakeholders at either the team or the individual level.
Technical Management		
Product Development	Documentation	The timely provision of complete and correct documentation of the product that is being delivered by the SI. This documentation will take different forms during the life of the Project and is outlined in the SOW.
	Build	The progressive delivery of product elements that align with different levels of decomposed requirements and other provided customer expectations.
	Infrastructure Development and Management	The delivery and ongoing management of the infrastructure model into multiple environments; which includes the synchronization of hardware and software products across multiple environment segments.
	Internal Service Integration	The integration of service elements to support the business needs within the CWS user population (CWS and County user bases).
	External Service Integration	The integration of service elements to support the business needs of external user populations that consume CWS services or provide services to CWS.
Data Conversion	Data Analysis	The analysis of both the core and supporting data

Evaluation Category	Evaluation Criteria	Definition
		sources to determine where data exists, where data needs to be available and the process to provide data to the user population in the correct location, format and latency.
	Data Source Integration	The process of collecting the data defined by the design into consolidated data sources (temporary and/or permanent) that support latency and performance needs.
	Data Verification	The process and activities that ensure the insertion of data into the consolidated data sources delivers the designed results and executes all relevant audits and validations.
Quality Management	Defect Correction	The process of identification, analysis, change approval, change implementation, completion approval (retest) and release of defects identified during testing activities.
Transition	Environment Management	The delivery and ongoing management of the development, test and production environments during the implementation (development, Pilot and statewide rollout) and stabilization periods of the Project.
	Planning and Documentation	The execution of planning activities and creation of the documented plans that support implementation activities through the transfer of the delivered product into Service and Support.
	Training/Change Management	The planning, execution and assessment of the training activities associated with the product and the business process change management.
	Knowledge Transfer	The transfer of technical and functional knowledge to the organization/individuals supporting the physical product and infrastructure environments. This activity includes the planning, execution and assessment of the knowledge transfer.
	Application Deployment (Pilot and Statewide Rollout)	The planning, execution and assessment of the physical deployment of the product through the Pilot and statewide rollout of the product.
	Stabilization	The period of time after initiation of a Pilot or statewide rollout deployment that the deployed element must operate within defined service-level boundaries.
	Post SD&T Service and Support Readiness	The assessment of SI's preparation of the receiving organization and support provider's readiness to acquire responsibility for ongoing support from the SI.
Functional Management		
Analysis and Design	Requirements Development	The process and activities utilized to complete the analysis, validation, issue escalation/resolution, documentation and traceability of System requirements, software requirements and design specifications for CWS/Web.
	Requirements	The process and activities utilized to manage changes

Evaluation Category	Evaluation Criteria	Definition
	Management	to the baseline System and software requirements, using Configuration Management best practices for defect identification, analysis, change approval, change implementation, completion approval and release of requirements baseline changes.
	Infrastructure	The process and activities utilized to complete the analysis, design, validation and documentation of infrastructure standards and specifications to be delivered to host the application.
Testing	Planning and Documentation	The activities and process utilized for the planning and documentation of the test plan, test scenarios (cases) and test reports associated with CWS/Web testing activities.
	Test Execution	The iterative execution and assessment of effectiveness of the testing activities.
	Defect Management	The processes and iterative execution of identification, analysis, change approval, change execution, change acceptance (re-test) and release of defects associated with testing activities.

VIIB.4.3 Balanced Scorecard Rating Scale and Scoring

Scoring is based on a scale consisting of the ratings (i.e., Excellent, Satisfactory and Unsatisfactory) and their respective scores and criteria. The scores (i.e., 1.10, 1.00 and 0.00) assigned to the ratings allow the State to vary the payment amount based on the Contractor's performance. The State management team will only score the evaluation criteria among the various sub-categories that are pertinent in a given quarterly period.

Table VIIB - 3. Balanced Scorecard Rating Scale illustrates the scale including the ratings, scores and criteria.

Table VIIB - 3. Balanced Scorecard Rating Scale

Rating	Score	Criteria
Excellent	**1.10**	For the item being evaluated, Contractor's contractual obligations were (or are being) met in a manner that exceeds the State's expectations and problems were (or are being) proactively identified and solved with minimal cost and/or Schedule impact.
Satisfactory	**1.00**	For the item being evaluated, Contractor's contractual obligations were (or are being) met and, if problems were (or are being) encountered, they were (or are being) satisfactorily resolved by the Contractor.
Unsatisfactory	**0.00**	For the item being evaluated, Contractor does not meet the standard for Satisfactory performance.

The State management team will base its scoring on how well the Contractor performs Project activities, tasks and Products stipulated in the Statement of Work,

various Project Plans and documentation, and RFP Appendix A, CWS/Web Contract. Also, the State management team will provide supporting information for each scored evaluation criterion.

VIIB.4.4 Balanced Scorecard Example

Table VIIB - 4. Balanced Scorecard Example represents the methodology used to calculate compensation associated with the Balanced Scorecard. Information presented in the table is hypothetical and used for illustration purposes only.

Table VIIB - 4. Balanced Scorecard Example

Evaluation Category	Evaluation Criteria	Rating	Score
Project Management			
Knowledge, Skills and Discipline	Planning	Satisfactory	1.00
	Integration Management	Satisfactory	1.00
	Scope Management	Excellent	1.10
	Time Management	Satisfactory	1.00
	Quality Management	Excellent	1.10
	Human Resource Management	Satisfactory	1.00
	Communications Management	Excellent	1.10
	Issue Management	Satisfactory	1.00
	Risk Management	Satisfactory	1.00
Leadership/ Management Skills	Contractor Resource Management	Satisfactory	1.00
	Conflict Management	Satisfactory	1.00
	Responsiveness to Inquiries/Requests	Satisfactory	1.00
Communication Skills	Writing	Excellent	1.10
	Oral	Excellent	1.10
	Facilitation and Presentation Skills	Excellent	1.10
	Interpersonal/ Customer Relations Skills with CWS/Web Project Team	Excellent	1.10
	Interpersonal/ Customer Relations Skills with Stakeholders	Excellent	1.10
Technical Management			
Product Development	Documentation	Satisfactory	1.00
	Build	Excellent	1.10
	Infrastructure Development and Management	Satisfactory	1.00
	Internal Service Integration	Excellent	1.10
	External Service Integration	Excellent	1.10
Data Conversion	Data Analysis	Excellent	1.10
	Data Source Integration	Excellent	1.10
	Data Verification	Excellent	1.10
Quality Management	Defect Correction	Excellent	1.10
Implementation	Environment Management	n/a	n/a
	Planning and Documentation	n/a	n/a
	Training/Change Management	n/a	n/a

Evaluation Category	Evaluation Criteria	Rating	Score
	Knowledge Transfer	n/a	n/a
	Application Deployment	n/a	n/a
	Stabilization	n/a	n/a
	Post SD&T Service and Support Readiness	n/a	n/a
Functional Management			
Analysis and Design	Requirements Development	Satisfactory	1.00
	Requirements Management	Satisfactory	1.00
	Infrastructure	Satisfactory	1.00
Testing	Planning and Documentation	Satisfactory	1.00
	Test Execution	Excellent	1.10
	Defect Management	Excellent	1.10
Total Score			33.70
Payment Ratio $\left(\text{Total Score} / \text{Number of Scored Evaluation Criteria}\right) \times 100$			105.31%
Compensation Amount Available for performance period			$50,000.00
Compensation Amount Payable Compensation Amount Available x Payment Ratio			$52,650.00
Compensation Withheld (until documented actions are satisfactorily addressed) *Compensation Amount Available – Compensation Amount Payable*			$0.00

Note: The Payment Ratio is rounded to the nearest one hundredth decimal place prior to calculating the Compensation Amount Payable.

VIIB.4.5 Balanced Scorecard Payments

Beginning with the first complete calendar month occurring approximately one hundred and twenty (120) calendar days after the Initial Release kickoff (i.e., Project Start Date) and each future release of the CWS/Web Project, the State will measure Contractor management performance for the prior quarter to determine the extent to which Contractor management performance compensation is payable. The State will document these measures using a Balanced Scorecard approach and adhere to the guiding principles, assumptions, and scoring mechanics outlined herein to complete the scorecard. The State will have ten (10) State business days after the end of the quarterly performance period to complete the Balanced Scorecard. If the State does not provide the Contractor a rating of the Balanced Scorecard within ten (10) State business days of the end of the quarterly performance period, the Contractor will be deemed to have achieved a "satisfactory" rating for that quarter. If the State provides a rating of any Balanced Scorecard evaluation criterion as unsatisfactory, the State will have up to an additional five (5) State business days to document specific actions and time frames required of the Contractor to achieve a rating of satisfactory.

The State will convey this information to the Contractor via formal memorandum throughout each SD&T Release.

During each performance period, scores are totaled and divided by the number of Balanced Scorecard evaluation criteria assessed to calculate the payment ratio. The payment ratio is multiplied by the compensation amount allocated to the performance period to determine the amount payable to Contractor. If the payment ratio is greater than one hundred percent (100%) the Contractor shall receive accelerated payment for the Balanced Scorecard Compensation Stream. The accelerated portion of the payment will come from the last remaining milestone within the Compensation Stream. If the payment ratio is less than one hundred percent (100%) the Contractor shall receive a reduced percentage of the full compensation amount. If compensation is reduced due to a payment ratio of less than one hundred percent (100%), the Contractor may recover missed compensation when the documented actions are addressed by the Contractor and the State gives the Contractor a satisfactory rating.

Assessment of these corrective actions will occur monthly. If the payment ratio is equal to or less than fifty percent (50%), no compensation is available under the Balanced Scorecard in that period. Also, any disagreement on a Balanced Scorecard assessment rating can be addressed through the disputes process as described in RFP Appendix A, CWS/Web Contract.

VIIB.5 HOLDBACKS

The purpose of using Holdbacks is to ensure satisfactory Project performance by the Contractor, while mitigating unnecessary risks to the State. This is a typical Compensation Stream used by most organizations engaging in information technology projects.

For the CWS/Web Project, the State will institute Holdbacks for each SD&T Release (i.e., Initial Release and Future Release). The Holdback will amount to five percent (5%) of the total SD&T cost for the respective Release. It will be payable upon Acceptance of the Release's Implementation – an event which occurs after the Release has operated stably for a period of time following full statewide implementation of the production version of the Release. The default period of time is 90 consecutive calendar days.

VIIB.6 SERVICE AND SUPPORT

The State will use the Service and Support Compensation Stream to make periodic payments to the Contractor for Services described in RFP Section VI, Solution Requirements. During Post SD&T Service and Support, the State will buttress this Compensation Stream with the Systems Integrator Service Level Agreement SS006 to ensure satisfactory performance by the Contractor during the Production Phase of the Project. Compensation for this Compensation Stream is based on Monthly Payments for Initial Release SD&T Service and Support (staffing costs only) as well as Post SD&T Service and Support. These two (2) cost categories are shown in

RFP Appendix E, Cost Workbook, Worksheet VII-2, Total Cost Summary (Contract Amount).

The State will pay the Contractor monthly in arrears for Initial Release SD&T Service and Support (staffing costs only). Customer Credit agreed upon in the SLA will not be in effect during the Initial Release SD&T Service and Support period. The State and Contractor will use this time to monitor service level performance during the early phases of implementation and gain experience in terms of System and help desk service level needs and responses. Based on this experience and prior to Acceptance of the Initial Release Implementation, the State will consider requests from the Contractor to adjust service levels.

Customer Credit, however, will be in full effect throughout the Post SD&T Service and Support period, and the State will pay the Contractor monthly in arrears minus any Customer Credits enforced during that period. Customer Credit is enforced when service level degradation reaches a certain Severity Level and/or other performance parameters specified in the SLA.

The Initial Release SD&T Monthly Payments for Service and Support will begin following the CWS/Web deployment to the first Pilot county and will end upon completion of the Initial Release Implementation as described in RFP Appendix A, CWS/Web Contract. Post SD&T Service and Support payments will begin following the Initial Release Implementation Acceptance by the State and will either conclude three (3) years thereafter or after the fourth or fifth optional Contract year, except for payments associated with Contract staff costs required to support the SACWIS review. For the later payments, the State will make Monthly Payments to the Contractor until the review is completed. The State expects the review to last approximately 16 months. If the review is completed before the end of a calendar month, the State will prorate the last Monthly Payment. The State will disencumber any remaining Contract dollars allocated toward supporting the SACWIS review once it is completed.

VIIB.7 OTHER COMPENSATION SOURCES

The State will more than likely require various System modifications and other Contract Services throughout the CWS/Web Contract period (i.e., Initial Release, Future Release, and Service and Support). These Contract Services are needed for a variety of business changes that may occur during the CWS/Web Project ranging from new legislation to program policy changes. To accommodate these changes, the State has earmarked funding under three (3) different service categories — Unanticipated Tasks, Technical Services and System Changes. The following sub-sections describe the purpose of these service categories, the dollar amount budgeted, and the compensation approach.

VIIB.7.1 Unanticipated Tasks (SD&T)

Unanticipated Tasks are those that are wholly unanticipated and are not specified in the Statement of Work, but which in the opinion of both parties are necessary to successfully accomplish the general scope of work for the CWS/Web Project. Funds

budgeted under Unanticipated Tasks are used when the State requires additional work for System modifications and other Contract Services during Solution Development and Transition of the CWS/Web Initial Release and Future Release. If this situation occurs, the State will initiate a Work Authorization to request the required System modifications or other Contract Services. The budgeted amount earmarked for Unanticipated Tasks is ten percent (10%) of the one-time costs for the respective SD&T Release, and these funds are added to the bid and Contract amount.

Compensation for these Work Authorizations under Unanticipated Tasks is separate and apart from all other compensation streams being executed. The State will derive the cost for the Work Authorizations by multiplying individual hourly labor rates shown in RFP Appendix E, Cost Workbook, Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests by the estimated hours required to complete the work. For System modifications, an adjusted function point count or an alternative cost estimation method approved by the State will be used to estimate the hours and staff required to complete System modification work.

Once the total cost of a Work Authorization is calculated, the State will negotiate compensation with the Contractor on a case-by-case basis using factors such as time and materials required to design, develop and implement the System modifications. The State may also institute a Holdback and/or Management Performance Balanced Scorecard for certain Work Authorizations extending beyond six (6) months to complete. Work Authorizations are subject to federal approval.

VIIB.7.2 Technical Services (Post SD&T Service and Support)

The State will require Technical Services that are complementary to and within scope of the contracted Services using Technical Services Requests, as described in the RFP Appendix A, CWS/Web Contract. These Services include but are not limited to making mandated changes to forms and reports, analyzing the impact of System changes associated with statewide infrastructure maintenance, and coordinating System changes with the Infrastructure Support Contractor as described in the bidders library. These changes are typically minor and required in an urgent manner. When Technical Services are required, the State will initiate a Technical Services Request to obtain the needed services.

In RFP Appendix E, Cost Workbook, Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests the Bidder shall provide hourly labor rates that will be used to complete Technical Services Requests described in RFP Appendix A, CWS/Web Contract. These requests will be used by the State to approve the need for Technical Services after Initial Release Implementation Acceptance. The annual budgeted amount for Technical Services Requests has been predetermined by the State based on historical data. The annual budget for Technical Services is shown in RFP Appendix E, Cost Workbook, Worksheet VII-2, Total Cost Summary (Contract Amount).

Compensation for these Technical Services Requests under Technical Services is separate and apart from all other compensation streams being executed. The State will derive the cost for the Technical Services Requests by multiplying the individual hourly rates rate shown in Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests by the number of hours estimated to implement each request. For System modifications, an adjusted function point count or an alternative cost estimation method approved by the State will be used to estimate the hours and staff required to complete the work.

Based on the total amount of the request, the State will negotiate compensation with the Contractor on a case-by-case basis using factors such as time and materials required to design, develop and implement the System modifications.

VIIB.7.3 System Changes (Post SD&T Service and Support)

The State will require System modifications that are wholly unanticipated and are not specified in the Statement of Work, but which in the opinion of both parties are necessary to successfully accomplish the general scope of work for the CWS/Web Project after the State's Initial Release Implementation Acceptance. These changes include but are not limited to major upgrades and/or Releases. The State will also use dollars budgeted under System Changes to pay for Contractor Services related to Transition Out activities and any System repairs required as a result of the federal Statewide Automated Child Welfare Information System (SACWIS) Review.

In RFP Appendix E, Cost Workbook, Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests the Bidder shall provide hourly labor rates that will be used to complete System Change Authorizations, described in RFP Appendix A, CWS/Web Contract. These authorizations will be used by the State to approve the need for System Changes after Initial Release Implementation Acceptance. The annual budgeted amount for System Changes has been predetermined by the State based on historical data. The annual budget for System Changes is shown in RFP Appendix E, Cost Workbook, Worksheet VII-2, Total Cost Summary (Contract Amount).

Compensation for these System Change Authorizations under System Changes is separate and apart from all other compensation streams being executed. The State will derive the cost for the authorizations by multiplying the individual hourly labor rates shown in Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests by the estimated hours required to complete the work. For System modifications, an adjusted function point count or an alternative cost estimation method approved by the State will be used to estimate the hours and staff required to complete System modification work.

Once the total cost of a System Change Authorization is calculated, the State will negotiate compensation with the Contractor on a case-by-case basis using factors such as time and materials required to design, develop and implement the System modifications. The State may also institute a Holdback and/or Management

Performance Balanced Scorecard for certain authorizations extending beyond six (6) months to complete. System Change Authorizations are subject to federal approval.

VIIB.8 MANDATORY COMPENSATION REQUIREMENTS

Bidders must agree to the requirements shown in Table VIIB - 5. Mandatory Compensation Requirements, by checking an "X" in the column entitled, "Bidder Agrees to Meet?" and providing the reference to the proposal response in the adjacent column. A response to all mandatory compensation requirements is mandatory**. NOTE: Failure to positively identify the Bidder's compliance to the requirement may be deemed a deviation and subject the Bidder's proposal to rejection.**

Table VIIB - 5. Mandatory Compensation Requirements

Comp Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1	The Bidder must agree to the SD&T Compensation Stream, including the Compensation Milestone payment methodology, described in RFP Section VIIB, Compensation Model, as the method for receiving payment during Initial Release and Future Release. The Compensation Milestone payment methodology includes without limitations the submission of Materials and Deliverables, State Acceptance of the Deliverables, a Milestone Review, and State Acceptance of the completed Compensation Milestones based on the Milestone Review results.	Yes ☐ No ☐	Vol: Section: Page #:
2	The Bidder must agree to conduct Milestone Reviews prior to State approval of all Compensation Milestones. A Milestone Review is a process in which the Bidder presents to the State a summary of the goods and Services that have been provided by the Bidder as part of a Compensation Milestone. For this process Bidder must submit a Milestone Report that will: (1) detail the achievements, Deficiencies and "lessons learned" associated with the Products forming the basis of the Compensation Milestone; (2) describe the resolution of any such Deficiencies and the satisfaction of any conditions imposed by a Conditional Acceptance; (3) include a copy of all notices of Acceptance and receipt for Deliverables and Materials, respectively, forming the basis of the Compensation Milestone. The Bidder must present and explain the Milestone Report at a meeting with State representatives and be prepared to answer any questions related thereto. Unless otherwise approved by the State, the Milestone Report must be well organized in a tabbed, paginated binder with a table of contents and provided in sufficient copies for all State participants in the Milestone Review up to a maximum of 25 copies.	Yes ☐ No ☐	Vol: Section: Page #:

Comp Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3	The Bidder must agree to the Compensation Milestone Review dates and Milestone payments submitted on Worksheets VII-13a and VII-13b in Appendix E, Cost Workbook. If the Bidder chooses to use a phased implementation approach, the Bidder must also agree to the Milestone Review dates and Milestone payments submitted on Worksheet VII-14, "Compensation Breakdown by Cost for Statewide Implementation of Initial Release" or "Bidder's Payment for Initial Release Completed Milestone."	Yes ☐ No ☐	Vol: Section: Page #:
4	The Bidder must agree to the Management Performance Balanced Scorecard Compensation Stream described in RFP Section VIIB, Compensation Model, as the method for allowing the State to monitor, manage and maintain Bidder performance levels throughout the Initial Release and Future Release.	Yes ☐ No ☐	Vol: Section: Page #:
5	The Bidder must allow the State to allocate ten (10) percent of the total cost of each Release toward the Management Performance Balance Scorecard fund.	Yes ☐ No ☐	Vol: Section: Page #:
6	The Bidder must agree to quarterly payments for the Management Performance Balanced Scorecard Compensation Stream based on the payment method described in RFP Section VIIB, Compensation Model.	Yes ☐ No ☐	Vol: Section: Page #:
7	The Bidder must agree to a five (5) percent Holdback of the total cost associated with each System Release - Initial Release and Future Release.	Yes ☐ No ☐	Vol: Section: Page #:
8	The Bidder must agree to the Service and Support Compensation Stream described in RFP Section VIIB, Compensation Model, as the method for receiving payment during the	Yes ☐ No ☐	Vol: Section:

Comp Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Service and Support phase.		Page #:
9	The Bidder must agree to Monthly Payments (including annual escalation rate adjustments of not greater than 5% per annum) for the Service and Support Compensation Stream. In addition, the Bidder must agree to the use of Customer Credits during the Post SD&T Service and Support phase. Annual escalation rates for Service and Support are described in RFP Section VIIA, Pricing Proposal and Customer Credits will be described in the Service Level Agreement negotiated and accepted by the selected Bidder (i.e., Contractor) and the State.	Yes ☐ No ☐	Vol: Section: Page #:

VIII. PROPOSAL FORMAT

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VIII.1 INTRODUCTION

These instructions prescribe the mandatory proposal format and the approach for the development and presentation of proposals. Format instructions must be followed, all requirements and questions in the Request for Proposal (RFP) must be answered and all requested data must be supplied. The Bidder shall carefully examine the RFP and be satisfied as to the conditions to be complied with, prior to the Bidder submitting a proposal.

The State will not be liable for any costs incurred by any Bidder in responding to this RFP, regardless of whether the State awards the contract through this process, decides not to move forward with the Project, cancels this RFP for any reason, or contracts for the Project through other processes or by issuing another RFP.

It is the responsibility of the Bidder to ensure that the proposals are received by the official identified in RFP Section I.7, State Procurement Official, at the Department of General Services (DGS) by the date and time specified in RFP Section I.9, Key Action Dates.

VIII.1.1 Draft Proposal

The Draft Proposal must be submitted by the date specified in RFP Section I.9, Key Action Dates, and in the manner specified in the RFP Section II.3.3.a, Draft Proposal. If color is used in proposals, all copies must be in color corresponding to and matching the “MASTER COPY” that will be part of the 36 copies (Master Copy and 35 copies) unless otherwise specified.

INCLUSION OF COST FIGURES EXCEPT FOR PERCENTAGE FIGURES IN COST WORKSHEETS 11a, 11b AND 12 IN THE DRAFT PROPOSAL MAY RESULT IN ELIMINATION OF THE BIDDER FROM FURTHER PARTICIPATION IN THE PROCUREMENT PROCESS.

VIII.1.2 Final Proposal

The Final Proposal must be submitted by the date and time specified in RFP Section I.9, Key Action Dates, and in the manner specified in RFP Section II.3.3.b, Final Proposal. If color is used in proposals, all copies must be in color corresponding to and matching the “MASTER COPY” that will be part of the 36 copies (Master Copy and 35 copies) unless otherwise specified.

VIII.2 PROPOSAL FORMAT AND CONTENT

VIII.2.1 Draft and Final Proposal

The proposals must address the requirements in RFP Section V, Administrative Requirements, and Section VI, Solution Requirements, Section VIIA, Pricing Proposal and Section VIIB, Compensation Model in the order and format specified in this section.

Each RFP requirement response in the proposal must reference the unique identifier for the requirement in the RFP.

It is the Bidder's responsibility to ensure its proposal is submitted in a manner that enables the Evaluation Team to easily locate all response descriptions and exhibits for each requirement of this RFP. Page numbers should be located in the same page position throughout the proposal. Each page should be numbered with the section reference (e.g., Section II page 3 of XX) to make easy reference possible. Figures, tables, charts, etc., should be assigned index numbers and should be referenced by these numbers in the proposal text and in the proposal Table of Contents. Figures, tables, charts, etc., should be placed as close to text references as possible. The proposal should be tabbed, at least, to identify the volume and section.

Printed copies must be on standard 8 ½ x 11 paper, except charts, diagrams, etc., which may be printed on legal paper (8 ½ x 14). If legal paper is used, the folded size must fit within the 8 ½ x 11 format. Foldouts should be limited to a size no larger than 11 inches by 17 inches. Double-sided printing is preferred. The following must be shown on each page of the proposal:

- RFP OSI 0530-208
- Name of Bidder
- Proposal Volume Number
- Proposal part or Exhibit Number
- Page number (Page X of XX)

The proposals must be completely sealed. Thirty five (35) printed copies, unless otherwise specified, **plus** the Master Copy must be submitted by the time and dates identified in RFP Section I.9, Key Action Dates, for Draft and Final Proposals. Mail or deliver proposals to the State Procurement Official listed in RFP Section I.7, State Procurement Official. One (1) complete set of all required volumes must be clearly marked "MASTER COPY." One (1) soft copy of the entire proposal in Adobe PDF must be submitted on a non-rewriteable Compact Disc (CD) with the exception of Volume III, Costs.

One (1) copy of the Bidder's response to RFP Volume III, Cost Data, shall be submitted on a separate, non-rewriteable CD and included with the separately sealed hard copy of Volume III, Cost Data, for delivery of the Final Proposal only.

All CDs **must be** labeled with the following information:

- RFP OSI 0530-208
- Name of Bidder
- Proposal Volume Number
- Proposal Part or Exhibit Number

All proposal submissions must be clearly labeled "**RFP OSI 0530-208**". Submissions must be identified as the**, Draft Proposal**, **Final Proposal**, and **Cost Data. Cost Data must be in a sealed envelope and submitted separately** from the Final Proposal and include the Bidder's name, return address, and labeled "Volume III, Cost Data."

Bidders should be sure that no pricing information of any type is shown in their Draft or Final proposal response, except in the sealed "Cost Data" envelope of the Final Proposal. The inclusion of pricing in any fashion or format in any other place in the Draft or Final Proposal, except for the sealed Cost Data in the Final Proposal, may result in immediate rejection of the proposal. No Cost, Pricing, or Hourly Rates may be placed in the Draft Proposal, however RFP Appendix E, Cost Workbook, must be completed with all other information requested in those worksheets and submitted with Volumes I and II. **Cost amounts must NOT be submitted in these worksheets within the Draft Proposal.** For DVBE forms, include percentages, **not actual costs**. Any product supporting literature containing costs or rates (such as catalogs, maintenance service rates, etc.) submitted as part of the Draft of Final Proposal must have all cost figures replaced with "XXXX."

Each Volume of the proposal must be provided separately in a three-ring binder, submitted in the number of hard copies indicated in this section, and must be structured in the following manner:

- Volume IA: Response to Requirements - MASTER, CD, and Thirty-Five (35) COPIES
  - Cover Letter
  - Table of Contents
  - Part 1 – Executive Summary
  - Part 2 – Response to Administrative Requirements (RFP Section V)
  - Part 3 – Response to Project Management Requirements (RFP Section VI.2)
  - Part 4 – Response to Solution Development Requirements (RFP Section VI.3)
  - Part 5 – Response to Transition Requirements (RFP Section VI.4)
  - Part 6 –- Response to SACWIS Review (RFP Section VI.5)
  - Part 7 – Response to Service and Support Requirements (RFP Section VI.6)
  - Part 8 – Response to System Requirements (RFP Section VI.7 and Appendix B)
  - Part 9 – Response to Mandatory Pricing Proposal Requirements (RFP Section VIIA.1)
  - Part 10 – Response to Mandatory Compensation Requirements (RFP Section VII.B.8)

- Volume IB: Response to Proposal Requirements - MASTER, CD, and Thirty–Five (35) COPIES
  - Table of Contents
  - Part 11 – Response to Bidder Experience Reference and Staff Qualifications
    - Part 11.1 – Bidder Experience (RFP Section VI.8.1.1)
    - Part 11.2 – Bidder Staff Qualifications (RFP Section VI.8 1.2)
    - Part 11.3 –Form 6.2 Bidder Experience Reference Form, and Form 6.3 Key Staff Experience Reference Form,(RFP Appendix C, Bid Response Forms)
  - Part 12 – Response to Approaches to Achieving Requirements (RFP Section VI.8.2)
    - Part 12.1 – Project Management Approach (RFP Section VI.8.2.1)
    - Part 12.2 – Solution Development Approach (RFP Section VI.8.2.2)
    - Part 12.3 – Solution Transition Approach (RFP Section VI.8.2.3)
    - Part 12.4 – Support SACWIS Review Approach (RFP Section VI.8.2.4)
    - Part 12.5 – Service and Support Approach (RFP Section VI.8.2.5)
  - Part 13 – Response to Conceptual System Solution (RFP Section VI.8.3)
    - Part 13.1 – Business Function View (RFP Section VI.8.3.1)
    - Part 13.2 – Architectural View (RFP Section VI.8.3.2)
    - Part 13.3 – Information View (RFP Section VI.8.3.3)

- Volume II: Completed Contract - MASTER, CD, and Five (5) COPIES

  This volume must contain the complete contract terms and conditions and all attachments, complete in every detail. The Standard Form 213IT must be signed.

- Volume III: Cost Data - MASTER, CD, and Ten (10) COPIES

  DRAFT Proposal: RFP Appendix E, Cost Workbook. No Cost, Pricing, or Hourly Rates may be placed in the Draft Proposal, however RFP Appendix E, Cost Workbook, must be completed with all other information requested in those worksheets. **Cost amounts must NOT be submitted in these worksheets within the Draft Proposal.**

  FINAL Proposal: This volume must be in a separately sealed, marked envelope or container containing:

  - Appendix E, Cost Workbook with fully completed cost sheets and any other document with cost data identified as required in this RFP.

  - Bidder's unadjusted and adjusted function point count results

- Volume IV: Supporting Documentation (Literature) - MASTER, CD, and Ten (10) COPIES
  - One (1) complete set of the above saved on non-rewriteable CDs as prescribed above.

- Volume V: Client References
  - Client Reference Forms (Form 6.1), RFP Appendix C, Bid Response Forms are only submitted with the Final Proposal. Each Client Reference Form **must** be submitted in a **separate sealed, marked envelope or container.**

Volume IA and Volume lB: Response to Requirements

The Bidder's response to the RFP for Volume I must be by section, in the order and format indicated in RFP Section VIII.2.1, Draft and Final Proposal. All forms and Exhibits, except cost data, must be completed and included in Volume I.

Cover Letter

This section must contain an original signed Cover Letter in accordance with RFP Section II.3.5.e, Signature of Proposal. The Cover Letter must be on Bidder's official business letterhead stationery. Cost information must not be included in the Cover Letter. The Cover Letter must contain a statement that substantiates that the person who signs the letter is authorized to bind Bidder's firm contractually. The Cover Letter must state that the Bidder accepts all terms and conditions and shall comply with all requirements of the RFP OSI 0530-208.

Table of Contents

This section must contain a Table of Contents. All major parts of the proposal, including forms, must be identified by volume and page number. The Table of Contents must identify all figures, charts, graphs, etc.

Part 1 - Executive Summary

This section must describe the most important features of the proposal. It must contain an overview of the Bidder’s company background and qualifications, and must condense and highlight the contents of the proposal to provide a broad understanding of the entire proposal and facilitate the evaluation of the proposal by the State. The Executive Summary must include conclusions and generalized recommendations. Bidders should take care not to attach any conditions to these conclusions and recommendations lest they render the entire proposal subject to rejection. **Pricing information must not be included in the Executive Summary**.

Part 2 - Administrative Requirements Response (RFP Section V)

This section must contain a response for each requirement in RFP Section V, Administrative Requirements, with the exception of State Preferences in the Bidder’s proposal. Tables provided in this section list these mandatory requirements and include a column in which the Bidder is required to indicate, for each requirement, whether the Bidder agrees to comply with the requirement. The Bidder must complete the tables by indicating “Yes” or “No” in the appropriate column and referencing the proposal section that validates the Bidder’s response.

Part 3-10 - Instructions for Mandatory Requirement Responses (RFP Section VI, VIIA and VIIB).

The section must contain mandatory responses for RFP Sections VI.2 – VI.7, VIIA.1 and VIIB.8 that must be agreed to by the Bidder and so acknowledged in the Bidder’s proposal. Tables provided in these sections list these mandatory requirements and

include a column in which the Bidder is required to indicate, for each requirement, whether the Bidder agrees to comply with the requirement. The Bidder must complete the tables by indicating “Yes” or “No” in the appropriate column and referencing the proposal section that validates the compliance response.

Section VI.7, System Requirements, must contain the mandatory responses from Appendix B, System Requirements, of the RFP. The Bidder must indicate for each requirement whether the Bidder agrees to comply with the requirement.

Bidders must provide affirmative responses to each requirement in the designated column.

Part 11 – 13 - Proposal Requirements (RFP Section VI.8)

This section should contain a response for each requirement in RFP Section VI.8 Proposal Requirements. Proposal requirements are designated as either mandatory or desirable. The Bidder must respond to all mandatory requirements and may choose to respond to the desirable requirements. Mandatory requirements will be evaluated as “pass/fail”. Bidders must pass all mandatory requirements to be considered responsive. Desirable requirements will be evaluated and awarded points based on the Bidder’s response.

The following sections must be completely addressed:

- Part 11.1 Bidder Experience (RFP VI.8.1.1)
- Part 11.2 Bidder Staff Qualifications (RFP VI.8 1.2)
- Part 11.3 Form 6.2 Bidder Experience Reference Form, and Form 6.3 Key Staff Experience Reference Form ,(RFP Appendix C, Bid Response Forms)
- Part 12.1 Project Management Approach (RFP VI.8.2.1)
- Part 12.2 Solution Development Approach (RFP VI.8.2.2)
- Part 12.3 Solution Transition Approach (RFP VI.8.2.3)
- Part 12.4 Support SACWIS Review Approach (RFP VI.8.2.4)
- Part 12.5 Service and Support Approach (RFP VI.8.2.5)
- Part 13.1 Business Function View (RFP VI.8.3.1)
- Part 13.2 Architectural View (RFP VI.8.3.2)
- Part 13.3 Information View (RFP VI.8.3.3)

VIII.2.2 Volume II: Completed Contract

The Bidder shall submit five (5) copies of the RFP Appendix A, CWS/Web Contract, and the Standard Form 213IT with original signatures. **Do not include any cost information in Volume II.** Bidders must submit the most recent version of the RFP

Appendix A, CWS/Web Contract; including any modifications agreed upon by the State and Bidder during the procurement. Deviation from the terms and conditions of the RFP Appendix A, CWS/Web Contract approved for this RFP may be cause for **REJECTION** of the proposal.

VIII.2.3 Volume III: Cost Data

Volume III must contain:

- All completed worksheets in the RFP Appendix E, Cost Workbook, required by the RFP in hard copy
- Bidder's unadjusted and adjusted function point count results

The organization of Volume III must be in the bulleted order listed above.

VIII.2.4 Volume IV: Supporting Documentation (Literature)

Volume IV must contain all technical and other reference literature necessary to support the responses to requirements in this RFP.

If the Bidder chooses not to provide such material, a statement of intentional omission must be provided in Volume IV.

Any technical or other reference literature included in the Bidder's proposal should reference the RFP section number, section title, and page number to which the literature is pertinent.

VIII.2.5 Volume V: Client Reference Forms

Volume V must contain the client references from previous clients required by this RFP. This volume **must** be in a **separately sealed, marked envelope or container**.

IX. PROPOSAL EVALUATION

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IX.1 INTRODUCTION

This section presents the process that the CWS/Web Project evaluation team will follow in evaluating proposals submitted by Bidders in response to RFP OSI-0530-208 and the criteria the CWS/Web evaluation team may use in evaluating the proposals. The CWS/Web evaluation team is responsible for the review and evaluation of Bidder proposals in accordance with the process described in this section. An overview of the evaluation process is as follows:

- Receiving Proposals
- Designating the CWS/Web Evaluation Team
- Reviewing Draft Proposals
- Conducting Confidential Discussions
- Introducing Final Proposal Review
- Introducing Final Proposal Scoring
- Screening Final Proposals
- Evaluating and Scoring Non-Cost Evaluation Categories
- Evaluating and Scoring Cost Proposals
- Applying Applicable Preferences and Incentives
- Selecting the Contractor

IX.2 RECEIPT OF PROPOSALS

Bidders must deliver their proposals to the State Procurement Official specified in RFP Section I.7 at the time and place specified in RFP Section I.9, Key Action Dates. Bidders must submit Draft and Final Proposals in the quantity and format specified in RFP Section VIII, Proposal Format.

NOTE: The CWS/Web evaluation team may reject Draft Proposals that are submitted with actual cost information. The CWS/Web evaluation team will also reject Final Proposals if the Bidder's Cost Proposal is not submitted under separate sealed cover and received by the date and time specified in RFP Section I.9, Key Action Dates. For Draft Proposals not received by the date and time specified in RFP Section I.9, Key Action Dates, the CWS/Web evaluation team has the option to review them at its own discretion. The CWS/Web evaluation team's decision to review late Draft Proposals is not grounds for Bidder protests. For Final Proposals, the CWS/Web evaluation team will reject Final Proposals not received by the date and time specified in RFP Section I.9, Key Action Dates.

IX.3 CWS/WEB EVALUATION TEAM

The CWS/Web evaluation team is comprised of individuals selected from the Office of Systems Integration (OSI), California Department of Social Services (CDSS), County Welfare Directors Association (CWDA), and county representatives. The CWS/Web evaluation team is responsible for the review and evaluation of the proposals. A representative from the Department of General Services (DGS) Procurement Division will provide guidance and oversight throughout the evaluation process. The CWS/Web evaluation team will engage additional qualified State, county and contracted Subject Matter Experts (SME) during the evaluation process to assist the CWS/Web evaluation team in gaining a better understanding of technical, financial, Project, or program aspects.

IX.4 DRAFT PROPOSAL REVIEW PROCESS

The Draft Proposal should contain the complete proposed Bidder solution. The main purpose of the Draft Proposal is to provide the CWS/Web evaluation team an opportunity to identify deficiencies and obtain clarification from the Bidder regarding any faulty or questionable aspects of the document. This process increases the CWS/Web evaluation team's understanding of the information conveyed in the Draft Proposal, and also reduces the Bidder's risk of a non-responsive proposal during final evaluations.

The Draft Proposal format and submission should follow the guidelines presented in RFP Section VIII, Proposal Format. The CWS/Web evaluation team will review the Draft Proposal in order to effectively communicate deficiencies in the Bidder's proposal during Confidential Discussions.

NOTE: As mentioned in RFP Section IX.2, the Bidders must NOT submit actual cost data with their Draft Proposal. The State Procurement Official will open and review the Draft Proposals received by the date specified in RFP Section I.9, Key Action Dates, for compliance with the Administrative Requirements of this RFP.

The CWS/Web evaluation team will conduct reviews of the Draft Proposals to identify:

- Qualifiers or conditions placed on the proposal (conditional proposals are not acceptable)
- Areas in which a proposal appears to:
  - Be non-responsive or defective
  - Require additional clarification
  - Demonstrate a lack of responsibility
  - Introduce unreasonable risk

The Draft Proposal review will examine the Bidders' responses to all requirements, along with any explanations provided by the Bidders to add substance and provide background on how they will meet all of the requirements contained in the CWS/Web

RFP. After the Draft Proposals have been reviewed, the CWS/Web evaluation team will schedule Confidential Discussions with each Bidder to discuss items that need clarification and any defects identified during the Draft Proposal review. Prior to the Confidential Discussions, the CWS/Web evaluation team will prepare individual Bidder agendas itemizing the topics for the discussions. The intent of the Confidential Discussions is to minimize the risk of Final Proposal rejections due to defects and other issues; however, such discussions will not preclude rejection of the Final Proposal if such defects are later found. The CWS/Web evaluation team does not warrant that all defects will have been detected by such team.

IX.4.1 Draft Proposal Confidential Discussions

The CWS/Web evaluation team will meet with each Bidder to discuss the Bidder's Draft Proposal. These Confidential Discussions will allow the Bidder or the CWS/Web evaluation team to request clarification or ask questions specific to the proposed solution, thus protecting the confidential nature of each unique solution.

During the Confidential Discussion process, either the Bidder or the CWS/Web evaluation team may add other issues to the discussion agenda. A Bidder should notify the State Procurement Official as soon as possible if he/she wishes to add items to the agenda. Any requests for additions to the Confidential Discussion agenda (by either the Bidder or the CWS/Web evaluation team) will be made in writing.

The CWS/Web evaluation team will identify its concerns and ask for clarification if a response to a requirement of the RFP is not clear or well defined. The CWS/Web evaluation team may identify aspects of the Draft Proposal that, in its judgment, potentially introduce unreasonable or unacceptable risk to the Project. The CWS/Web evaluation team will inform the Bidder of its concerns during the Confidential Discussions.

The State Procurement Official will schedule these confidential discussions, according to the key action dates shown in RFP, Section 1.9, Key Action Dates. The amount of time needed for these discussions will vary depending on the volume and complexity of the issues identified. **NOTE: Bidders should refer to Section I.9 for key action dates related to the Confidential Discussions.**

If the CWS/Web evaluation team's responses to specific Bidder questions are useful to all Bidders, the CWS/Web evaluation team will disseminate this information to the Bidders through the question and answer process following Confidential Discussions. Any changes to the RFP as a result of the Confidential Discussions will be issued in writing via an addendum to the RFP.

IX.5 FINAL PROPOSAL REVIEW PROCESS

During evaluation of the Final Proposal, the CWS/Web evaluation team may request help from the Bidder to locate information in the proposal and to clarify the Bidder's

intent if the proposal appears to contain conflicting information. However, this request for clarification is **not** an opportunity for the Bidder to change or add material to its proposal.

During the Final Proposal Review process, the CWS/Web evaluation team will:

- Screen all Final Proposals to determine if the Bidder has complied with all mandatory (i.e., pass/fail) requirements associated with: (1) Bid Opening and Content Validation Check; (2) Administrative Requirements; (3) Project Management Requirements; (4) Solution Development Requirements; (5) Solution Transition Requirements; (6) Support SACWIS Assessment Review Requirements; (7) Service and Support Requirements; (8) System Requirements; (9) Mandatory Bidder Experience and Staff Qualifications proposal requirements; and (10) Contract Review.

  NOTE: The Bidder's proposal must pass all Mandatory Requirements evaluated on a pass/fail basis. If the Bidder's proposal DOES NOT MEET the requirements, the CWS/Web evaluation team will consider the Bidder's proposal as non-responsive. If the Bidder's proposal contains any "qualifiers", the CWS/Web evaluation team shall consider the proposal non-responsive and reject the Bidder's proposal.

- Evaluate and score Bidder responses to all proposal requirements under Bidder Qualifications, including client references provided by the Bidder's previous clients on Form 6.1, Client Reference Form, and Bidder's experience provided on Form 6.2, Bidder Experience Reference Form. These forms are located in RFP Appendix C, Bid Response Forms.
- Evaluate and score Bidder responses to all desirable proposal requirements under Bidder's Staff Qualifications provided on Form 6.3, Key Staff Experience Reference Form, located in RFP Appendix C, Bid Response Forms.
- Evaluate and score Bidder responses to all proposal requirements under Approaches to Achieving Requirements.
- Evaluate and score Bidder responses to all proposal requirements under Conceptual System Solution.
- Evaluate Bidder scores for each evaluation subcategory under Approaches to Achieving Requirements and Conceptual System Solution to ensure they meet or exceed the minimum scoring threshold (i.e., ≥ 60% of the available score for each respective evaluation subcategory).
- Open cost proposals at a public forum and announce them for those present. **NOTE: Prior to opening the costs, each responsive Bidder's non-cost score (i.e., Bidder Qualifications, Key Staff, Approaches to Achieving Requirements, and Conceptual System Solution Requirement scores) will have been calculated and displayed for those in attendance. Only those proposals that contain no material deviations and have been responsive to the requirements in the previous steps will have Volume III, Cost Data (RFP Section VIII, Proposal Format) opened.**

- Calculate applicable small business preference and Disabled Veteran Business Enterprise (DVBE) incentive points.
- Determine final scores by adding the non-cost evaluation category, cost proposal, and preference and incentive points awarded to each respective Bidder.

IX.6 PROPOSAL EVALUATION SCORING

The proposal evaluation scoring consists of five (5) discrete components: Proposal Screening, Non-Cost Scoring Categories, Cost Proposal Scoring, Small Business Preference, and DVBE Incentive. Evaluation categories listed under Proposal Screening are assessed based on a pass/fail criterion, whereas the evaluation categories listed under the non-cost scoring categories and the cost proposal scoring category are assessed using a consensus-based scoring methodology (i.e., a score based on the general agreement by the CWS/Web evaluation team) and the respective rating scale.

The total score available for this RFP is 10,000 maximum points, which is the sum of the non-cost evaluation category Points (6,000) and cost proposal points (4,000). The 10,000 points, however, does not include any additional points for applicable small business preferences and DVBE Incentive.

For many of the non-cost evaluation categories, there is also a minimum scoring threshold (i.e., 60 percent of the available points) that Bidders must meet or exceed to move on to the cost proposal evaluation. Under the minimum scoring thresholds column shown in Table IX–1 Evaluation Scoring Summary, non-cost scoring categories with a scoring threshold have points associated with them that Bidders must meet or exceed, whereas those that do not have a threshold are denoted by an "N/A." Thresholds are used as safeguards to ensure all components of the Bidder's solution meet the State's minimum level of acceptance. **Proposals that do not obtain a score equal to or greater than the assigned minimum scoring threshold for each of the applicable non-cost evaluation categories will be deemed non-responsive.**

Table IX - 1. Evaluation Scoring Summary, illustrates the scoring components, evaluation categories and subcategories, available points, and minimum scoring thresholds.

Table IX - 1. Evaluation Scoring Summary

Evaluation Category	Available Points	Minimum Scoring Thresholds
PROPOSAL SCREENING		
Content Validation	Pass/Fail	N/A
Administrative Requirements Review	Pass/Fail	N/A

Evaluation Category	Available Points		Minimum Scoring Thresholds
Project Management Requirements Review	Pass/Fail		N/A
Solution Development Requirements Review	Pass/Fail		N/A
Solution Transition Requirements Review	Pass/Fail		N/A
Support SACWIS Review Requirements Review	Pass/Fail		N/A
Service and Support Requirements Review	Pass/Fail		N/A
System Requirements Review	Pass/Fail		N/A
Mandatory Bidder Experience and Staff Qualification Requirements Review	Pass/Fail		N/A
Contract Review	Pass/Fail		N/A
NON-COST SCORING CATEGORIES			
Bidder Qualifications	**2.0%**	**200**	**N/A**
A. Client References	1.0%	100	N/A
B. Bidder Experience	1.0%	100	N/A
Bidder Staff Qualifications	**4.5%**	**450**	**N/A**
A. Project Manager	0.40%	40	N/A
B. Functional Manager	0.25%	25	N/A
C. Chief Architect	0.35%	35	N/A
D. Software Architect	0.35%	35	N/A
E. Database Architect	0.35%	35	N/A
F. Infrastructure Architect	0.25%	25	N/A
G. Data Conversion Manager	0.25%	25	N/A
H. Security Architect	0.35%	35	N/A
I. Software Development Manager	0.35%	35	N/A
J. Transition Manager	0.35%	35	N/A
K. Test Manager	0.25%	25	N/A
L. Training Manager	0.35%	35	N/A
M. Quality Assurance Manager	0.30%	30	N/A
N. Service and Support Manager	0.35%	35	N/A
Project Management Approach	**5.00%**	**500**	**300**
A. Project Management	5.00%	500	N/A
Solution Development Approach	**10.00%**	**1,000**	**600**
A. Solution Development Management	3.00%	300	N/A
B. Application Development	2.00%	200	N/A
C. System Architecture Development	1.50%	150	N/A
D. Data Conversion Development	2.00%	200	N/A
E. System Environment	1.50%	150	N/A
Solution Transition Approach	**12.00%**	**1,200**	**720**

Evaluation Category	Available Points		Minimum Scoring Thresholds
A. Solution Transition Management	2.00%	200	N/A
B. Organizational Change Readiness	2.50%	250	N/A
C. User Training	2.50%	250	N/A
D. Technical Knowledge Transfer	2.50%	250	N/A
E. County Transitions	2.50%	250	N/A
Support SACWIS Review Approach	**0.50%**	**50**	**N/A**
A. Support SACWIS Review	0.50%	50	N/A
Service and Support Approach	**10.00%**	**1,000**	**600**
A. Service and Support	10.00%	1,000	N/A
CWS/Web Conceptual System	**16.00%**	**1,600**	**960**
A. Business Function Perspective	8.00%	800	N/A
B. Architectural View	6.00%	600	N/A
C. Information View	2.00%	200	N/A
COST SCORING CATEGORY			
Total Cost	40.0%	4,000	N/A
Total Points Before Preferences & Incentives	**100%**	**10,000**	**N/A**

APPLICATION OF PREFERENCES AND INCENTIVES	
Small Business Preference	Qualifying bids: Five (5) percent of the highest total score of the proposal that does not earn a Small Business Preference.
DVBE Incentive	Qualifying bids: Up to two (2) percent (200 points) of the total points available.

IX.6.1 Proposal Screening

The first step in the Final Proposal evaluation consists of the screening of each Bidder's Final Proposal for compliance with the Bid Opening and Content Validation Check, Administrative Requirements, Project Management Requirements, Solution Development Requirements, Solution Transition Requirements, Support SACWIS Review Requirements, Service and Support Requirements, System Requirements, Mandatory Bidder Experience and Staff Qualification Requirements, and Contract Review as defined in the RFP.

IX.6.1.1 Bid Opening and Content Validation Check (pass/fail)

All proposals must be delivered to the State Procurement Official specified in RFP Section I.7 at the time specified in RFP Section I.9, Key Action Dates. Volume III,

Cost Data, as specified in RFP Section VIII, Proposal Format, shall remain sealed until the non-cost evaluation is completed. The State Procurement Official will review each Bidder's proposal for the presence of the proper number of proposal copies and required information in conformance with the content requirements of this RFP. Absence of the required number of copies or required information may result in the proposal being deemed non-responsive and rejected.

IX.6.1.2 Administrative Requirements Response Review (pass/fail)

The State Procurement Official and, as appropriate, the CWS/Web evaluation team will review the Bidder's proposal to determine whether it meets all of the administrative requirements contained in RFP Section V, Administrative Requirements. The State Procurement Official and, as appropriate, the CWS/Web evaluation team will also determine if the Bidder has provided the required Bidder responses to specific administrative requirements. If a Final Proposal fails materially to meet an administrative requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.3 Project Management Requirements Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the proposal contains permissible responses (i.e., "yes" responses) and references to proposal responses (i.e., proposal volume, section and page number) for all requirements contained in RFP Section VI.2, Project Management Requirements. If a Final Proposal fails materially to meet a project management requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.4 Solution Development Requirements Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the proposal contains permissible responses (i.e., "yes" responses) and references to proposal responses (i.e., proposal volume, section and page number) for all requirements contained in RFP Section VI.3, Solution Development Requirements. If a Final Proposal fails materially to meet a solution development requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.5 Solution Transition Requirements Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the proposal contains permissible responses (i.e., "yes" responses) and references to proposal responses (i.e., proposal volume, section and page number) for all requirements contained in RFP Section VI.4, Solution Transition Requirements. If a Final Proposal fails materially to meet a solution transition requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.6 Support SACWIS Assessment Review Requirements Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the proposal contains permissible responses (i.e., "yes" responses) and references to proposal responses (i.e., proposal volume, section and page number) for all requirements contained in RFP Section VI.5, Support SACWIS Assessment Review Requirements. If a Final Proposal fails materially to meet a support SACWIS review requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.7 Service and Support Requirements Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the proposal contains permissible responses (i.e., "yes" responses) and references to proposal responses (i.e., proposal volume, section and page number) for all requirements contained in RFP Section VI.6, Service and Support Requirements. If a Final Proposal fails materially to meet a Service and Support requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.8 System Requirements Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the proposal contains permissible responses (i.e., "yes" responses) and references to proposal responses (i.e., proposal volume, section and page number) for all requirements contained in RFP Appendix B, System Requirements. If a Final Proposal fails materially to meet a System requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.9 Mandatory Bidder Qualifications and Staff Qualification Requirements Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the proposal contains permissible responses (i.e., "yes" responses) and references to proposal responses (i.e., proposal volume, section and page number) for all mandatory requirements contained in RFP Section VI.8.1, Bidder Qualifications and Staff Qualifications. If a Final Proposal fails materially to meet a mandatory Bidder qualification or staff qualification requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.10 Contract Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the Contract submitted by the Bidder is valid and consistent with the Contract

and Statement of Work instructions and standard terms and conditions provided in RFP Appendix A, CWS/Web Contract. If the Final Proposal Contract contains material deviations, it will result in the proposal being considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.2 Evaluating and Scoring Non-Cost Evaluation Categories (Available Points = 6,000)

The CWS/Web evaluation team will employ a consensus-based scoring (i.e., scoring based on the general agreement by the CWS/Web evaluation team) methodology to evaluate and award points on Bidder responses to proposal requirements presented in RFP Section VI.8, RFP Proposal Requirements. These proposal requirements are essentially topics that cover important aspects of each non-cost evaluation category for which the CWS/Web evaluation team will assess. The non-cost evaluation categories are delineated into the following eight (8) major categories that are also shown in Table IX - 1. Evaluation Scoring Summary:

- Bidder Qualifications
- Bidder Staff Qualifications
- Project Management Approach
- System Development Approach
- Solution Transition Approach
- Support SACWIS Assessment Review Approach
- Service and Support Approach
- CWS/Web Conceptual System

These major evaluation categories include subcategories and proposal requirements that focus on and are aligned with each of the eight (8) major categories. Although points are assigned to these major evaluation categories and their respective subcategories, the actual points awarded to any major category/subcategory are based only on the Bidder response to the respective proposal requirements. Consequently, scores from the proposal requirements roll-up to the evaluation subcategories and then to the major evaluation categories.

Figure IX - 1. Scoring Hierarchy for Non-Cost Evaluation Categories, depicts how the scores awarded to each proposal requirement roll-up to each major evaluation category. **NOTE: The table contains hypothetical figures and is provided for illustration purposes only.**

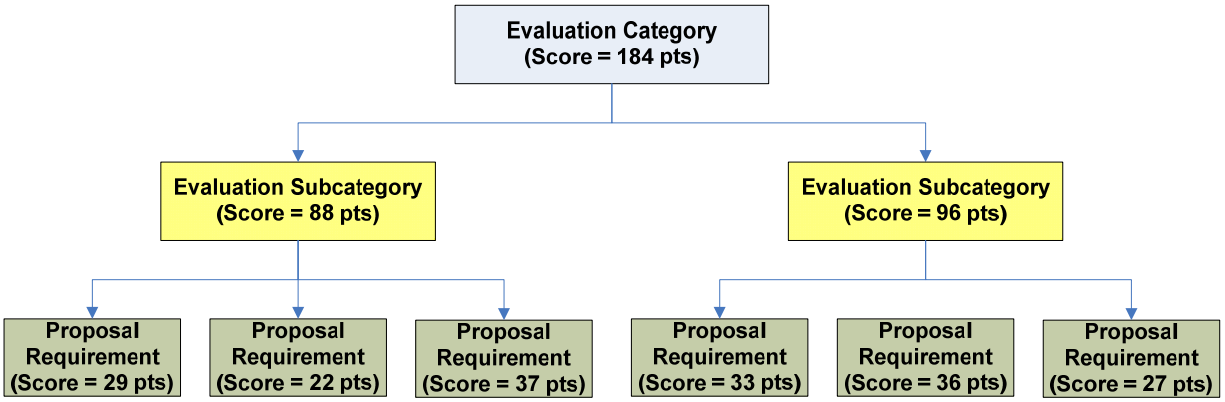

Figure IX - 1. Scoring Hierarchy for Non-Cost Evaluation Categories

The exceptions to this methodology are the Bidder's client references. For Bidder's client references, the CWS/Web evaluation team will evaluate and award points based on responses provided by the Bidder's previous clients on Form 6.1, Client Reference Form, located in RFP Appendix C, Bid Response Forms. Further details on the scoring of this non-cost evaluation category are described in RFP Section IX.6.2.1.1, Bidder Client Reference Scoring.

IX.6.2.1 Evaluation of Bidder Qualifications Response (Available Points = 200)

Bidder Qualifications is separated into the following two evaluation subcategories:

- Bidder Client References
- Bidder Experience

During the evaluation, the CWS/Web evaluation team will assess and score the Bidder Client References and Bidder responses to proposal requirements stated in RFP Section VI.8.1.1, Bidder Qualifications.

IX.6.2.1.1 Client Reference Scoring (Available Points = 100)

The CWS/Web evaluation team will assess the Client References using information provided by the Bidder's previous clients in RFP Appendix C, Form 6.1, Client Reference Form. Each Bidder must submit four (4) or five (5) client references to meet the mandatory proposal requirements specified in RFP Section VI.8.1.1, Client Reference Requirements. To calculate the client reference score, the CWS/Web evaluation team will use the following steps:

(1) Compute the average client reference ratings from the 12 Past Performance Reference Ratings (Ratings 1-5 & N/A) scored by prior clients on all submitted Client Reference Forms. Past Performance Ratings scored as "N/A" are removed from the calculation.

Average Client Reference Rating =

$$\frac{\text{Sum of the Ratings (i.e., 1 - 5) from All Submitted Forms}}{\text{Number of Past Performance Reference Questions Rated}}$$

(2) Compute the rating factor.

Rating Factor =

$$\frac{\text{Average Client Reference Rating of Bidder X}}{\text{Highest Average Client Reference Rating From All Responsive Proposals}}$$

(3) Compute the client reference score.

Client Reference Score = Rating Factor x Available Points

As part of the calculations, the CWS/Web evaluation team will carryout average client reference ratings two decimal places, rating factors three decimal places, and round the client reference scores to the closest whole number.

Table IX - 2. Example of the Average Rating Calculation for Client References and Table IX - 3. Example of Client Reference Scoring, illustrate the computational process, assuming Bidder C is the responsive bid with the highest average rating. **NOTE: The table contains hypothetical figures and is provided for illustration purposes only.**

Table IX - 2. Example of the Average Rating Calculation for Client References

Bidder A		Bidder B		Bidder C	
Past Performance Reference	Ratings	Past Performance Reference	Ratings	Past Performance Reference	Ratings
Client 1		Client 1		Client 1	
Question #1	3	Question #1	3	Question #1	3
Question #2	4	Question #2	4	Question #2	4
Question #3	3	Question #3	3	Question #3	4
Question #4	2	Question #4	4	Question #4	4
Question #5	5	Question #5	5	Question #5	5
Question #6	4	Question #6	4	Question #6	4
Question #7	3	Question #7	3	Question #7	3
Question #8	2	Question #8	4	Question #8	4
Question #9	4	Question #9	4	Question #9	4
Question #10	3	Question #10	3	Question #10	5
Question #11	2	Question #11	4	Question #11	4
Question #12	5	Question #12	5	Question #12	5

Bidder A		Bidder B		Bidder C	
Past Performance Reference	Ratings	Past Performance Reference	Ratings	Past Performance Reference	Ratings
Client 2		**Client 2**		**Client 2**	
Question #1	3	Question #1	3	Question #1	5
Question #2	3	Question #2	3	Question #2	5
Question #3	4	Question #3	4	Question #3	4
Question #4	2	Question #4	5	Question #4	5
Question #5	3	Question #5	3	Question #5	5
Question #6	2	Question #6	4	Question #6	4
Question #7	3	Question #7	3	Question #7	4
Question #8	2	Question #8	4	Question #8	4
Question #9	3	Question #9	3	Question #9	5
Question #10	4	Question #10	4	Question #10	4
Question #11	5	Question #11	5	Question #11	5
Question #12	3	Question #12	3	Question #12	3
Client 3		**Client 3**		**Client 3**	
Question #1	3	Question #1	3	Question #1	5
Question #2	5	Question #2	5	Question #2	5
Question #3	3	Question #3	3	Question #3	5
Question #4	4	Question #4	4	Question #4	4
Question #5	3	Question #5	3	Question #5	5
Question #6	4	Question #6	4	Question #6	4
Question #7	3	Question #7	3	Question #7	4
Question #8	4	Question #8	4	Question #8	4
Question #9	3	Question #9	3	Question #9	5
Question #10	2	Question #10	3	Question #10	5
Question #11	3	Question #11	5	Question #11	5
Question #12	4	Question #12	4	Question #12	4
Client 4		**Client 4**		**Client 4**	
Question #1	3	Question #1	3	Question #1	3
Question #2	2	Question #2	2	Question #2	4
Question #3	3	Question #3	3	Question #3	3
Question #4	4	Question #4	4	Question #4	4
Question #5	3	Question #5	3	Question #5	5
Question #6	3	Question #6	3	Question #6	4
Question #7	3	Question #7	3	Question #7	3
Question #8	4	Question #8	4	Question #8	4
Question #9	4	Question #9	4	Question #9	4

Bidder A		Bidder B		Bidder C	
Past Performance Reference	**Ratings**	**Past Performance Reference**	**Ratings**	**Past Performance Reference**	**Ratings**
Question #10	3	Question #10	3	Question #10	5
Question #11	2	Question #11	4	Question #11	4
Question #12	4	Question #12	4	Question #12	4
Client 5		**Client 5**		**Client 5**	
Question #1	4	Question #1	4	Question #1	n/a*
Question #2	2	Question #2	3	Question #2	n/a*
Question #3	3	Question #3	3	Question #3	n/a*
Question #4	4	Question #4	4	Question #4	n/a*
Question #5	2	Question #5	4	Question #5	n/a*
Question #6	4	Question #6	4	Question #6	n/a*
Question #7	3	Question #7	3	Question #7	n/a*
Question #8	2	Question #8	2	Question #8	n/a*
Question #9	3	Question #9	3	Question #9	n/a*
Question #10	4	Question #10	4	Question #10	n/a*
Question #11	3	Question #11	3	Question #11	n/a*
Question #12	2	Question #12	5	Question #12	n/a*
Average Rating	**3.20**		**3.60**		**4.25**

* Bidder C submitted only reference forms from four (4) clients.

Table IX - 3. Example of Client Reference Scoring

Bidder	Average Rating	Rating Factor	Available Points	Calculation	Client Reference Score
A	3.20	$\frac{3.20}{4.25} = .753$	100	$.753 \times 100$	**75**
B	3.60	$\frac{3.60}{4.25} = .847$	100	$.847 \times 100$	**85**
C	4.25	$\frac{4.25}{4.25} = 1.000$	100	1.000×100	**100**

IX.6.2.1.2 Desirable Bidder Experience (Available Points = 100)

The CWS/Web evaluation team will score the desirable Bidder experience by assessing the Bidder's responses provided on Form 6.2 Bidder Experience Reference Form. One hundred points are allocated toward desirable Bidder experience. These proposal requirements, including their assigned points, are shown in RFP Section VI.8.1.1.2, Bidder Experience Requirements.

During the assessment process, the CWS/Web evaluation team will use a consensus-based scoring methodology and the Bidder Experience Rating Scale to score the Bidder's responses associated with the desirable Bidder experience proposal requirements. These ratings reflect whether or not the Bidder's response has met a specified proposal requirement including the percent of points awarded for that requirement. NOTE: Bidder responses to these proposal requirements are optional and not required since they are desirable qualifications.

Table IX - 4. Bidder Experience Rating Scale, illustrates the ratings, criteria and the percent of points awarded to the Bidder's proposal requirement responses associated with desirable experience based on this scale.

Table IX - 4. Bidder Experience Rating Scale

Rating	Criteria	Percent of Points Awarded
Yes	Bidder's response meets the proposal requirement	**100**
No	Bidder's response is non-existent or does not meet the proposal requirement	**0**

For ease of comprehension, Table IX - 5. Example of Bidder Experience Scoring, illustrates this evaluation and scoring process. **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 5. Example of Bidder Experience Scoring

Proposal Requirement	Available Points	Consensus Rating	Awarded Points
It is desirable that the Bidder has ten (10) years of experience applying best practices and industry standards in information technology processes, methods and solutions	10	Yes	10
It is desirable that the Bidder has designed, developed and implemented a large health and human services Information Technology (IT) project	25	No	0
It is desirable that the Bidder has designed, developed and implemented systems built using a service oriented architecture on two (2) or more IT projects	20	Yes	20
It is desirable that the Bidder has designed, developed and implemented on three (3) or more public sector IT projects	15	No	0
It is desirable that the Bidder has designed, developed and implemented data warehouses that interfaced with multiple data sources on four (4) or more IT projects	10	Yes	10
It is desirable that the Bidder has ten (10) years of experience providing service and support for large applications similar in scope to the Bidder's proposed solution	20	Yes	20
Total	**100**		**60**

IX.6.2.2 Bidder Staff Qualifications (Available Points = 450)

The CWS/Web evaluation team will assess and score Bidder's responses to all mandatory and desirable staff qualifications stated in RFP Section VI.8.1.2, Bidder Staff Qualifications. This major evaluation category consists of the following subcategories (i.e., Key Staff positions):

- Project Manager
- Functional Manager
- Chief Architect
- Software Architect
- Database Architect
- Infrastructure Architect
- Data Conversion Manager
- Security Architect
- Software Development Manager

- Transition Manager
- Test Manager
- Training Manager
- Quality Assurance Manager
- Service and Support Manager

The CWS/Web evaluation team will assess each Form 6.3, Key Staff Experience Reference Form, in RFP Appendix C, Bid Response Forms, submitted by the Bidder.

The Bidder must meet the mandatory qualifications for all Key Staff. These mandatory qualifications are proposal requirements described in RFP Section VI.8.1.2, Bidder Staff Qualifications and are scored using a pass/fail criterion. Bidder proposals that do not pass all of the Key Staff mandatory qualifications will be considered non-responsive and disqualified.

The CWS/Web evaluation team will also assess and score the Bidder's proposal requirement responses to the desirable qualifications specified in RFP Section VI.8.1.2, Bidder Staff Qualifications. There are 450 points allocated toward Key Staff that are distributed across several key positions. These key positions, including their assigned points, are shown in RFP Section VI.8.1.2, Bidder Staff Qualifications. The CWS/Web evaluation team will use the Key Staff Rating Scale to score each Bidder's proposal requirement response. These ratings reflect whether or not the Bidder's response has met a specified proposal requirement including the percent of points awarded for that requirement. NOTE: Bidder responses to these proposal requirements are optional and not required since they are desirable qualifications.

Table IX - 6. Key Staff Rating Scale, illustrates the ratings, criteria and the percent of points awarded to the Bidder's proposal requirement responses associated with desirable qualifications based on this scale.

Table IX - 6. Key Staff Rating Scale

Rating	Criteria	Percent of Points Awarded
Yes	Bidder's response meets the proposal requirement	**100**
No	Bidder's response is non-existent or does not meet the proposal requirement	**0**

For ease of comprehension, Table IX - 7. Example of Key Staff Experience Scoring (Software Architect), illustrates this evaluation and scoring process. **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 7. Example of Key Staff Experience Scoring (Software Architect)

Minimum Qualifications	Rating	Bidder's Score
The Software Architect shall have a minimum of six (6) years experience leading software architecture in web software development, with a specialization in web content management solutions and application architectures.	Pass/Fail	Pass
The Software Architect shall have a minimum of six (6) years experience with in-depth exposure in defining the core software architecture of an enterprise web application platform.	Pass/Fail	Pass
The Software Architect shall have a minimum of four (4) years experience in analysis, design, development and implementation of service-oriented web applications similar in scope to the Bidder's proposed solution.	Pass/Fail	Pass
The Software Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.	Pass/Fail	Pass

Desirable Qualifications	Available Points	Consensus Rating	Awarded Points
It is desirable that the Software Architect has five (5) years experience in current and emerging software application platforms.	9	Yes	9
It is desirable that the Software Architect has four (4) years experience in analysis, design, development and implementation on public sector projects.	9	Yes	9
It is desirable that the Software Architect has two (2) years experience working with Statewide Automated Child Welfare Information Systems (SACWIS), or human services information technology (IT) projects.	9	No	0
It is desirable that the Software Architect has one or more technical industry certifications.	8	Yes	8
Total	**35**		**26**

The CWS/Web evaluation team will also conduct reference checks to verify and validate the Bidder's information submitted on Form 6.3, Key Staff Experience Reference Form, located in RFP Appendix C, Bid Response Forms. At a minimum, the CWS/Web evaluation team will perform one (1) random reference check for each of the fourteen (14) Key Staff resulting in at least 14 reference checks per Bidder. Reference checks for other Project staff will be conducted on an as-needed basis. The CWS/Web evaluation team will use the Form 6.4, Key Staff Reference Check Form (RFP Appendix C, Bid Response Forms) to conduct and document the reference checks. The CWS/Web evaluation team will not score the reference checks as they are being conducted for information verification and validation purposes only.

IX.6.2.3 Evaluation of Approaches to Achieving Requirements

The CWS/Web evaluation team will assess and score the Bidder's responses to all proposal requirements stated in RFP Section VI.8.2, Approaches to Achieving Requirements, including the following subcategories:

- Project Management Approach

- Solution Development Approach
- Solution Transition Approach
- Support SACWIS Assessment Review Approach
- Service and Support Approach

There are 3,750 points allocated toward these evaluation subcategories that are distributed across several proposal requirements. These proposal requirements, including their assigned points, are shown in Table IX-1 and described in RFP Sections VI.8.2.1 through VI.8.2.5.

During the assessment process, the CWS/Web evaluation team will use a consensus-based scoring methodology and the CWS/Web Rating Scale to score the Bidder proposal requirement responses related to Project Management Approach, Solution Development Approach, Solution Transition Approach, Support SACWIS Assessment Review Approach, and Service and Support Approach. Ratings on the scale reflect the degree in which the Bidder's response has met a specified proposal requirement including the percent of points awarded for that requirement.

Table IX - 8. CWS/Web Rating Scale, illustrates the ratings, criteria and the percent of points awarded to the Bidder's proposal requirement responses based on this scale.

Table IX - 8. CWS/Web Rating Scale

Rating	Criteria	Percent of Points Awarded
Excellent	Achievable and applies best practices; clearly and concisely presented and logically organized; well integrated and proven; very effective; minimal or no impact to existing operations; or comprehensive scope of work and services	**100%**
Good	Achievable and suitable; acceptably presented and organized; integrated and proven; effective; moderate impact to existing operations; or reasonable scope of work and services	**80%**
Fair	Achievable and somewhat suitable; less than acceptably presented and organized; somewhat integrated and proven; somewhat effective; somewhat significant impact to existing operations; or marginal scope of work and services	**40%**
Poor	Provides no additional information beyond minimum requirements; not fully achievable, suitable or addressed; not integrated or proven; not effective; significant impact to existing operations; minimal scope of work and services	**0%**

Definition of CWS/Web Rating Scale Criteria Terms

- Achievable – Doable with proposed resources, schedule and constraints
- Best Practice – Considered a foremost, capable and competent method(s)
- Integrated – Linked to one or more components/elements of the business case

- Effective – Producing the desired or intended result in an efficient manner
- Presented – Both written and oral form
- Proven - Demonstrates having a particular quality or worth based on past history
- Concisely – To the point without any hyperbole
- Logically – Sensible, easy to follow and plausible
- Suitable – Achieves objectives, but not necessarily a best practice
- Addressed – Referenced or comment provided

For each of the five (5) evaluation subcategories under Approaches to Achieving Requirements, except for Support SACWIS Assessment Review Approach, there is a minimum scoring threshold (i.e., 60 percent of the available points) that Bidders must meet or exceed to move on to the Cost Proposal Evaluation. These thresholds are safeguards to ensure all components of the Bidder's solution meet the State's minimum level of acceptance. Support SACWIS Assessment Review Approach does not have a minimum scoring threshold. **Proposals that do not obtain a score equal to or greater than the assigned minimum scoring threshold for each of the applicable non-cost evaluation categories will be deemed non-responsive.**

For ease of comprehension, Table IX - 9. Example of Project Management Scoring, illustrates this evaluation and scoring process. **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 9. Example of Project Management Scoring

Proposal Requirement	Available Points	Consensus Rating	Awarded Points
Description of the project management methodology to be employed and integrated into the State's project management processes.	25	Excellent	25
Description of the approach to communications and the methodology to be employed and integrated into the State's project management and communication management processes.	25	Good	20
Description of the approach to issue resolution and the methodology to be employed in the CWS/Web Project, and integrated into the State's project management processes.	25	Good	20
Description of the approach to quality management and the methodology to be employed and integrated into the State's project management processes.	25	Good	20
Description of the approach to configuration management and the methodology to be employed in the CWS/Web Project, and integrated into the State's project management processes.	25	Fair	10
Description of the approach to project change control and the methodology to be employed in the CWS/Web Project, and integrated into the State's project management processes.	25	Good	20
Description of the approach to project risk management.	25	Fair	10
Description of the approach to subcontractor management and how planning, coordination, and communications within the Bidder's project team will be conducted.	25	Good	20
Description of the project organization, including an organizational chart with proposed Bidder and subcontractor staff that will be assigned to this project and their roles.	25	Good	20
Description of how the Bidder team will be integrated with the State/county project team, including the Bidder staff to be co-located with the CWS/Web Project Office.	75	Excellent	75
A Staffing Plan by WBS element identifying the type and number of bidder staff to be assigned to the project by month. The Staffing Plan should also summarize by month the number of bidder staff to be located at the CWS/Web Project facility and the percentage of time that each of the Bidder's proposed staff will be on-site and dedicated to the CWS/Web Project.	50	Excellent	50
A Project schedule, including tasks, durations (not to exceed one month for lowest-level tasks), deliverables milestones, and dependencies.	150	Good	120
Total	**500**		**410**

IX.6.2.4 Evaluation of Conceptual System Requirements

The CWS/Web evaluation team will assess and score the Bidder's responses to all proposal requirements stated in RFP Section VI.8.3, CWS/Web Conceptual System, including the following subcategories:

- Business Function View
- Architectural View
- Information View

There are 1,600 points allocated toward these evaluation subcategories that are distributed across several proposal requirements. These proposal requirements, including their assigned points, are shown in Table IX-1 and described in RFP Sections VI.8.3.1 through VI.8.3.3.

During the assessment process, the CWS/Web evaluation team will use a consensus-based scoring methodology and Table IX - 8. CWS/Web Rating Scale, to score the Bidder proposal requirement responses related to the Business Function View, Architectural View and Information View. Ratings on the scale reflect the degree in which the Bidder's response has met a specified proposal requirement including the percent of points awarded for that requirement.

The Bidder must meet or exceed the minimum scoring threshold (i.e., 60 percent of the available points) for CWS/Web Conceptual System to move on to the Cost Proposal Evaluation. The score used to meet or exceed the minimum scoring threshold is the sum of the points awarded to the Bidder for its proposal responses to the Business Function View, Architectural View and Information View. This threshold is a safeguard to ensure all components of the Bidder's CWS/Web Conceptual System meet the State's minimum level of acceptance. **Proposals that do not obtain a score equal to or greater than the assigned minimum scoring threshold for the CWS/Web Conceptual System Category will be deemed non-responsive.**

For ease of comprehension, Table IX - 10. Example of the Information View Scoring, illustrates this evaluation and scoring process. **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 10. Example of the Information View Scoring

Proposal Requirement	Consensus Rating	Available Points	Awarded Points
The Bidder should provide a description of the CWS/Web proposed information architecture and how it will be integrated into the CWS enterprise. The information view should include, at a minimum, the following information:			
An overview and definition of the information stores used in the CWS enterprise and their interrelationships, including information stores that are part of the CWS/Web Solution.	Good	100	80
Description of the approach for the integration broker and message infrastructure.	Excellent	50	50
Description of the approach to business intelligence and reporting architecture requirements.	Fair	50	20
Total		**200**	**150**

IX.6.3 Normalization of the Non-Cost Score

The Non-Cost Score represents 6,000 of the total 10,000 points attainable in the RFP evaluation process, excluding Small Business Preferences and DVBE Incentives. The CWS/Web evaluation team will normalize (i.e., adjust) the Bidders' Non-Cost Scores to maintain the 60/40 weighting between the Bidder's Non-Cost Score and Cost Score.

The following formula shows how the CWS/Web evaluation team will normalize and derive the Bidders' Final Non-Cost Scores:

$$\text{Final Non – Cost Score} = \frac{\overbrace{\text{Non - Cost Score for Bidder X}}}{\text{Highest Non – Cost Score Among All Responsive Proposals}} \text{ x Available Points}$$

During the calculation, the CWS/Web evaluation team will carry out the adjustment factor three (3) decimal places, and round the Final Non-Cost Score to the nearest whole number.

For ease of comprehension, Table IX - 11. Example of Final Non-Cost Score Calculations, illustrates this scoring adjustment process. **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 11. Example of Final Non-Cost Score Calculations

Bidder	Non-Cost Score	Calculation to Normalize Score	Final Non-Cost Score
A	5,400	$\frac{5,400}{5,400}$ (Adjustment Factor) x 6,000 (Available Points)	**6,000**
B	3,900	$\frac{3,900}{5,400}$ (Adjustment Factor) x 6,000 (Available Points)	**4,332**
C	4,200	$\frac{4,200}{5,400}$ (Adjustment Factor) x 6,000 (Available Points)	**4,667**

IX.7 EVALUATING AND SCORING COSTS (AVAILABLE POINTS = 4,000)

IX.7.1 Cost Evaluation

The State Procurement Official will schedule a public cost opening. Prior to the cost opening, the CWS/Web evaluation team will not open sealed cost information until the team has completed the evaluation of all prior RFP requirement areas shown in RFP Section IX.5, Final Proposal Review. Also, the CWS/Web evaluation team will only open and evaluate proposed costs from Bidders who had no material deviations in their bids and were responsive to the following: (1) Bid Opening and Content Validation Check; (2) Administrative Requirements; (3) Project Management Requirements; (4) Solution Development Requirements; (5) Solution Transition Requirements; (6) Support SACWIS Review Requirements; (7) Service and Support Requirements; (8) System Requirements; (9) Proposal Requirements; and (10) Contract Review. **NOTE: Proposals that do not obtain a score equal to or greater than the assigned minimum scoring threshold for each of the applicable non-cost evaluation categories will be deemed non-responsive.**

The State Procurement Official will contact each Bidder with the scheduled date and time for the public cost opening. The CWS/Web evaluation team will evaluate the Cost Proposals for compliance with RFP requirements as noted below.

IX.7.1.1 Cost Requirements Evaluation

The cost requirements evaluation of the Final Proposal focuses on ensuring that the following requirements are met:

- The Bidder's cost information includes costs of staff, services, software purchase/lease/license, hardware, and tools to meet the requirements defined in this RFP.
- The hardware and/or software items presented are consistent with and include all of the items identified in the CWS/Web Solution and elsewhere in the proposal submitted in response to RFP Section VI, Solution Requirements.

- Costs, quantities, and extensions are checked for any mathematical errors. The CWS/Web evaluation team may, at its discretion, correct any errors in the Cost Proposal in accordance with RFP Section II.3.7.d, Errors in the Final Proposal.
- Any calculated fields in the Bidder's hard copy cost proposal should match those in the Bidder's submitted soft copy cost worksheets. The CWS/Web evaluation team will, in addition, re-enter the Bidder's data from the hard copy cost proposal into its own copy of the cost worksheets for verification. If there are variations, the CWS/Web evaluation team may, at its discretion, correct any errors as allowed in RFP Section II.3.7.d, Errors in the Final Proposal. After all cost proposals are evaluated, the CWS/Web evaluation team will meet to calculate the cost score, taking into account small business preferences claimed, and/or the DVBE incentives, as applicable.

NOTE: It is absolutely essential that Bidders carefully review the cost elements in their Final Proposal, since they will not have the option to change them after the FINAL PROPOSAL submittal. Also, the CWS/Web evaluation team may deem a Cost Proposal non-responsive if inconsistent information is identified within and/or among the Cost Worksheets.

IX.7.1.2 Consistency with the Bidder's CWS/Web Solution Proposal

The CWS/Web evaluation team will evaluate the cost proposals for consistency with the Bidders' CWS/Web Solution proposals. **NOTE: The CWS/Web evaluation team may deem a cost proposal non-responsive if information contained in the Cost Proposal deviates from the Bidder's CWS/Web Solution proposal.**

IX.7.1.3 State Data Center Services Cost Evaluation

State data center services (i.e., OTech) costs are those that are required to provide the CWS/Web infrastructure necessary to meet the RFP requirements and proposed technical solution. State data center services costs may include:

- Physical data center environment costs
- Server hardware and software operation and support costs
- Server storage and usage costs
- Media handling and storage costs
- Wide Area Network costs

The Bidder is expected to work directly with the OTech for data center services information as specified in RFP Section I.11, Office of Technology Services Discussions. The Bidder must also complete Form 5.16 located in RFP Appendix C, Bid Response Forms, and Worksheet VII-15a, OTech Cost Summary, located in RFP Appendix E, Cost Workbook.

As part of the Cost Evaluation, the CWS/Web evaluation team, with assistance from the State data center subject matter experts, will evaluate the cost proposal to verify that the descriptions, quantities and costs of State data center services are consistent with State data center statement of work, network services statement of work, State data center service standards, and "Base Rate Schedule" and "Rates Guide" available at: http://www.dts.ca.gov/Customers/default.asp. The CWS/Web evaluation team, with assistance from the State data center subject matter experts, will also evaluate if the quantities are consistent with the proposed technical solution. **NOTE: The CWS/Web evaluation team may deem information contained in Worksheet VII-15a, OTech Cost Summary, as non-responsive if any deviations exist.**

IX.7.2 Cost Scoring (Available Points = 4,000)

The CWS/Web evaluation team will not open sealed cost information until the team has completed the previous steps in the evaluation process as stated in RFP Section IX.5, Final Proposal Review. Also, the CWS/Web evaluation team will only open and evaluate bids that contain no material deviations and were responsive to all RFP requirements.

The cost assessment will incorporate costs defined in RFP Section VIIA, Pricing Proposal, and provided by the Bidder in RFP Appendix E, Cost Workbook. The cost score represents 40 percent of the total points attainable in the RFP evaluation process, excluding small business preferences and DVBE incentives. The CWS/Web evaluation team will use the Total Bid Amount proposed by the Bidders and shown in Worksheet VII-1, Total Cost Summary (Bid Amount), in RFP Appendix E, Cost Workbook to calculate the Cost Scores.

The formula below shows how the CWS/Web evaluation team will normalize and derive the Bidders' final cost scores:

$$\textbf{Final Cost Score} = \frac{\textbf{Lowest Proposed Cost from All Responsive Proposals}}{\textbf{Proposed Cost from Bidder X}} \times \textbf{Available Points}$$

During the calculation, the CWS/Web evaluation team will carry out the adjustment factor three (3) decimal places, and round the Final Cost Score to the nearest whole number.

For ease of comprehension, Table IX - 12. Example of Final Cost Score Calculations, illustrates this scoring adjustment process. **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 12. Example of Final Cost Score Calculations

Bidder	Cost Score	Calculation to Normalize Score	Final Cost Score
A	$7,750,000	$\frac{\$7,250,000}{\$7,750,000}$ (Adjustment Factor) x 4,000 (Max. Points)	**3,740**
B	$9,500,000	$\frac{\$7,250,000}{\$9,500,000}$ (Adjustment Factor) x 4,000 (Max. Points)	**3,052**
C	$7,250,000	$\frac{\$7,250,000}{\$7,250,000}$ (Adjustment Factor) x 4,000 (Max. Points)	**4,000**

IX.7.3 Applying Preferences and Incentives

The final step in the Final Proposal evaluation consists of the application of preference and incentive points in order to determine a final score that the CWS/Web evaluation team will use for bid award purposes.

IX.7.3.1 Small Business Preference

The CWS/Web evaluation team will award Small Business Preference points to Bidders who claim the preference and meet the State requirements of a small business or for those business Bidders that claim the preference by committing to contract 25 percent or more of the total Contract value to certified small businesses and who also meet all other RFP requirements.

The Small Business Preference is equal to five (5) percent of the total number of points (accumulated non-cost and cost points, prior to incentives and preferences) awarded to the highest scoring responsive Bidder who is not receiving Small Business Preference points. If after applying the Preference a small business has the highest score, only another small business can displace it by applying the Disabled Veterans Business Enterprise Incentive.

IX.7.3.2 Disabled Veterans Business Enterprise Incentive

The DVBE incentive points are applied to the Bidder's total points based on the confirmed DVBE participation and associated DVBE incentive identified in Table IX-13 DVBE Incentive Calculation.

Table IX - 13. DVBE Incentive Calculation, illustrates the incentive points available based on the Bidder's confirmed percent of DVBE participation and 10,000 points (total points available).

Table IX - 13. DVBE Incentive Calculation

DVBE INCENTIVE POINT SCALE	
Confirmed DVBE Participation of	**DVBE Incentive**
10% or more	2.0% (of 10,000 points) = 200

8% up to 9.99%	1.6% (of 10,000 points) = 160
6% up to 7.99%	1.2% (of 10,000 points) = 120
4% up to 5.99%	.08% (of 10,000 points) = 80

For ease of comprehension, Table IX - 14. Example of Bidder Points with Incentives Applied - Small Business, illustrates how the CWS/Web evaluation team will apply the DVBE incentives and small business preferences. In the example, Bidder A initially has the most points (9,740 total non-cost and cost points). As the only small business, Bidder C earns the five (5) percent small business preference, which is applied to the total score (accumulated non-cost and cost points, prior to incentives and preferences) to yield the highest overall total points with small business of 9,929. Next, Bidders A and B earn DVBE incentives of two (2) percent and one and six tenths (1.6) percent respectively (resulting from confirmed DVBE participation of eleven percent and eight (8) percent respectively). With the DVBE incentive points, Bidder A has the highest total score of 9,940. In this example, however, the CWS/Web evaluation team will award Bidder C the Contract because a small business cannot be displaced by a non-small business, even though Bidder A had the highest total score when applying DVBE incentive points. **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 14. Example of Bidder Points with Incentives Applied - Small Business

Bidder	Meets Small Bus. Req.?	Non-Cost Requirement Points (A)	Cost Points (B)	Total Points Before Incentives (C)	Small Business Preference Points D=(X*0.05)	Total Points w/Small Business E=(C+D)	DVBE Participa-tion from Table IX-14	DVBE Incentive Points from Table IX-14	Total Score (F+G)
A	no	6,000	3,740	9,740	-	9,740	11%	200	9,940
B	no	4,332	3,052	7,384	-	7,384	8%	160	7,544
C	yes	5,442	4,000	9,442	487	9,929	0%	-	9,929
Where X = the highest Total Point score among the non-small business Bidders – in this case, 9,740 (Bidder A).									

Table IX - 15. Example of Bidder Points with Incentives Applied - DVBE, illustrates how the CWS/Web evaluation team would apply DVBE incentives and small business preferences in a slightly different scenario. In the example, Bidder A initially has the most points (9,300 total non-cost and cost points). As the only small business, Bidder C earns the five (5) percent small business preference (465 points), which is applied to the total score (9,065 total non-cost and cost points) but does not yield the highest total points with small business. Bidders A and B earn DVBE incentive points, and Bidder B has the highest total points after applying the DVBE incentive of two (2) percent (resulting from confirmed DVBE participation of more than ten (10) percent). In this example Bidder B would be awarded the Contract. Bidder C did not win because its Total Points w/Small Business (column E) was not greater than either Bidder A or B before incentives were added (Column C). **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 15. Example of Bidder Points with Incentives Applied - DVBE

Bidder	Meets Small Bus. Req.?	Non-Cost Requirement Points (A)	Cost Points (B)	Total Points Before Incentives (C)	Small Business Preference Points D=(X*0.05)	Total Points w/Small Business E=(C+D)	DVBE Participa-tion from Table IX-IX-14	DVBE Incentive Points from Table IX-14	Total Score (F+G)
A	No	5,300	4,000	9,300	-	9,300	4.6%	80	9,380
B	No	6,000	3,200	9,200	-	9,200	11%	200	9,400
C	yes	4,900	3,700	8,600	465	9,065	0%	-	9,065
Where X = the highest Total Point score among the non-small business Bidders – in this case, 9,300 (Bidder A).									

IX.8 SELECTING THE CONTRACTOR

Among the pool of responsive proposals, the CWS/Web evaluation team will determine the proposal with the highest combined score for all evaluation components up to a maximum of 10,000 points, plus any preference and incentive points. The CWS/Web evaluation team will tentatively identify the Bidder with the highest total score as the selected Contractor. The State Procurement Official shall post a Notice of Intent to Award in accordance with RFP Section I.9, Key Action Dates.

A. CWS/WEB CONTRACT

OFFICE OF SYSTEMS INTEGRATION

REQUEST FOR PROPOSAL 0530-208
Child Welfare Services/Web

APPENDIX A

CWS/Web Contract

ISSUED BY:

State of California

Department of General Services
Technology Acquisitions
707 3rd Street, 2nd Floor
West Sacramento, CA 95605

Appendix A

CWS/Web Contract

A. Contract Structure and Modifications.

These instructions are provided to explain how the CWS/Web Contract (the "Contract") is structured and how it may be modified to develop a mutually agreeable final Contract. It is imperative that Bidders follow these instructions carefully in order to be fully responsive to the requirements of the RFP. Alterations of the Contract will NOT be permitted subsequent to the time established for receipt of Final Proposals except as provided by law.

Bidders must recommend changes to Contract terms consistent with the process set forth in RFP Section I.10.4 (Proposed Contract Changes) and according to the schedule included in RFP Section I.9 (Key Action Dates). The Bidder's Final Proposal must include either a completed copy of the State's Contract as it appears in Appendix A or with any approved changes, if applicable. The Contract will make up Volume II of the Bidder's Final Proposal submission. Volume II will consist of the following documents:

1. State of California Standard Agreement form – STD 213

2. CWS/Web Special Provisions

   a. Exhibit A Guaranty
   b. Exhibit B Work Authorization (Sample)
   c. Exhibit C System Change Authorization (Sample), and
   d. Any other Exhibits

3. CWS/Web General Provisions

B. Final Contract Structure.

After receipt and evaluation of Final Proposals by the State, the State will reassemble various parts of the RFP documentation to create the final Contract which will govern the activities and obligations of the parties for the duration of the Contract term. The Statement of Work ("SOW"), a collection of documents and requirements, will be a key component of the Contract. The organization of the Contract will be at the State's discretion; however, it is anticipated that the final Contract will consist of the State of California Standard Agreement form – STD 213 and the following Attachments:

1. Statement of Work

   a. CWS/Web Special Provisions
      i. Exhibit A Guaranty
      ii. Exhibit B Work Authorization (Sample)
      iii. Exhibit C System Change Authorization (Sample)
      iv. Exhibit D TBD

   b. Applicable sections (and appendices) of the RFP, including but not limited to:
      i. Section V (Administrative Requirements)

ii. Section VI (Solution Requirements)
iii. Section VIIA (Pricing Proposal)
iv. Section VIIB (Compensation Model)

c. Plans, DIDs, DEDs, or MEDs submitted with the Final Proposal. Initial documents will be replaced by final documents after the State's acceptance thereof.

2. CWS/Web General Provisions

3. Cost Workbook

4. Bidder's Final Proposal, to the extent not already included in B.1, B.2, or B.3

C. Standard Agreement – STD 213 Instructions.

The State of California's Standard Agreement, STD. 213, is to be completed by the Bidder and submitted to State with the proposed Contract according to the schedule for submitting the Final Proposal included in RFP Section I.9 (Key Action Dates).

STATE OF CALIFORNIA
STANDARD AGREEMENT
STD. 213 (NEW 06/03)

STANDARD AGREEMENT

FOR I.T. GOODS/SERVICES ONLY

	REGISTRATION NUMBER
PURCHASING AUTHORITY NUMBER	Agreement NUMBER

1. This Agreement is entered into between the State Agency and the Contractor named below
   STATE AGENCY'S NAME:
   Office of Systems Integration (hereinafter the "State")
   CONTRACTOR'S NAME:
2. The term of this Agreement is:
3. The maximum amount of this Agreement is: $
4. The parties agree to comply with the terms and conditions of the following attachments which are by this reference made a part of the Agreement :
   Attachment 1 – Statement of Work
   Attachment 2 – CWS/Web General Provisions
   Attachment 3 – Cost Workbook

RFP OSI #0530-208 and Contractor's bid in response to RFP OSI #0530-208 are hereby incorporated and made a part of this Agreement. In the event of a conflict the RFP shall prevail.

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR		CALIFORNIA **Department of General Services** Use Only
CONTRACTOR'S NAME *(If other than an individual, state whether a corporation, partnership, etc.)*		
BY *(Authorized Signature)* ✍	DATE SIGNED	
PRINTED NAME AND TITLE OF PERSON SIGNING		
ADDRESS		
STATE OF CALIFORNIA		
AGENCY NAME Office of Systems Integration		
BY (Authorized Signature) ✍	DATE SIGNED	
PRINTED NAME AND TITLE OF PERSON SIGNING		
ADDRESS		☐Exempt Per

CWS/Web
Special Provisions

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Exhibit A Guaranty
Exhibit B Work Authorization (Sample)
Exhibit C System Change Authorization (Sample)

RECITALS

State issued Request for Proposal #0530-208 (the "RFP"), dated _____, 2009, for the purpose of acquiring a business solution, the "CWS/Web Solution," which will be designed, implemented and integrated by Contractor and which will include the design, development, implementation and operation of a new Statewide Automated Child Welfare Information System (SACWIS);

This SACWIS, the "CWS/Web System," will be operated and maintained on equipment operated by a State agency within a comprehensive model of service and support that is established by the CWS/Web Solution;

The CWS/Web System will replace CWS/CMS, the current automated system used by State in the delivery and administration of child welfare services;

Contractor submitted a proposal in response to the RFP, dated _____, 20__;

State evaluated the proposal and identified Contractor as the apparently successful bidder in the procurement for the CWS/Web Solution;

Contractor desires to enter into an agreement with State to provide State with a business solution to meet its needs;

State and Contractor have agreed that the terms and conditions of this Agreement shall govern Contractor's furnishing to the State the CWS/Web Solution which includes the CWS/Web System and associated systems and services; and

The parties agree they will perform their respective obligations as described below in this Agreement.

NOW THEREFORE, in consideration of the foregoing Recitals and the mutual promises and covenants as set forth below, the parties agree as follows:

DEFINITIONS. The following terms shall be given the meaning shown, unless context requires otherwise or a unique meaning is otherwise specified.

"Acceptance": a notice from the State to Contractor that a Deliverable or Service has been conformed to its applicable Acceptance Criteria in accordance with the process described in RFP Appendix A, Contract Special Provisions Section 10 (Products and Services); for Materials, an operative condition of acceptance that exists when a Material has been submitted, received and not been the subject of a written notice of rejection or non-acceptance by State.

"Acceptance Criteria": the applicable Specifications against which each Deliverable, Service or Material shall be evaluated for Acceptance in accordance with Special Provisions Section 10 (Products and Services), the requirements described in the Contract, and the Specifications for Services which are not subsumed in a Deliverable or Material.

.

"Acceptance Tests": the tests or reviews that are performed by the State to determine there

are no Deficiencies in the Deliverables or Services and that must be satisfied before Acceptance can occur as set forth in RFP Appendix A, Contract Special Provision, Section 10 (Products and Services), including without limitation User Acceptance Tests, System Qualification Tests, and System Acceptance Reviews. For Materials, tests or reviews that could apply under certain circumstances.

"ACF": the Administration for Children and Families, an organizational division of the U.S. Department of Health and Human Services (or any successor governmental entity), which is the federal sponsor for Child Welfare Services and the Statewide Automated Child Welfare Information Systems (SACWIS) program.

"Adaptive Maintenance": modification performed to keep the CWS/Web Solution, or any component thereof, usable in a changed or changing environment. (derived from IEEE Std. 14764-2006).

"Agreement": another term for "**Contract**."

"Certification": the State's receipt of notice and, if requested by State, full supporting and written documentation (including without limitation test results) from Contractor that Contractor has, as applicable: completed a Product or Service in accordance with its Acceptance Criteria or pre-tested a system for compliance with the applicable Specifications; and confirmed that the Product, including but not limited to the CWS/Web System, is ready for applicable Acceptance Tests and/or implementation.

"Commercial Software": software developed or regularly used that: (i) has been sold, leased, or licensed to the general public; (ii) has been offered for sale, lease, or license to the general public; or (iii) has not been offered, sold, leased, or licensed to the public but will be available for commercial sale, lease, or license in time to satisfy the delivery requirements of this Contract.

"Confidential Information": shall have the meaning described in Sections 4.2 and 4.3 of these Special Provisions.

"Contract": This Contract or agreement (including any purchase order), by whatever name known or in whatever format used.

"Contract Document(s)": any or all of the documents that make up the Contract or that are referred to in the Contract or whose Specifications have been incorporated into the Contract, including but not limited to Certifications, Notices of Acceptance/Non-Acceptance, Acknowledgements of Receipt, Exhibits, Appendices, Riders, Schedules, Amendments, Work Authorizations, System Change Authorizations, Technical Services Requests, Invoices, DIDs, DEDs, MEDs, the Project Management Plan and any component thereof, and, to the extent that they are not a component of the Project Management Plan, the Schedule and all Project Plans.

"Contractor Functional Manager": for purposes of the Contract's dispute resolution process, the Contractor staff who manages the operation of the particular service or business function generating or underlying a dispute.

"Contractor Project Manager" or "CPM": the person designated by Contractor to lead the Contractor's Project Management team and to manage Contractor staff and resources for the purpose of meeting all obligations under the Contract.

"Contractor Technology": intellectual property owned by Contractor prior to the Effective Date or developed outside the scope of this Contract and any modifications, enhancements or improvements thereto, including Proprietary Software and Contractor's proprietary information, methodologies, deliverable examples, procedures**,** processes, techniques, data models, templates, and software tools, utilities, and routines.

"Conversion": the Services performed by Contractor for converting historical and other Data for Processing by the Software and CWS/Web Solution as described in RFP Section VI.3.4 (Data Conversion Development Requirements).

"Converted Data": the Data which has been successfully converted by Contractor for Processing by the CWS/Web Solution or any component thereof.

"Corrective Maintenance": Reactive modification performed to correct discovered Deficiencies and bring the CWS/Web Solution, or any component thereof, into compliance with Specifications. (derived from IEEE Std. 14764-2006).

"Cosmetic Deficiencies": Deficiencies which are cosmetic or inconsequential or that fail to conform to reasonable commercial or industry standards for appearance, format and quality, e.g., spelling or grammatical errors.

"Cost to Cover: Cost, properly mitigated, of procuring Products or Services of equivalent capability, function, and performance from sources other than the Contractor.

"County" or "county": One of the 58 geographical and political subdivisions of the State of California. In addition, for purposes of the RFP, the California Department of Social Services is considered a user group equivalent to an additional county and is referenced as the 59th county.

"CPM": Contractor Project Manager.

"Custom Software": software designed, developed or produced by Contractor under the Contract, including without limitation interfaces, and modifications and changes to Licensed Software.

"CWS Business Functions": The business operations, program management and Service and Support activities performed by the CWS Program.

"CWS Business Function Documentation": Any and all electronic or printed information, plans, reports, manuals, instructions, explanations, definitions, files, codes, keys, tables or materials that are used to define the CWS Business Functions related to the CWS/Web Solution.

"CWS/CMS" or "Child Welfare Services/Case Management System": the existing automated system used in California as of the date that RFP 0530-208 is issued.

"CWS/Web": Another term for CWS/Web System.

"CWS/Web Application": The complete collection of (1) Releases and Software that perform services in support of CWS Business Functions, (2) databases containing the CWS/Web Data, and (3) interactions sent or received by the CWS/Web Application, integrated and functioning together in accordance with the applicable Specifications, not including system software for Equipment or independent software tools used to develop or maintain the CWS/Web Application.

"CWS/Web Documentation": Any and all electronic or printed information, plans, reports, manuals, instructions, explanations, definitions, files, codes, keys, tables or materials that are used in connection with the Equipment, Software, procedures or processes that support or comprise the CWS/Web System.

"CWS/Web Facilities": The collection of buildings, rooms and offices used to house CWS/Web staff and Equipment.

"CWS/Web Infrastructure": The collection of Equipment, communication hardware, enterprise middleware and database management system software upon which the CWS/Web Application operates.

"CWS/Web Project": For the purpose of Contractor's obligations under this Contract, the planned undertaking for the CWS/Web Solution from Solution Development and Transition through expiration or termination of the Contract. For the larger purposes of the State, the planned undertaking for the CWS/Web Solution from the initiation of planning activities through the project life cycle..

"CWS/Web Solution": The business solution proposed by the Contractor, in its entirety, in response to RFP OSI-0530-208 and accepted by the State in its execution of the Contract, as amended. As assembled, it will be an interconnected set of products, services and people including but not limited to the CWS/Web System, CWS/Web Support Systems, Users, project management, program management, system support staff, CWS Business Functions, Documentation and CWS/Web Facilities.

"CWS/Web Support Systems": The independent systems or software tools used for system development, testing, project management, or to perform Service and Support activities for the CWS/Web Solution, i.e., systems or software tools that are NOT integrated into the CWS/Web Application.

"CWS/Web System": The CWS/Web Application, CWS/Web Infrastructure and related CWS/Web Documentation.

"Data": The State's or Counties' records, client information, files, forms, and financial, statistical, personal, personnel, technical and other data and other information that will be processed by the Software or that originates from or is provided by the State or Counties in connection with the Contract.

"Data Item Description" or **"DID":** a document which is prepared by the State and which describes the Specifications for a document Deliverable, including but not limited to format, content, due dates, Acceptance Criteria, and updates or changes required during the term of the Contract.

"Deficiency": a failure of a Product or Service, or an omission, fault, defect or deficiency in a Product or Service, causing it not to conform to its applicable Specifications.

"Deliverables": Products that are subject to a formal acceptance process as described in Special Provisions Section 10 (Products and Services). Deliverables include but are not limited to Software Deliverables, DIDs, DEDs, MEDs, other non-Software Deliverables, Equipment, the CWS/Web System, the CWS/Web Solution, Deliverables listed in the Product Table, Table VI-108 of RFP Section VI.9 (Contractor Products and Document Submission Process) or identified in other Contract Documents, as well as all designs, structures, know-how, techniques, and models developed in the course of rendering the Services and incorporated into such Deliverable

"Deliverable Expectation Document" or **"DED":** a document which is developed by the Contractor and approved by State and which describes the Specifications for a Deliverable, including but not limited to format, content, due dates, Acceptance Criteria, and updates or changes required during the term of the Contract. Initially, a DED may include minimum expectations of State with regard to Specifications, but Contractor is required to fully develop the final DED.

"Deployment": the activities for implementing the CWS/Web Solution, in whole or in part.

"Documentation": any and all electronic or printed information, instructions, explanations, definitions, files, manuals, codes, keys, tables or materials that are used in connection with the Equipment, Software, procedures or processes that support or comprise the CWS/Web Solution, including CWS/Web Documentation and CWS Business Process Documentation.

"DTS": the California Department of Technology Services; the State department that hosts production environments and operations.

"Effective Date": the date after which the Contract has been executed by the State and Contractor has received approval by ACF and DGS.

"Equipment": An all-inclusive term which refers either to individual Machines or to a complete Data Processing System or subsystem, including its Operating System (if any), and Hardware (e.g., telecommunication equipment, routers, switches, hubs, server racks, cables, and other computer peripheral equipment).

"Equipment Failure": a malfunction in the Equipment, excluding all external factors, which prevents the Equipment from accomplishing its intended function(s) or from performing in accordance with applicable Specifications. If microcode or Operating Software residing in the Equipment is necessary for the proper operation of the Equipment, a failure of such microcode or Operating Software which prevents the accomplishment of the Equipment's intended functions shall be deemed to be an Equipment Failure.

"Emergency Maintenance": an unscheduled fix performed to temporarily keep the CWS/Web solution or any component thereof operational pending Corrective Maintenance. (derived from IEEE Std. 14764-2006)

"Federal Financial Participation" or **"FFP":** the federal government's share of an expenditure

made under the Contract.

"Fees": the amounts charged to State by Contractor for Services rendered by Contractor to State under the Contract.

"Final Acceptance": in the event that a Product or Service has been conditionally accepted, a notice from State to Contractor that a Product or Service has satisfied all conditions set forth in a previous Acceptance and conformed to its applicable Acceptance Criteria in accordance with the process described in Special Provisions Section 10 (Products and Services).

"Final Proposal": Contractor's proposal submitted in response to the RFP and finalized in the course of the State's RFP bid process.

"Future Release" or **"FR":** the Release that is to be delivered at a subsequent time after Initial Release Implementation Acceptance and as designated in the Requirements as "FR."

"Future Release Implementation": Deployment of the Future Release to all Counties and the State and completion of this Deployment in accordance with the terms of the Project Management Plan and Contract Documents so that the Future Release is available for Productive Use in all County and State Sites.

"Future Release Implementation Acceptance: Acceptance of the Future Release Implementation without Deficiencies (except for Cosmetic Deficiencies) following completion of the Future Release Implementation Acceptance Tests and the lapse of a Production Stability Period in accordance with Special Provisions Section 10 (Products and Services).

"Holdback(s)": any or all payment amounts held back by State from the Purchase Price for each Release, and, as applicable, for Work Authorizations and System Change Authorizations as described in RFP Section VIIB (Compensation Model).

"Implementation": the process for making the CWS/Web Solution fully Operational for Processing the Data in the State's normal business operations. Implementation shall be completed when Contractor has completed the Implementation Services according to the applicable Project Plan.

"Initial Release" or **"IR":** The Release that will be the first statewide deployment of the CWS/Web Solution as designated in the Requirements for "IR" and which will include all SACWIS functionality.

"Initial Release Implementation": Deployment of the Initial Release to all Counties and the State and completion of this Deployment in accordance with the terms of the Project Management Plan and Contract Documents so that the Initial Release is available for Productive Use in all County and State Sites.

"Initial Release Implementation Acceptance": Acceptance of the Initial Release without Deficiencies (except for Cosmetic Deficiencies) following completion of the Initial Release Implementation Acceptance Tests and the lapse of a Production Stability Period in accordance with RFP Appendix A, Contract Special Provisions Section 10 (Products and Services)..

"Initial Release SD&T Service and Support": Service and Support provided by the

Contractor during the Initial Release SD&T period, specifically the period that starts at Pilot initiation and ends once Initial Release Implementation is completed.

"Installation Date": the date specified in the Statement of Work or Contract Documents by which the Contractor must have the ordered Equipment ready for use and must have provided Certification for the Equipment.

"Key Staff": Contractor's personnel who perform the key staff roles that are described in RFP Section VI.8.1.2. (Contractor Staff Qualifications).

"Licensed Software": the Transfer Software, Proprietary Software and Third Party Software licensed or sublicensed to State by Contractor or third parties in connection with the performance of the Contract.

"Maintenance": the activities undertaken for the purpose of modifying the CWS/Web Solution, or any component thereof, at the start of Initial Release SD&T Service and Support, to perform Corrective Maintenance, Preventive Maintenance, Perfective Maintenance, Emergency Maintenance or Adaptive Maintenance.

"Materials": products that will be subject to an acceptance process that is less formal and elaborate than that for Deliverables. Materials include Products: (i) that are produced under or result directly or indirectly from this Contract including, but not limited to, discoveries, formulae, ideas, improvements, inventions, methods, models, processes, techniques, findings, conclusions, recommendations, reports, designs, plans, diagrams, drawings, papers, materials, Data and databases, documents, pamphlets, advertisements, books, magazines, surveys, studies, computer programs, films, tapes, and/or sound reproductions, to the extent provided by law and (ii) that will be subject to the acceptance process for Materials described in RFP Appendix A, Contract Special Provisions Section 10 (Products and Services)..

"Material Expectation Document" or **"MED":** a document which is developed by the Contractor and approved by State and which describes the Specifications for a Material, including but not limited to format, content, due dates, Acceptance Criteria, and updates or changes required during the term of the Contract. Initially, a MED may include minimum expectations of State with regard to Specifications, but Contractor is required to fully develop the final MED.

"Maximum Amount": the amount designated as such on Standard Agreement page 1, STD 213 which will be the total of amounts paid and payable to Contractor by State under this Contract.

"Non-Software Deliverable": a Deliverable that is not comprised of Software.

"Operational": the condition when the CWS/Web Solution is totally functional in accordance with its applicable Specifications and usable for its purposes in the daily operations of State, and all of the appropriate Data has been loaded into the CWS/Web Solution and is available for use by State in its daily business operations.

"Perfective Maintenance": Modification performed to detect and correct latent Deficiencies in the CWS/Web Solution, or any component thereof, before they are manifested as failures; modifications that will improve the performance, maintainability, or other attributes of the

CWS/Web Solution or any component thereof. (derived from IEEE Std 14764-2006)

"Performance Standards": the standards which will be applicable during the term of the Contract to the various functions of and services provided by the CWS/Web Solution, including but not limited to the Services provided by the Contractor, as described in RFP Section VI.6.2.9 (Performance Measures), and as otherwise indicated in Specifications or Contract Documents.

"Pilot": A partial Deployment.

"Pre-existing Materials": shall have the meaning provided in General Provisions Section 37 (Rights in Work Product).

"Processing": the performance by the Software, in concert with the Equipment, of logical operations and calculations on the Data.

"Production Phase": the period of CWS/Web Solution operations that begins upon Acceptance of Initial Release Implementation.

"Production Stability Period": a period of stable performance of the CWS/Web Solution in accordance with Specifications or Acceptance Criteria following Implementation of a Release..

"Productive Use": use by State of the CWS/Web System or, as applicable, the CWS/Web Solution, in its actual and daily, regular business operations following initiation of Pilot or as otherwise identified in Specifications.

"Products": the totality of Contractor's products which result from the Services and which are prepared for State (either independently or in concert with State or third parties) during the course of Contractor's performance under this Contract. Products are comprised of Deliverables and Materials, with the latter being subject to a less complicated and formal acceptance process than the former..

"Project": see "CWS/Web Project."

"Project Executive Committee": for purposes of the Contract's dispute resolution process, the committee formed or used by the State and Contractor to aid in the resolution of disputes.

"Project Management Plan": the controlling document for managing the CWS/Web Project; it defines the technical and managerial processes necessary to achieve the objectives of the CWS/Web within the scope, schedule and resource constraints defined for the Project, as submitted with the Final Proposal and updated in accordance with the DID/DED for the Project Management Plan. The Project Management Plan and each of its components shall be incorporated herein as part of the Contract, and each revised Project Management Plan shall be incorporated herein upon its Acceptance by State.

"Project Plan": any of the plans related to the design, development, implementation, and operation of the CWS/Web Solution, e.g., the Project Management Plan, the Requirements Control Plan and the Business Process Transition Plan,

"Project Start Date": the date on which Project activities begin.

"Property": All State Equipment and other State real and personal property.

"Proprietary Software": all computer programs which were developed and owned by Contractor or Subcontractors prior to the Effective Date or which are developed during the term by Contractor staff in performing Work that is not for the Project and any modifications thereof and derivative works based therein, and the documentation used to describe, maintain and use such Proprietary Software.

"Purchase Price": the price for the purchase of a Product or Service.

"RFP": the State's CWS/Web Request for Proposal No. 0530-208, as amended.

"Release": the functionality, products, and services to be provided by Contractor and, as applicable, third parties and which are described as a Release in Contract Documents (e.g., Initial Release and Future Release).

"Release Implementation": Deployment of a Release and the rest of the CWS/Web Solution, in whole or in part, to all Counties and the State and completion of this Deployment in accordance with the terms of the Project Management Plan and Contract Documents so that the CWS/Web Solution is available for Productive Use in all County and State sites.

"Release Implementation Acceptance": Acceptance of the CWS/Web Solution, in whole or in part, without Deficiencies (except for Cosmetic Deficiencies) following completion of the Release Implementation Acceptance Tests and, as applicable, the lapse of a Production Stability Period in accordance with Special Provisions Section 10 (Products and Services).

"Requirements": the requirements described in the Contract Documents.

"Schedule": the component of the Project Management Plan that sets forth the time frames, resources and dependencies for all facets of Project activity, including the performance of Services, the delivery or submission of Products, the occurrence of milestones and the periods allowed for review, correction and retesting.

"Service and Support": Generally, the Services that will be performed by Contractor as described in RFP Section VI.6, Service and Support Requirements, to support the CWS/Web Solution during the Production Phase, including but not limited to operations and maintenance of the CWS/Web System and CWS/Web Support Systems, knowledge transfer and Transition Out activities. However, Service and Support can also be provided during the latter part of the Solution Development and Transition Phase, in which case it can be referred to as "SD&T Service and Support."

"Services": The tasks and services to be performed by Contractor, as described in the Contract, including without limitation: solution design and development, solution testing and implementation, integration of solution activities, project management, training, Service and Support, knowledge transfer, Warranty Services and the production and delivery of Products.

"Severity Levels": the three categories of Deficiency level (Severity Levels 1, 2 and 3) that will be used in the Incident Management Function to determine the appropriate service response.

"Site(s)": the location(s) for the State or Contractor Equipment and Software, as agreed to by

State.

"Software": the Licensed Software, Custom Software, and all modifications or enhancements thereto, all in Source Code and executable code formats. Modifications or enhancements provided by Contractor during the term of the Contract shall be included as part of the Software.

"Software Deliverable": a Deliverable that is comprised of Software.

"Solution Development and Transition" or "SD&T": the Services associated with system software development that are typically referred to as "design, development and implementation" as supplemented by other tasks and activities to be performed or coordinated by Contractor during the Solution Development and Transition periods as described in RFP Sections VI.3 (Solution Development Requirements) and VI.4 (Solution Transition Requirements).

"Source Code": the series of instructions to the computer for carrying out the various tasks that are performed by a computer software program, expressed in a programming language that is easily comprehensible to appropriately trained persons. Source code is used as the input and is either interpreted or compiled to produce a program executed by the computer.

"Specifications": the technical and other written specifications and objectives that define the Requirements and/or Acceptance Criteria, as described in the RFP, the Final Proposal, Performance Standards, Documentation and subsequent Products which have received Acceptance including but not limited to any and all Project Plans and the Schedule. Such Specifications shall include and be in compliance as of the Effective Date and at any later date as agreed to in writing in any Contract Document with all applicable state and federal policies, laws, regulations, usability standards, e.g., the American Disabilities Act (ADA), Older Americans Act, and the Rehabilitation Act. The Specifications are, by this reference, made a part of this Contract, as though completely set forth herein.

"State Functional Manager": for purposes of the Contract's dispute resolution process, the State staff who manages the operation of the particular service or business function generating or underlying a dispute.

"State Project Director": the person designated by State to be responsible for financial and contractual matters regarding the Contract. The term includes, except as otherwise provided herein, an authorized representative of the State Project Director acting within the limits of his/her authority.

"State Project Manager" or **"SPM":** the person designated by State to be responsible for day-to-day management of State resources for the Project and monitoring the status of Contractor's performance under the Contract.

"Statement of Work" or **"SOW":** the document(s) described as such in RFP Appendix A, Section B (Final Contract Structure).

"Statewide Implementation": completion of Implementation of each Release in all County and State Sites in accordance with the terms of the Project Management Plan and its Acceptance Criteria.

"Subcontractor": a person, partnership, or company, not in the employment of or owned by Contractor, which is performing Services under this Contract under a separate contract with or on behalf of Contractor.

"System": see **"CWS/Web System**."

"System Acceptance Review": a type of Acceptance Test; usually conducted after a system is in Productive Use.

"System Change Authorization" or "SCA": an authorization by the State for the Contractor to perform Services during the Production Phase of CWS/Web Solution in accordance with Special Provisions Section 3.2 (System Change Authorizations).

"System Qualification Test": a type of Acceptance Test; usually conducted before a system is in Productive Use.

"System Testing": functional and integration testing performed on the CWS/Web Solution by Contractor so that Contractor can provide Certification of each Release and the CWS/Web Solution's readiness for User Acceptance Tests by State on each Release of the CWS/Web Solution and after Contractor has: completed design and development of the Custom Software and integrated the Licensed Software, Custom Software, Data and Equipment with the other parts of as the CWS/Web Solution.

"Technical Services": the category of Services that the Contractor may provide during the Production Phase pursuant to Special Provisions Section 14 (Technical Services) that relate to the operations and support of the CWS/Web Solution.

"Technical Services Request" or **"TSR":** the form by which the State will authorize the Contractor to perform Technical Services referenced in Special Provisions Section 14 (Technical Services).

"Third Party Software": Software which is developed by third parties (not including Subcontractors) and generally distributed for commercial use, and not specifically designed or developed for State, including without limitation operating system software, tools, utilities, and commercial off the shelf software.

"Transfer Software": Software that is transferred by Contractor from another agency for use by State and that is provided by Contractor under this Contract in Source Code form.

"Transition Out": the process by which the Contractor transfers responsibility for certain Services and associated assets to the State or its designee, as described in RFP Section VI.6 (Service and Support Requirements).

"User(s)": parties who will have authorized use of and access to the CWS/Web Solution.

"User Acceptance Test": a type of Acceptance Test; usually conducted before a system is in Pilot or Productive Use.

"Warranty Services": the Services to be provided to State by Contractor during the term of the Contract as described in Special Provisions Section 17 (Warranty Services).

"Work": the activities performed by Contractor under this Agreement.

"Work Authorization": an authorization by the State for the Contractor to perform Work on unanticipated tasks in accordance with Special Provisions Section 3.1 (Work Authorizations).

TERM.

The term shall begin on the Effective Date and shall continue for six (6) years thereafter, unless terminated earlier as provided herein. The State reserves the option to extend the term for two additional periods of one year each upon notice to Contractor of its intent to renew the Contract.

ADDITIONAL WORK.

4.1 Work Authorizations (Unanticipated Tasks).

In the event that additional Work must be performed which was wholly unanticipated and is not specified in the Statement of Work, but which in the opinion of both parties is necessary to the successful accomplishment of the general scope of Work outlined, the procedures outlined in this Section will be employed. In no event shall the total amount paid for such Work exceed ten percent (10%) of one-time costs related to Solution Development and Transition. For each item of unanticipated Work not specified in the Statement of Work, a Work Authorization will be prepared in accordance with the sample attached as Exhibit B and will be incorporated in this Contract by this reference.

4.2 System Change Authorizations (Undefined Tasks).

In the event that Work must be performed during the Production Phase of the CWS/Web Solution which is (1) identified but not specified in the Statement of Work, (2) necessary to the successful accomplishment of the general scope of Work outlined in the Contract, and (3) of a size and scope that makes it unsuitable for performance pursuant to a Technical Services Request as described in Special Provisions Section 14 (Technical Services), the procedures outlined in this Section 3 (Additional Work) will be employed to accomplish the Work. For each item of such Work, a System Change Authorization will be prepared in accordance with the sample attached as Exhibit C and will be incorporated in this Contract by this reference.

4.3 Other Contract Terms Remain the Same

It is understood and agreed by both parties to this Contract that all of the terms and conditions of this Contract shall remain in force with the inclusion of any such Work Authorization or System Change Authorization. Such Work Authorization or System Change Authorization shall in no way constitute a contract other than as provided pursuant to this Contract nor in any way amend or supersede any of the other provisions of the Contract.

4.4 Form

Each Work Authorization or System Change Authorization shall consist of a detailed statement of the purpose, objective, or goals to be undertaken by the Contractor, the job classification or skill level of the personnel to be made available by the Contractor, an identification of all significant material to be developed by the Contractor and delivered to the State, an identification of all significant materials to be delivered by the State to the Contractor, an estimated time schedule for the provisions of these services by the Contractor, completion criteria for the Work to be performed, the name or identification of the Contractor personnel to be assigned, the Contractor's work hours required to accomplish the purpose, objective or goals, the Contractor's billing rates per work hour, and the Contractor's total price for the Work Authorization or System Change Authorization.

4.5 Written.

All Work Authorizations or System Change Authorizations must be in writing and signed by authorized representatives of the Contractor and the State prior to beginning Work.

4.6 Contractor Response.

The Contractor shall respond in writing to a Work Authorization or System Change Authorization request within ten calendar days of receipt. Contractor shall base prices for Work Authorizations and System Change Authorizations on staff hours resulting from the function point count or the alternative cost estimation model approved by the State, and labor rates permitted under the Contract. Contractor shall not charge the State for preparing a Work Authorization or System Change Authorization.

4.7 Fixed Price.

Contractor will offer its price for a Work Authorization or System Change Authorization on a fixed price basis. Personnel resources expended on task accomplishment in excess of the work hours authorized in the Work Authorization or System Change Authorization will be at no cost to the State.

4.8 Agreement.

Contractor and the State shall negotiate in good faith and in a timely manner as to the price and the impact on the Schedule of any Work Authorizations or System Change Authorizations. If the parties reach an agreement in writing, the terms of the Work Authorization or System Change Authorization and the Schedule shall be modified accordingly.

4.9 Disagreement.

If the parties are unable to reach an agreement in writing within ten calendar days of Contractor's response to a Work /System Change Authorization, the SPM may make a determination of the revised price and Schedule and shall provide Contractor with a written explanation in the event of such determination. Following receipt of such written explanation, Contractor shall immediately proceed with the Work according to such price and Schedule, subject to Contractor's right to appeal the SPM's determination of the price and/or Schedule pursuant to Special Provisions Section 11.6 (Dispute Resolution Procedure). Nothing in this Section shall in any manner excuse Contractor from proceeding diligently with the Contract as changed by the Work Authorization or System Change Authorization.

4.10 Termination.

If Contractor fails or refuses to perform its Services pursuant to a Work Authorization or System Change Authorization, Contractor shall be in material breach of this Contract, and the State shall have the right to immediately terminate the Contract for such a breach.

4.11 Stop Work.

The State has the right to require the Contractor to stop or suspend Work on any Work Authorization or System Change Authorization pursuant to the "Stop Work" provision of the General Provisions, Section 42.

CONFIDENTIAL INFORMATION.

5.1 Access and Nondisclosure Obligation.

During the term of the Contract, Contractor and the State will have access to and become acquainted with each party's Confidential Information. The State and Contractor, and each of their officers, employees and agents, shall maintain all Confidential Information of the other party in strict confidence and will not at any time use, publish, reproduce or disclose any Confidential Information, except to authorized employees, contractors, and agents requiring such information, as authorized in writing by the other party, as otherwise specifically permitted herein, or to perform its obligations as authorized hereunder, unless required by State law.

5.2 Confidential Data Designation.

a. For purposes of Section 34 of the CWS/Web General Provisions (Confidentiality of Data), the State hereby designates as confidential the following: all financial, statistical, personal, technical and other data and information which relate to the State's operation, or which become available to the Contractor in carrying out this Contract, including but not limited to: (i) nonpublic data and information regarding the State's clients and employees, Social Security numbers, e-mail addresses, telephone numbers, financial profiles, credit card information, driver's license numbers, medical data and health information, law enforcement records, the State Source Code or object code, the State security data, and (ii) Data and information that are learned by or made available to the Contractor during the performance of this Contract. Such Confidential Information and Data shall be protected by the Contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State.

b. The State will review the adequacy of the methods and procedures employed by the Contractor for the protection of the State's data and information. If the methods and procedures are deemed by the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used, with the written consent of the State,

5.3 Exceptions.

a. The following information shall not be considered Confidential Information for the purposes of this Contract: information previously known when received from the other party; information lawfully obtainable by the general public; information which now is or hereafter becomes publicly known by other than a breach hereof; information which is developed by one party independently of any disclosures made by the other party of such information; or information which is disclosed by a party pursuant to subpoena or other legal process and which as a result becomes lawfully obtainable by the public.

b. Notwithstanding anything to the contrary herein. The Contractor acknowledges that this Contract shall be a public record under State law. Any specific information that is claimed by the Contractor to be Confidential Information must be clearly identified as such by the Contractor. To the extent consistent with State law, the State will maintain the confidentiality of all information marked Confidential Information

c. The State will notify the Contractor as soon as reasonably practicable of any and all public records requests for Contractor's Confidential Information in accordance with and subject to applicable State laws regarding disclosure of such Confidential Information. If Contractor

disagrees with disclosure of the Contractor's Confidential Information by the State, the Contractor shall have the right to contest disclosure in accordance with State law. If the Contractor fails to obtain a court order enjoining disclosure, the State will release the requested information on the date specified.

5.4 Injunctive Relief and Indemnity.

Contractor will immediately report to the State any and all unauthorized disclosures or uses of the State's Confidential Information of which it or its Staff is aware or has knowledge. Contractor acknowledges that any publication or disclosure of the State's Confidential Information to others may cause immediate and irreparable harm to the State. If Contractor should publish or disclose such Confidential Information to others without authorization, the State shall immediately be entitled to injunctive relief or any other remedies to which it is entitled under law or equity without requiring a cure period as described in Special Provisions Section 16.3 (Termination for Rejection of Products). Contractor shall indemnify and hold harmless the State from all damages, costs, liabilities and expenses (including without limitation reasonable attorneys' fees) caused by or arising from Contractor's failure to protect the State's Confidential Information.

5.5 Protective Measures.

Both parties shall take steps to safeguard the other party's Confidential Information against unauthorized disclosure, reproduction, publication or use, and to satisfy their obligations under this Contract. Contractor shall have written policies governing access to, duplication and dissemination of, all such Confidential Information. Contractor shall advise and have agreements with its employees, agents and Subcontractors, if any, that they are subject to these confidentiality requirements. Contractor shall provide its employees, agents and Subcontractors with a copy of written explanation of these confidentiality requirements and have an agreement with such parties before access to confidential data is permitted. In addition, the use or disclosure by Contractor of any information concerning the State for any purpose not directly connected with the administration of the State's or Contractor's responsibilities with respect to Service(s) provided under the Contract are prohibited except by prior written consent of the State.

5.6 Security Requirements.

Each party, and its officers, employees, contractors, and Subcontractors shall at all times comply with all security standards, practices, and procedures which are equal to or exceed those of the State and which the other party may establish from time-to-time, with respect to information and materials which come into each party's possession and to which such party gains access under this Contract. Such information and materials include without limitation all Confidential Information.

5.7 Survival.

The terms of this Section 4 of the Special Provisions shall remain in effect following the termination or expiration of this Contract.

EQUIPMENT.

6.1 Access.

Contractor shall have access to the Equipment at the Sites to provide Services described in this section, subject to the security and administrative requirements existing at the Site(s) and subject to advance confirmation, with the local contact designated by the State Project Manager or his/her designee (in writing), that such access will be available.

6.2 Codes.

Contractor shall comply with all applicable federal, State, county and local codes, inspection standards and ordinances related to installing the Equipment which are existing at the time of installation. In the event that any Services performed by Contractor are subsequently found to be in violation of codes existing until the Installation Date for each item of Equipment, Contractor shall bring the Services into compliance at no additional cost.

6.3 Delivery.

Contractor shall strictly adhere to the delivery and Installation Dates specified in the Schedule or other Contract Documents. Delivery may be restricted by the State to non-peak commute hours at specific Sites. Contractor shall ship Equipment pursuant to this Contract, FOB Destination and freight prepaid. Contractor shall deliver Equipment to the Site designated by the State, as applicable at the Site. Contractor shall include with Equipment a detailed packing list and appropriate handling instructions, as well as Equipment Documentation for a user of such Equipment.

6.4 Documentation.

6.4.1 Contractor shall provide one copy of all User Documentation for each unit of Equipment and Software leased or purchased by the State, including updated versions thereof, which are useful and necessary to the State in its use of the Equipment and Software, at no additional charge to the State.

6.4.2 Contractor agrees to provide to the State all User Documentation, as required in the RFP, and updated versions thereof, which are necessary or useful to the State in the use of the Equipment or Software provided hereunder. Contractor shall supply to the State a camera-ready copy and an electronic copy (in a commercially standard format) of any Documentation that Contractor developed pertaining to the operation of the CWS/Web Solution. The State and/or Counties may duplicate such Documentation, in whole or in part, as they deem necessary.

6.5 Equipment Product Substitution.

If an Equipment component is withdrawn from the market and/or a new component is announced by Contractor or manufacturer during the Contract term, a substitute or replacement component may be provided, subject to the following conditions:

6.5.1 The component meets or exceeds the Specifications without loss of any functionality;

6.5.2 The price of the Equipment component is no more than the component to be replaced if such substitute or replacement component meets the Specifications without loss of any functionality;

6.5.3 If the substitute or replacement Equipment component exceeds the Specifications without loss of any functionality, the parties will agree in writing on its price; and

6.5.4 Substitution will take place only with the mutual consent of both parties, with such consent not unreasonably withheld by the State or Contractor.

6.6 Installation.

6.6.1 Contractor will perform all Equipment installation Services in accordance with the Project Management Plan and this Contract. Contractor or its Subcontractors, who are performing such installation Services, will notify the person who is designated by the State Project Manager or her designee (in writing) as the single point of contact at a Site, at least seven days in advance, that Contractor or such Subcontractors will be arriving to provide installation Services.

6.6.2 Contractor or its Subcontractors shall unpack, uncrate and install the Equipment at each Site as described in the Project Management Plan or other Contract Documents. The installations will be conducted by manufacturer-certified technicians. Such technicians shall be trained at least to the level of technicians certified on the then-current version of the Equipment being installed and shall be certified by applicable manufacturers.

6.6.3 Contractor shall conduct its installation Services so as to minimize interference with normal activities of the State. Contractor will be responsible for safety conditions in the areas of work performance and shall keep the portions of the Site in which it is installing the Equipment safe, clean and orderly at all times. This requirement will apply continuously and not be limited to normal work hours. Contractor will restore the Site to a condition no less finished than prior to the initiation of the Equipment's installation. Upon completion of installation, Contractor will leave the Site clean and free from all of its materials, tools, and Equipment not required after installation and from all rubbish and debris which result from installation.

6.6.4 Installation Dates may be changed by mutual consent of Contractor and the State; however, consent of Contractor is not required if, at least 30 calendar days prior to the Installation Date, the State defers the installation of any Equipment, but a new Installation Date will be established by mutual agreement. Such unilateral deferment shall not exceed 90 calendar days, except by mutual agreement.

6.7 Protection from Damage.

Contractor shall protect the Equipment from damage, destruction or loss caused by the acts or omissions of its employees, agents and Subcontractors, and shall protect the State's real and personal property from injury arising from the acts or omissions of its employees, agents and Subcontractors in connection with the delivery and installation of the Equipment. Contractor shall repair any such damage, destruction, or loss at the Site.

6.8 Site Preparation.

6.8.1 If the Equipment to be installed requires special power or environmental considerations, Contractor shall provide Site preparation Specifications for Equipment listed on the order within a reasonable time upon request by the State, unless such Specifications have been included in the Proposal. These Specifications shall be in such detail as to ensure that Equipment, if installed according to these Specifications, shall operate in accordance with all requirements in the Contract.

6.8.2 Contractor shall prepare a Site plan showing the location of each item of Equipment listed in the order and detailing the associated electrical power and environmental control facilities. Contractor shall be permitted access, subject to the security requirements for the Site, for this purpose. The State will review and approve each Site plan.

6.8.3 Contractor shall cause the Site(s) to be prepared in accordance with Contractor's written minimum Site and environmental Specifications on or before the Facility Readiness Date specified on the Equipment order.

6.8.4 Any subsequent alterations or modifications to the Site which are directly attributable to incomplete or erroneous Specifications provided by Contractor and which involve additional expense shall be made at the expense of Contractor, to the extent that such costs would not have been incurred had the complete and/or correct Specifications been initially provided.

6.8.5 The State is responsible for arranging for procurement, installation, and maintenance of communication facilities and equipment (such as telephone lines) necessary for the operation of Equipment at the State Site.

6.9 Supplies.

Contractor shall supply all consumable supplies necessary for the Contractor staff performing the Services under the Contract.

6.10 Title.

Unless otherwise specifically provided in Specifications, title to the Equipment provided by Contractor under this Contract shall remain in the Contractor and assigns, if any, until such time as Equipment Acceptance has occurred. Upon Acceptance, title of the Equipment shall be transferred to the State. Title to a special feature installed on Equipment and for which only a single installation charge was paid shall pass to the State at no additional charge, together with title to the Equipment on which it was installed.

FINANCIAL MATTERS.

7.1 Advance Payments Prohibited.

No advance payment shall be made for goods or Services furnished by Contractor pursuant to this Contract.

7.2 Contingency of Federal Funds.

7.2.1 In addition to the contingency referred to in Section 21 of the General

Provisions (Termination for Non-Appropriation of Funds), financial obligations of the State payable in fiscal years subsequent to those in which the Contract is approved are contingent upon and subject to federal funds for that purpose being appropriated, allotted, and otherwise made available.

7.2.2 Payment pursuant to this Contract, whether in whole or in part, is subject to and contingent upon the continuing availability of federal funds for the purposes hereof. If such funds, or any part thereof, become unavailable as reasonably determined by the State or if the funds the State relied upon to establish or continue the Contract are withdrawn or not appropriated, Contractor agrees to take back any Products which are furnished under this Contract and which are returned by the State, terminate any service supplied to the State under this Contract after receipt of notice from the State, and relieve the State of any further obligation therefor.

7.2.3 State agrees that if the above Section 6.2.2 is invoked, Products shall be returned to the Contractor in substantially the same condition in which they were delivered to the State, subject to normal wear and tear. State further agrees to pay for packing, crating, transportation to Contractor's nearest facility and for reimbursement to the Contractor for expenses incurred for its assistance in such packing and crating.

7.3 Contractor Expenses.

The consideration to be paid Contractor, as provided herein, shall be in compensation for all of Contractor's expenses incurred in the performance hereof, including without limitation travel and per diem, unless otherwise expressly agreed to in writing by the State.

7.4 Credits.

Any credits due the State under this Contract may be applied against Contractor's invoices with appropriate information attached, upon giving of prior notice required herein, if any, by the State to Contractor.

7.5 Holdbacks.

State shall retain 5% of the Purchase Price for each Release and, at its discretion, for each Product or group of Products acquired by a Work Authorization or System Change Authorization. State will pay Contractor the 5% Holdback for each Release after receipt of an Invoice therefor submitted in accordance with the terms of the Contract following each Release Implementation Acceptance or in accordance with the terms of the Work Authorization or System Change Authorization, as applicable.

7.6 Invoices.

7.6.1 Approval of State Project Manager.

All invoices submitted must meet with the approval of the State Project Manager or his or her designee prior to payment. Contractor must submit original invoices and two copies specifying the amount due and certifying that Services requested under the Contract have been performed by Contractor according to the Contract. Invoices shall not be submitted more frequently than monthly to the State. Invoices payable by the State shall be submitted to:

_____
_____
_____

7.6.2 Contract and Work Order Number. All invoices, bills of lading, shipping memos, packages and any other form of correspondence must refer to this Contract number plus any unique identifier generated by the State on a Statement of Work or Work Authorization, System Change Authorization, Technical Service Request or other Work order.

7.6.3 Description. Invoices shall account in full detail for each Product or Service by description, category and payments by unit and in total as described herein and as deemed necessary by the State. Details will include, but not be limited to, the following as applicable:

7.6.3.1 **Compensation type** (e.g., Solution Development and Transition--Initial Release, Solution Development and Transition--Future Release, Work Authorization, System Change Authorization, Technical Service Request, Balanced Scorecard, and Service and Support);

7.6.3.2 **Compensation components** (e.g., Milestone, Holdback, Credits, and Deductions);

7.6.3.3 **Staff Identification** for discretionary payments based on an hourly rate (Staff Name, Position, Hourly Rate, Total Number of Hours and WBS Element);

7.6.3.4 **Product details** (e.g., manufacturer, model, version, any unique identification number, serial number, date of delivery or installation, location, time period of warranty or maintenance agreement, shipping, taxes and identification of any pre-installed software on Equipment including manufacturer, serial number, and/or version; and

7.6.3.5 **Training details** (e.g., class name, number, location, staffing charges, non-staff charges, and WBS element).

7.6.4 Monthly Payment in Arrears. Invoices shall not be submitted until the month following the month for which charges accrue. Charges for Products or Services subject to a Compensation Milestone Review are not due and payable and do not constitute an obligation to the State until a correct invoice is submitted to the State following Acceptance of a Compensation Milestone Report. Charges for Products or Services subject only to Acceptance are not due and payable and do not constitute an obligation to the State until a correct invoice is submitted to the State following Acceptance thereof. Charges for all other Products or Services are not due and payable and do not constitute an obligation to the State until a correct invoice therefor is submitted to the State in accordance with the terms of the Contract. The State will make only one payment per month to the Contractor for invoices issued as permitted herein. Notwithstanding anything to the contrary above, all payments are subject to Contractor's performance of its obligations as required herein and are subject to the State's exercise of its available remedies, e.g., withholding.

7.6.5 Disputed Invoices. For purposes of payment, incorrect invoices are disputed invoices and, therefore, not due and payable under the terms of the Contract. Contractor shall make every effort to correct incorrect invoices in a timely manner, not to exceed 30 days from notification by the State of a discrepancy. At its option, the State may, at its discretion, process the undisputed part of an invoice while the parties are in the process of reconciling any disputed parts.

7.7 Most Favored Customer.

Contractor agrees all the prices, terms, warranties, and benefits granted by Contractor are no less favorable than comparable terms being offered by Contractor to any federal, state or local governmental entity meeting substantially similar qualifications or requirements as the State. Except as otherwise herein provided, if Contractor shall, during the term of this Contract, enter into arrangements with any other governmental entity providing greater benefits or more favorable terms, Contractor shall provide the same to the State, effective as of the date they are agreed upon with such other state.

7.8 No Increase.

Except as otherwise mutually agreed upon in a Work Authorization, System Change Authorization, Technical Services Request or Contract amendment, Contractor shall not increase the Maximum Amount due from State under this Contract for all Services and Products, Purchase Prices, or other Fees during the term of this Contract.

7.9 Overpayments to Contractor.

Contractor shall promptly, but in all cases within 30 calendar days, pay to State the full amount of any erroneous payment or overpayment upon notice of an erroneous payment or overpayment to which Contractor is not entitled. If Contractor fails to make such a timely refund, State may charge Contractor one percent per month on the amount due until paid in full.

7.10 Payment.

Except as otherwise provided herein and subject to Contractor's performance of its obligations under this Contract and the State's exercise of its rights and remedies, the State shall pay Contractor for its Services in accordance with Section 30 of the General Provisions (Required Payment Date).

7.11 Payment Methods.

Contractor is eligible to receive the following four categories of payment under the Contract's Compensation Model (RFP Section VIIB) for Products and Services that are definitely being provided under the Contract: (1) Solution Development and Transition; (2) Management Performance Balanced Scorecard; (3) Holdbacks; and (4) Service and Support. Contractor may be paid for additional Services, at the State's discretion, by means of the following processes:

7.11.1 Work Authorization: for the performance of unanticipated tasks as fully detailed in Section 3.1 (Work Authorizations) of these Special Provisions;

7.11.2 System Change Authorization: for the performance of undefined tasks, usually major modifications, during the Production Phase, as fully detailed in Section 3.2 (System Change Authorizations) of these Special Provisions; and

7.11.3 Technical Services Request: for the performance of Technical Services during the Production Phase, as fully detailed in Section 14 (Technical Services) of these Special Provisions.

7.12 Price Decline.

7.12.1 In General.

Price declines by providers of Equipment, Software or other materials shall be immediately passed through to the State.

7.12.2 Applicable to Third Party Contractors. Prices quoted shall be the maximum for the term subject to any price escalation provisions reflected in the Contract. However, should a price decline be announced by the manufacturer after contract award, but prior to a third party contractor taking title to the Equipment, and should the third party contractor be the recipient of this manufacturer's price decline, it shall be passed on in total to the State by the third party contractor. [Any interest, finance, or other charges based on the contract price will be recomputed using the original bid rates and the differences will also be passed to the State in total.]

7.12.3 Applicable to Manufacturers. Prices quoted shall be the maximum for the term subject to any price escalation provisions reflected in the Statement of Work. However, should a price decline be announced by the manufacturer after contract award, but prior to the State taking title to the Equipment, it shall be passed on in total to the State by the manufacturer. Any interest, finance, or other charges based on the contract price will be recomputed using the original bid rates and the differences will also be passed to the State in total.

7.13 Transportation and Insurance Charges.

The costs associated with transportation, delivery and insurance for each Product, if any, shall be paid for by Contractor.

LICENSES: CONTRACTOR TECHNOLOGY.

8.1 Grant.

Contractor hereby grants to the State and the State accepts from Contractor, subject to the terms and conditions of this Contract, a non-exclusive license to use Contractor Technology that will be used by Contractor or other parties to perform Solution Development and Transition activities, Service and Support functions, Statement of Work requirements, and all other Services of the Contract, as amended.

8.1.1 State may use and exercise the rights in Special Provisions Section 7.9 (Right to Copy or Modify) for the Contractor Technology in the conduct of its own business, and any division thereof and for any Users.

8.1.2 The license granted above authorizes the State or any of its agents, contractors, designees, assignees or sub-licensees to access and use Contractor Technology in machine-readable form (if applicable) on the CWS/Web Solution or in support of its operation and Maintenance for as long as the CWS/Web Solution is in Productive Use.

8.1.3 If a license is associated with or required to be used with particular Equipment, the State may redesignate the Equipment on which the Contractor Technology

is to be used by written notice to Contractor at no additional cost to State. The redesignation will be effective upon the date specified in the notice of redesignation.

8.2 Documentation.

Contractor will provide two copies of the Contractor Technology Documentation for each Site at which Contractor Technology is used unless Specifications provide for a greater number of copies.

8.3 Encryption/ID Authorization Codes.

8.3.1 When encryption/identification (ID) authorization codes are required to operate Contractor Technology, the Contractor will provide all codes to the State with delivery of the Contractor Technology or as otherwise requested by State.

8.3.2 In the event that the CWS/Web Solution or any component thereof is inoperable by reason of an ineffective encryption/ID authorization code, Contractor will provide another encryption/ID authorization code to the State immediately upon the State's request therefor. Failure by the Contractor to comply with such request will be a material breach and grounds for termination of the Contract.

8.4 Licensing and Upgrades.

State will pay for licenses for Contractor Technology as part of a Deliverable as set forth in the Compensation Model. Upgrades or patches to the Contractor Technology and its Documentation will be provided at no additional charge for the term of the Contract unless otherwise specifically provided.

8.5 Maintenance of Contractor Technology.

8.5.1 Contractor will provide Maintenance for Contractor Technology licensed to the State.

8.5.2 Contractor will perform Corrective Maintenance on Contractor Technology licensed to the State as Warranty Services for the correction of all Deficiencies attributable to Contractor. Contractor will perform all other kinds of Maintenance on Contractor Technology as a part of the Services included within (1) Initial Release Solution Development and Transition (SD&T) Service and Support or (2) Post SD&T Service and Support. Such other kinds of Maintenance will include Corrective Maintenance for all Deficiencies not attributable to Contractor, Preventive Maintenance, Perfective Maintenance, Adaptive Maintenance and Emergency Maintenance.

8.6 Pricing of Version Updates

Unless otherwise specifically provided in this Contract, if improved versions of any Contractor Technology are developed by Contractor, and are made available to other licensees, they will be made available to the State at the State's option at a price no greater than the original Contract price therefor.

8.7 Replacement Equipment.

State shall be entitled to exercise its rights to Contractor Technology on the Equipment or any replacement equipment used by State, and with any replacement Third Party Software chosen by State at no additional cost.

8.8 Restrictions.

Except as otherwise permitted in this Contract, by Contractor in writing, by Contractor's third party licensors in writing, or as authorized in the applicable Specifications, the State agrees not to: otherwise copy, display, transfer, adapt, modify, or distribute the Contractor Technology (electronically or otherwise) to any third party except Counties, authorized contractors or Users; reverse assemble or reverse compile the Contractor Technology; or lease the Contractor Technology or any copy of it.

8.9 Right To Copy or Modify.

8.9.1 The State may make copies of the Contractor Technology and/or its documentation for meeting the State's operational or back-up requirements for use within the scope of this Contract at no additional charge. The State will reproduce and include the copyright and other proprietary notices and product identifications if provided by Contractor on such copies, in whole or in part, or on any form of the Contractor Technology or its Documentation.

8.9.2 The State agrees to keep any such copies and the original at a designated State location, except that the State may transport or transmit a copy of the original or copy of any Contractor Technology to another State location for backup use when required by CWS/Web Solution malfunction, provided the copy or the original is destroyed or returned to the designated location when the malfunction is corrected.

8.9.3 The State may modify any non-personal computer Contractor Technology, in machine-readable form, for its own use and merge it into other program material; provided that nothing in this sub-section 7.9.3 will be construed to contradict the terms of any separate applicable third party license agreement. Any portion of the Contractor Technology included in any merged program material shall be used only on the designated system and shall be subject to the terms and conditions of this Contract.

8.10 Term.

The license hereunder is granted as of the Effective Date and continues until the State or its assignee or transferee discontinues the use of the Contractor Technology. The State will destroy all copies of Contractor Technology which has had its license terminated within three months after such license termination. However, the State shall have the right to retain a copy of any such Contractor Technology for audit or archival purposes.

8.11 Title.

Subject to the rights granted herein, Contractor and its suppliers shall hold all right, title and interest in the Contractor Technology.

LICENSES: THIRD PARTY SOFTWARE.

9.1 Documentation.

Contractor will provide two copies of the Third Party Software Documentation for each Site that receives a copy of the Third Party Software unless Specifications provide for a greater number of copies.

9.2 Pricing for Licensing and Upgrades.

State will pay for licenses and maintenance agreements for Third Party Software as part of a Deliverable or as otherwise set forth in the Compensation Model. Upgrades or patches to the Third Party Software and its Documentation will be provided at no additional charge for the term of the Contract unless otherwise specifically provided.

9.3 Licensed to State.

Contractor shall assign to State applicable licenses for the Third Party Software upon Initial Release Implementation completion and, as applicable, upon Acceptance of each Release thereafter. Prior to utilizing any Third Party Software that may be included as part of a Software Deliverable for the State, Contractor shall provide to State copies of any applicable license agreement from the licensor of the Third Party Software to allow State to pre-approve such license agreement. If the State does not approve any such license agreement verbatim, Contractor shall negotiate changes which are required by the State with the licensor or find functionally equivalent substitute Third Party Software.

9.4 Service and Support.

Unless otherwise specifically provided in Specifications:

9.4.1 Contractor must ensure, for the term of the Contract, that any Third Party Software that is a part of the CWS/Web Solution is covered by a warranty that such third Party Software shall operate in accordance with applicable Specifications and an agreement for support by the licensor or any party authorized by the licensor to provide such support.

9.4.2 The Contractor must take the lead to correct Deficiencies with Third Party Software that is a part of the CWS/Web Solution and serve as the point of contact with Third Party Software licensors, sellers, manufacturers or maintenance providers in the resolution of any Deficiency related to use of the Third Party Software in connection with the CWS/Web Solution. The Contractor must diligently pursue engagement and communication with such parties until the Deficiency is corrected and the CWS/Web Solution operates in accordance with Specifications.

9.4.3 In the event that Contractor's engagement with Third Party Software licensors, sellers, manufacturers or maintenance providers does not correct the Deficiency, Contractor must develop and implement a workaround solution to enable the CWS/Web Solution to operate in accordance with Specifications. The workaround must function such that the CWS/Web Solution achieves the same level of performance and functionality that it would have had the Third Party Software operated without Deficiency.

9.4.4 In the event that a workaround solution does not correct the Deficiency, the Contractor must provide functionally and technically equivalent substitute Software such that the CWS/Web Solution achieves the same level of performance and functionality that it would have had the original Third Party Software operated without Deficiency.

9.5 Versions.

Unless otherwise mutually agreed to in writing, Contractor shall, during the term of the Contract, maintain any and all Third Party Software at its most current version or, at the State's request, the previous major version.

MAINTENANCE OF CWS/WEB SOLUTION.

10.1 General.

Contractor shall provide Maintenance pursuant to RFP Section VI.6 (Service and Support Requirements) within the framework of the Service and Support model and in conjunction with other service providers. When Contractor does provide Maintenance Services within the context of this model, the terms of this section shall apply to the sources of compensation for such Services.

10.2 Source of Compensation for Maintenance Services.

Contractor shall perform Maintenance as described in RFP Section VI.6 (Service and Support Requirements) under the following terms:

10.2.1 Corrective Maintenance for all Deficiencies attributable to Contractor shall be covered under Warranty Services.

10.2.2 Corrective Maintenance for all Deficiencies not attributable to Contractor shall be paid for by the monthly payment for Service and Support. If the correction results in a need for Adaptive Maintenance, Special Provisions section 9.2.5 shall apply.

10.2.3 Preventive Maintenance shall be paid for by the monthly payment for Services and Support.

10.2.4 Perfective Maintenance shall be paid for by the monthly payment for Services and Support.

10.2.5 Adaptive Maintenance shall be paid for by Work Authorizations, System Change Authorizations or Technical Service Requests.

10.2.6 Emergency Maintenance shall be performed, and once the determination is made by the State as to the type of Maintenance that is required, e.g., Adaptive Maintenance, it shall be paid for in accordance with the nature of the required Maintenance.

PRODUCTS AND SERVICES.

11.1 General.

11.1.1 Contractor shall provide State with the Products (Deliverables and Materials) and Services on or before the applicable delivery dates in the Schedule, as mutually agreed upon in writing and described in this Contract. Contractor shall utilize the Specifications, the DIDs, DEDs, MEDs, the Project Management Plan, the RFP, the Final Proposal, the Products for which State has previously granted Acceptance, Contractor's professional knowledge, and this Contract as the basis of subsequent Products and Services. Contractor shall retain backup copies in writing and on electronic media of all Products until 180 calendar days after termination or expiration of this Contract and shall provide State on its request with a copy thereof until that time.

11.1.2 All Products shall be subject to State's Acceptance, including without limitation Products provided pursuant to Work Authorizations, System Change Authorizations and Technical Service Requests. At the State's request, Contractor shall provide a walk-through of a Product prior to delivery or Acceptance thereof, notwithstanding the absence of a requirement as such in a product definition document or other Contract Document. State's review of Products shall be in accordance with the time frames established therefor in Contract Documents.

11.2 Compensation Milestone Report Acceptance Process.

11.2.1 Content. Upon reaching a Compensation Milestone on the date specified in Cost Worksheets VII-13a, VII-13b, and VII-14 (RFP Section VIIA Pricing Proposal), Contractor will participate in a Milestone Review. Contractor will prepare a Milestone Report for this Milestone Review and deliver the Milestone Report at least 5 calendar days prior to each Milestone Review. The Milestone Report will (1) detail the achievements, Deficiencies and "lessons learned" associated with the Products forming the basis of the Compensation Milestone, (2) describe the resolution of any such Deficiencies and the satisfaction of any conditions imposed by a conditional acceptance, and (3) include a copy of all notices of Acceptance and receipt for Deliverables and Materials, respectively, forming the basis of the Compensation Milestone. Contractor will give a presentation on the Milestone Report at the Milestone Review to State reviewers in which it will explain the information contained in the Report and respond to any State inquiries regarding the information presented. Contractor will deliver the Milestone Report in soft and hard copies. Unless otherwise directed by the State, the hard copy shall consist of a well-organized binder with tabs, a table of contents and page numbers. Contractor will provide sufficient hard copies of the Milestone Report to accommodate all participants, up to a maximum of 25, attending the Milestone Review on behalf of the State.

11.2.2 Acceptance. The State will provide Acceptance of the Milestone Report if it has no Deficiencies (except for Cosmetic Deficiencies), after which the Contractor can invoice the State for the Compensation Milestone in the amount agreed upon in the Contract therefor. If the State does not accept the Milestone Report, the State will notify Contractor in an email or other document of the Deficiencies causing the non-acceptance. Contractor will correct the Deficiencies as indicated by the State within the time frames established therefor in the Schedule or other Contract Documents. If time periods for correcting Deficiencies by Contractor and reviewing corrected Deliverables are not specified, each such time shall be ten business days. Upon Contractor's correction of non-Cosmetic

Deficiencies and State Acceptance of the Milestone Report, Contractor can invoice the State for the Compensation Milestone in the amount agreed upon in the Contract therefor.

11.2.3 Remedies for Deficiencies after 10 Business Days. If Contractor is unable to correct all Deficiencies (except for Cosmetic Deficiencies), within the number of days indicated in the Schedule or Contract Documents following the Milestone Report's scheduled Acceptance, or if no such date is specified, within ten business days from such scheduled Acceptance, State may, at its option: (a) continue reviewing the Deliverable and require Contractor to continue correcting non-cosmetic Deficiencies until they are eliminated, or (b) set-off from the Purchase Price to the extent State determines the non-Cosmetic Deficiencies for the Deliverables have not been corrected and/or provide full or conditional Acceptance therefor.

11.2.4 Remedies for Deficiencies after 60 Calendar Days. If Contractor is unable to correct all Deficiencies (except for Cosmetic Deficiencies) within the number of days indicated in the Schedule or Contract Documents following the Report's scheduled Acceptance, or if no such date is specified, within sixty calendar days from such scheduled Acceptance, State may, at its option, terminate this Contract, in whole or in part, as provided in Special Provisions Section 15.3 (Termination for Rejection of Products) or General Provisions Section 25 (Rights and Remedies of State for Default). In the event State terminates the Contract as provided herein, Contractor shall return to State all amounts paid by State for Products returned pursuant to Special Provisions Section 15.3 (Termination for Rejection of Products).

11.3 Deliverable Acceptance Process – In General.

11.3.1 Conformance with Acceptance Criteria. The Deliverables are described in the Product Table, RFP Section VI.9 (Contractor Products and Document Submission Process), and shall include, without limitation, plans, designs, other non-Software Deliverables, and Software with complete or partial functionality. Upon delivery of a Deliverable and receipt of Certification from Contractor that the Deliverable meets its Acceptance Criteria, State will, with Contractor's assistance, promptly review or perform Acceptance Tests on the Deliverable, as applicable, to determine whether the Deliverable conforms to its Acceptance Criteria. State will provide Acceptance for a Deliverable if it has no Deficiencies (except for Cosmetic Deficiencies).

11.3.2 Deficiency Correction. If a Deficiency (other than a Cosmetic Deficiency) is found, State will notify Contractor in an email or other document of the Deficiencies used as grounds for State's decision not to give Acceptance. Contractor shall correct Deficiencies and resubmit a corrected Deliverable to State which will review or perform Acceptance Tests on the Deliverable to verify whether the Deliverable lacks Deficiencies (except for Cosmetic Deficiencies) and in writing shall either give its Acceptance or reject it following such review or Acceptance Tests. Contractor's times for correcting Deficiencies and State's review of Deliverables shall be in accordance with the timeframes set therefor in the Schedule or other Contract Documents. If time periods for correcting Deficiencies by Contractor and reviewing and retesting corrected Deliverables are unspecified, each such time period shall be ten business days.

11.3.3 Remedies for Deficiencies. If Contractor is unable to correct all Deficiencies (except for Cosmetic Deficiencies) within the number of days indicated therefor following the Deliverable's scheduled Acceptance, or if no such date is specified, within sixty

calendar days from such scheduled Acceptance, State may, at its option: (a) continue reviewing or performing Acceptance Tests on the Deliverable and require Contractor to continue until Deficiencies are corrected or eliminated; (b) request Contractor to provide, at its expense, a replacement Deliverable for further review or Acceptance Tests; (c) set-off from the Purchase Price to the extent State determines the Deficiencies for the Deliverable have not been corrected and/or provide full or conditional Acceptance for the applicable Deliverable; or (d) terminate this Contract, in whole or in part, as provided in Special Provisions Section 15.3 (Termination for Rejection of Products) or General Provisions Section 25 (Rights and Remedies of State for Default), after providing notice of default to Contractor. In the event State terminates the Contract as provided herein, Contractor shall return to State all amounts paid by State for Products returned pursuant to Special Provisions Section 15.3 (Termination for Rejection of Products).

11.4 Deliverable Expectation Documents.

11.4.1 Contractor shall submit a DED to the State for each Deliverable due under the Contract, except as otherwise specifically provided, e.g., if the Deliverable must be submitted pursuant to a DID. The DED for each Deliverable is itself a Deliverable and is due for delivery to the State in accordance with the terms of the Project Management Plan or Schedule. The Contractor shall gain the State's Acceptance of the DED before starting Work on the Deliverable described therein.
For each DED and DID, the parties will agree on Acceptance Criteria based on the Specifications during the course of the Project and will incorporate the Acceptance Criteria agreements into the Contract via amendment.

11.4.2 Each DED will contain the following:

11.4.2.1 An annotated outline of the Deliverable, table of contents, sample format and sample pages and general description of the information that will be contained in the Deliverable

11.4.2.2 Time frames for activities related to the Deliverable, including without limitation dates for the Deliverable consistent with the Schedule;

11.4.2.3 Proposed State review timeframes for the Deliverable consistent with the Schedule;

11.4.2.4 Contractor correction time frames for the Deliverable;

11.4.2.5 Deliverable objectives; and

11.4.2.6 Acceptance Criteria which are consistent with the Requirements of this Contract, prior Deliverables and communications between the parties.

11.5 Deliverable Submission Process.

11.5.1 Each Deliverable submitted to the SPM for review and Acceptance shall have a cover letter from the CPM and shall be addressed to the SPM. The cover letter shall contain the following Certification: "I certify that this Deliverable has been prepared in accordance with the relevant terms and conditions of the CWS/Web Contract and conforms to and meets its applicable Acceptance Criteria." The cover letter shall also contain a Certification that the Contractor has performed an internal quality assurance review of the Deliverable and a reference to the quality assurance report which must be submitted with each Deliverable. Deliverables shall be signed as complete by the CPM and by a Contractor representative who is authorized to sign legal documents for the company.

11.5.2 Unless otherwise permitted by the Project Management Plan, Work on subsequent Deliverables may not proceed prior to the State's formal Acceptance of the preceding Deliverables. However, if Contractor proceeds with Work on subsequent Deliverables prior to such Acceptance of preceding Deliverables, with or without the State's approval, Contractor shall proceed with such Work at Contractor's sole risk and understanding Contractor may need to repeat previously performed Work without payment therefor by the State.

11.5.3 Contractor will provide all Deliverables in complete form no later than the dates indicated in the Schedule and make them available on the Project LAN. Deliverables must be presented to the State consistent with the standards in the CWS/Web Document Management Plan. Unless specifically provided otherwise in Specifications, Contractor shall (1) include an Executive Summary with every Deliverable, (2) supply at least one electronic copy on CD-ROM in the appropriate State-designated standard commercial software product, and (3) once the Deliverable receives an unconditional Acceptance, supply three hard copies in binders, in a professional font not smaller than 12 points.

11.5.4 Contractor shall prepare all Deliverables and Project correspondence using the standard project management, word processing, relational database management, presentation and spreadsheets products used by the State (currently Microsoft Office), at the version levels specified by the State. Contractor shall upgrade commercial software versions at no cost to remain compatible with the State.

11.5.5 By submitting a Deliverable, Contractor represents that, to the best of its knowledge, it has performed the associated tasks in a manner which will, in concert with other tasks, meet the Specifications stated or referred to in the Contract. The parties acknowledge and agree that the State's Acceptance of a Deliverable indicates only that it has reviewed the Deliverable and detected no Deficiencies at that time and that the State's Acceptance of a Deliverable does not discharge any of Contractor's obligation to insure comprehensiveness, functionality, effectiveness or Certification of the CWS/Web Solution as a whole.

11.6 Delivery.

All deliveries made pursuant to this Contract must be complete. Contractor shall deliver hard copy and electronic versions of the Products in formats agreed to by the parties. All packages must be accompanied by a packing slip which identifies all items included with the shipment and State's contract number. Contractor's delivery receipt must be signed by an authorized representative of State for all deliveries made hereunder.

11.7 Equipment Provided by Contractor.

11.7.1 All Equipment provided by Contractor shall perform in accordance with applicable Specifications prior to Acceptance by the State. The Acceptance Tests for the Equipment will be performed in a State approved test environment in accordance with the applicable Project Plan or Contract Document.

11.7.2 Contractor shall give Certification to the State when the Equipment provided by Contractor and the State approved testing environment are installed and ready for use in accordance with their Specifications. Acceptance Tests shall commence as

described in the Schedule following such Certification, and shall end after successful completion of the Acceptance Tests. Contractor must coordinate resolution with the State and manufacturers for any areas that do not pass Acceptance Tests and coordinate retesting of all related and affected areas of the environment for which the Equipment was provided, as determined by the State. Unless approved otherwise by the State, a complete end-to-end test of the Equipment within the environment for which it was provided must be performed without Deficiencies before the Acceptance Tests will be considered completed.

11.8 Federal Approval.

11.8.1 Primary Objective. State and Contractor agree that development and implementation of an information system meeting the intent of 42 U.S.C. 674 and 45 CFR 1355.52 is a primary objective of this Contract.

11.8.2 Contractor Obligations. Pursuant to achieving this objective, Contractor agrees to:

11.8.2.1 Perform Services as described in RFP Section VI (Solution Requirements);

11.8.2.2 Provide a CWS/Web Solution that meets the requirements of the ACF, including all regulations that are published and that are incorporated by reference in the Contract or associated Contract Documents during the term of the Contract;

11.8.2.3 Provide a CWS/Web Solution that meets any other state and federal law requirements which may be enacted, including regulations or other guidelines, and that are incorporated by reference in the Contract or associated Contract Documents;

11.8.2.4 Provide on a timely basis, all information, data, forms, CWS/Web Solution modifications, documentation, correspondence, consultation, and assistance in training as needed to assist State in obtaining federal approval;

11.8.2.5 Address the means of implementing program regulations, which may be required following the application for federal approval; and

11.8.2.6 Complete, test, and implement the changes required to bring the CWS/Web Solution into compliance with the requirements for SACWIS, including those set forth in the SACWIS Assessment Review conducted by ACF, in accordance with RFP Section VI.5 (Support SACWIS Review Requirements).

11.9 Final Acceptance.

State shall grant Final Acceptance of a Deliverable, Material or Service if it conforms to its applicable Acceptance Criteria and if Contractor has met all conditions associated with a previous Acceptance therefor.

11.10 Interpretation of Products.

In the event of a contradiction, conflict, ambiguity or inconsistency in or between Products and other documents comprising this Contract, including without limitation a Product that has already received Acceptance, any such contradiction, conflict, ambiguity or

inconsistency shall be resolved in favor of the latest State-approved Deliverable or Material except in the case where a previous documented requirement is inadvertently omitted or not addressed directly in a subsequent Deliverable or Material. No Requirements can be omitted from the Specifications without the written consent of the State Project Manager.

11.11 Knowledge Transfer.

11.11.1 Contractor shall be responsible for training identified State and County staff on all aspects of the CWS/Web Solution.

11.11.2 While constructing and developing the Deliverables and Materials, and during Acceptance Tests, Contractor shall demonstrate and provide information to staff designated by State about the functions and operations of the CWS/Web Solution in accordance with the applicable Specifications and the Project Management Plan.

11.11.3 The State's training Acceptance Tests shall not be considered concluded until all identified staff are successfully trained and the CWS/Web Solution knowledge transfer and CWS/Web Solution operations transition has occurred in accordance with the Requirements of the Master Training and Knowledge Management Plan TR001.

11.12 Materials.

11.12.1 Material Expectation Documents. Contractor shall submit a MED to the State for each Material as designated by the State. The MED for each Material is itself a Deliverable and is due for delivery to the State in accordance with the terms of the Schedule or other Contract Documents. Except as specifically provided, the Contractor shall gain the State's Acceptance of the MED before starting Work on the Material described therein.

11.12.2 Material Acceptance Process. Materials designated for submission in the Product Table, RFP Section VI.9 (Contractor Products and Document Submission Process) or other Contract Documents shall be submitted in accordance with the time frames and Specifications indicated therein. Since it is the expectation that the threshold for the approval of Materials will be lower than that for Deliverables, the Acceptance process applicable to Materials will be similarly less complex than that for Deliverables. Pursuant to this process, Contractor shall submit Materials to the State, after which the State shall acknowledge receipt thereof in a manner and format to be mutually agreed upon by the parties. Such acknowledgement of receipt will serve as a record of the date of submission. The submission of a Material will not initiate a formal Acceptance process, although the State will reserve the right to reject Materials that do not conform to applicable Specifications or Acceptance Criteria. Notwithstanding this right, it is anticipated that the process of submission and acknowledgement of receipt will suffice as the entire Acceptance process for Materials in most cases. Unless the State affirmatively indicates in writing that it does not accept a Material, a Material will be deemed approved and accepted by the State upon Acceptance of the Milestone Report associated with such Material. If the State does reject a Material on the basis of failure to meet Specifications or applicable Acceptance Criteria, the terms of Special Provisions Sections 10.3.2. (Deficiency Correction) and 10.3.3 (Remedies for Deficiencies) will apply.

11.13 Project Management Plan. Revisions to Initial Project Management Plan. The initial Project Management Plan shall be comprised of Contractor's Project Management Plan in the Final Proposal. This initial Project Management Plan shall be revised by Contractor to reflect Project changes since Contractor's initial submission. Contractor shall deliver the revised Project Management Plan to the State Project Manager for State's review not later than 20 calendar days after the Project Start Date. In the event of failure of the parties to agree upon this Project Management Plan and/or of State to give its Acceptance thereof within 45 calendar days of the Project Start Date, State may invoke its right to immediately terminate this Contract.

11.13.2 Schedule.

11.13.2.1 **Updates**. Contractor shall provide updates to the Schedule regularly (no less than monthly) and as otherwise necessary throughout the Project to accurately reflect the status of activities, tasks, events, Services, and projected completion dates for such activities, tasks, events and Services. Any such update changes must be agreed upon by State prior to their final incorporation into the Schedule. However, unless otherwise specifically agreed to in writing, State's agreement on a change to the official Schedule shall not relieve Contractor of liability for liquidated damages and other damages arising from such failures to perform its obligations as required herein. Contractor shall maintain updated copies of its detailed schedule and Work plans in a common server drive accessible by State.

11.13.2.2 **Mitigation of Delays**. The Schedule shall not change as a result of time required by Contractor to correct Deficiencies, unless otherwise agreed beforehand in writing by State. However, the Schedule may, in State's discretion, be extended on a day-to-day basis to the extent that State's review of a Deliverable and review of corrections of Deficiencies in accordance with the Acceptance process is longer than described in the Schedule. Contractor shall continue to perform its obligations that are not affected by State review and shall mitigate any impact on Contractor from such delays caused by State, e.g., redirecting its Staff to perform other tasks, to the extent reasonably possible. To the extent it cannot redirect Staff and mitigate such impacts, then an adjustment, if any, to the Schedule will be made, if appropriate, based upon the State Project Manager's reasonable consideration of all relevant circumstances, including but not limited to Contractor's opportunity and efforts to mitigate the effect of the impact and if State's failure to perform is not due to an event described in Section 13.5 of these Special Provisions (Force Majeure-State).

11.14 Protection from Damage.

Contractor shall continuously protect all Products and backups therefor prior to their Acceptance and while in Contractor's possession or control from damage, destruction or loss resulting from or caused by the acts or omissions of Contractor in connection with the Services. Contractor shall ship all Products, as applicable, pursuant to this Contract, FOB and freight prepaid to the State's destination for State's inspection. The method of shipment shall be consistent with the nature of the goods and hazards of transportation. During the period Products are in transit and in possession of Contractor, its carriers or State prior to their Acceptance, Contractor and its insurers, if any, shall relieve State of responsibility for all risks of loss or damage thereto, unless such loss or damage are caused by the negligence or misconduct of State. After State provides Acceptance for a Product, the risk of loss or damage shall be borne by State, except loss or damage attributable to Contractor's acts or omissions.

11.15 Releases: Testing and Deployment of Initial Release.

11.15.1 Application. This section applies to the Acceptance Tests for Deployment of the Initial Release that occurs prior to the date of Initial Release Implementation.

11.15.2 Performance of Tests. Following receipt of notice from Contractor that Certification has occurred for Initial Release or some part or phase thereof, State shall begin to perform the appropriate Acceptance Test (e.g., User Acceptance Test,) to determine whether that part of the Initial Release (e.g., a phase or a function) or the entire Release performs without Deficiency (except for Cosmetic Deficiencies). Contractor will assist State as requested in performing such Acceptance Tests at no additional cost to State.

11.15.3 Acceptance. State will provide Acceptance of the Initial Release in part or whole if it has no Deficiencies (except for Cosmetic Deficiencies) during the Acceptance Tests. However, if a Deficiency (except for Cosmetic Deficiencies) occurs during the Acceptance Tests, State shall give Contractor notice of its non-acceptance of the Initial Release in part or whole, with such notice delineating Deficiencies used as the grounds for State's decision. Contractor shall promptly correct Deficiencies described in any notice(s) of non-acceptance from State.

11.15.4 Retesting and Correction. After Contractor has corrected such Deficiencies, State shall verify whether the Initial Release in part or whole satisfies the Acceptance Criteria and in writing shall either accept or not accept the Initial Release in part or whole following such verification. If Contractor corrects all Deficiencies referenced in the notice of non-acceptance (except for Cosmetic Deficiencies), and the Initial Release in part or whole passes the Acceptance Tests without Deficiencies (except for Cosmetic Deficiencies), State shall give Contractor Acceptance therefor.

11.15.5 Remedies for Deficiencies. If Contractor is unable to correct all Deficiencies (except for Cosmetic Deficiencies) in the Initial Release in part or whole within the number of days of the Certification as required in the Schedule or other Contract Documents, or if no such date is specified, within 60 calendar days from such Certification, State may, at its option: (a) continue performing Acceptance Tests on the Initial Release and require Contractor to continue until Deficiencies are corrected; (b) request Contractor to provide replacement Software for further Acceptance Tests; (c) set-off from the Purchase Price to the extent State determines the Deficiencies for the Initial Release have not been corrected and/or provide full or conditional Acceptance for the Initial Release or (d) immediately terminate the Contract, in whole or in part, as provided in Special Provisions Section 15.3 (Termination for Rejection of Products) or General Provisions Section 25 (Rights and Remedies of State for Default) without penalty to State and, at State's option, require Contractor to remove the Software for the Initial Release, in whole or in part, from the Equipment. In the event State terminates the Contract as provided herein, Contractor shall return to State all amounts paid by State for Products returned pursuant to Special Provisions Section 15.3 (Termination for Rejection of Products).

11.16 Releases: Initial Release and Future Release Implementation.

11.16.1 Application. This section applies to the Initial Release Implementation and the Future Release Implementation.

11.16.2 Performance of Tests. After completion of Implementation of the Release at the State and at each County, State shall begin to perform Acceptance Tests to determine whether the Release performs without Deficiency (except for Cosmetic Deficiencies). In the case of Future Release, the Release will be the Initial Release integrated with Future Release and other components of the CWS/Web Solution. Contractor will assist State as requested in performing such Acceptance Tests at no additional cost to State.

11.16.3 Acceptance and Production Stability Period. State will provide Acceptance if the Release has no Deficiencies (except for Cosmetic Deficiencies) at the State and each County during Acceptance Tests and it undergoes a Production Stability Period of compliance with Acceptance Criteria for 90 consecutive calendar days after statewide implementation or an alternate time period as approved by the State. However, if a Deficiency (except for Cosmetic Deficiencies) occurs during Acceptance Tests, including the Production Stability Period, State shall give Contractor notice of its non-acceptance, with such notice delineating Deficiencies used as the grounds for State's decision. Contractor shall promptly correct Deficiencies described in the notice of non-acceptance from State.

11.16.4 Retesting and Correction. After Contractor has corrected Deficiencies delineated in a notice of non-acceptance, State shall verify whether the Release satisfies the Acceptance Criteria. If Contractor has corrected all Deficiencies (except for Cosmetic Deficiencies) and the Release undergoes a Production Stability Period of compliance with Acceptance Criteria for 90 consecutive days following correction of the Deficiencies, or an alternate time period as approved by the State, State shall give Acceptance therefor.

11.16.5 Remedies for Deficiencies. If Contractor is unable to correct all Deficiencies (except for Cosmetic Deficiencies) in the Release within the number of days of initiating the Release as required in the Schedule or Contract Documents, or if no such date is specified, within 90 calendar days from such initiation, State may, at its option: (a) continue performing Acceptance Tests on the Release and require Contractor to continue until Deficiencies are corrected; (b) request Contractor to provide replacement Software for further Acceptance Tests; (c) set-off from the Purchase Price to the extent State determines the Deficiencies in the CWS/Web Solution have not been corrected and/or provide full or conditional Acceptance; or (d) immediately terminate the Contract, in whole or in part, as provided in Special Provisions Section 15.3 (Termination for Rejection of Products) or General Provisions Section 25 (Rights and Remedies of State for Default) without penalty to State and, at State's option, require Contractor to remove the Software for the Release, in whole or in part, from the Equipment In the event State terminates the Contract as provided herein, Contractor shall return to State all amounts paid by State for Products returned pursuant to Special Provisions Section 15.3 (Termination for Rejection of Products).

11.17 Releases: Post Initial Release Implementation Acceptance.

11.17.1 Application. This section applies to Releases other than the Future Release that occur after the date that the State accepts Initial Release Implementation.

11.17.2 Performance of Tests. Following receipt of notice from Contractor that Certification has occurred for a Release, State shall begin to perform Acceptance Tests to determine whether the Release performs without Deficiency (except for Cosmetic

Deficiencies). For purposes of this Section 10.17 (Releases: Post Initial Release Implementation), Acceptance Tests on any Release will include Acceptance Tests of the Release and of previous Releases integrated together and with other components of the CWS/Web Solution. Contractor will assist State as requested in performing such Acceptance Tests at no additional cost to State.

11.17.3 Acceptance and Production Stability Period. State will provide Acceptance if the Release has no Deficiencies (except for Cosmetic Deficiencies) at the State and each County during Acceptance Tests and it undergoes a Production Stability Period of compliance with Acceptance Criteria for 60 consecutive calendar days after Statewide Implementation of the Release or an alternate time period as approved by the State. However, if a Deficiency (except for Cosmetic Deficiencies) occurs during Acceptance Tests, including the Production Stability Period, State shall give Contractor notice of its non-acceptance, with such notice delineating Deficiencies used as the grounds for State's decision. Contractor shall promptly correct Deficiencies described in any notice(s) of non-acceptance from State.

11.17.4 Retesting and Correction. After Contractor has corrected Deficiencies delineated in a notice of non-acceptance, State shall verify whether the Release satisfies the Acceptance Criteria. If Contractor has corrected all Deficiencies (except for Cosmetic Deficiencies) and the Release undergoes a Production Stability Period of compliance with Acceptance Criteria for sixty 60 consecutive days following correction of the Deficiencies, or an alternate time period as approved by the State, State shall give Acceptance therefor.

11.17.5 Remedies for Deficiencies. If Contractor is unable to correct all Deficiencies (except for Cosmetic Deficiencies) in the Release within the number of days of the Release's Certification as required in the Schedule or other Contract Documents, or if no such date is specified, within sixty 60 calendar days from such Certification, State may, at its option: (a) continue performing Acceptance Tests on the Release and require Contractor to continue until Deficiencies are corrected; (b) request Contractor to provide replacement Software for further Acceptance Tests; (c) set-off from the Purchase Price to the extent State determines the Deficiencies in the CWS/Web Solution have not been corrected and/or provide full or conditional Acceptance; or (d) immediately terminate the Contract, in whole or in part, as provided in Special Provisions Section 15.3 (Termination for Rejection of Products) or General Provisions Section 25 (Rights and Remedies of State for Default) without penalty to State and, at State's option, require Contractor to remove the Software for the Release, in whole or in part, from the Equipment In the event State terminates the Contract as provided herein, Contractor shall return to State all amounts paid by State for Products returned pursuant to Special Provisions Section 15.3 (Termination for Rejection of Products).

11.18 Source Code.

Contractor shall provide State with a copy of the Source Code and updated associated technical documentation for the Custom Software and for the Licensed Software which is licensed by Contractor to State in Source Code form: (i) upon Acceptance of any Release; (ii) as described in any applicable Project Plan; and (iii) at other times during the Project as requested by State. Contractor shall provide such Source Code and Documentation at no additional cost on magnetic media in a format acceptable to State.

PROJECT STAFF AND ADMINISTRATION.

12.1 Background and Reference Check on Staff and Subcontractors.

12.1.1 For the safety and welfare of the children to be served under this Contract, Contractor agrees to conduct a criminal and child abuse background check on all current and prospective Contractor and Subcontractor staff who will have access to Client files or Data in CWS/CMS or CWS/Web in the course and scope of their responsibilities related to this Contract. The criminal and child abuse background check shall consist of a criminal history, Federal Bureau of Investigation (FBI) check, Child Abuse Central Index (CACI) check and subsequent arrest notification.

12.1.2 Contractor agrees to conduct this background check before the subjects begin providing Services. Contractor agrees not to engage or continue to engage such persons to provide the Services if they have been convicted of any crime involving harm to a minor.

12.1.3 State shall have the right to inspect the results of these checks and request additional checks during the term of the Contract. Contractor agrees to immediately notify the State Project Manager of any change in status related to the criminal record of any individual subject to these provisions.

12.1.4 Both Contractor and State agree to maintain the confidentiality of information gathered under this provision and use it solely to promote the safety and welfare of children served by the operation of this Contract.

12.1.5 Due to the confidential nature of the information and materials which will be accessible to Contractor, State reserves the right to check the references, background, criminal history or fingerprints of any Contractor or Subcontractor staff to be used to provide the Services of this Contract. Contractor will conduct background and reference checks as requested by State and cooperate with State in any effort to exercise the rights provided herein.

12.2 Conflict of Interest.

During the performance of this Contract, should Contractor become aware of a financial conflict of interest that may foreseeably allow an individual or organization involved in this Contract to materially benefit from State's adoption of an action(s) recommended as a result of this Contract, Contractor must inform State in writing within ten business days. If, in State's judgment, the financial interest will jeopardize the objectivity of the recommendations, State shall have the option of terminating the Contract.

Failure to disclose a relevant financial interest on the part of Contractor will be deemed grounds for termination of the Contract with all associated costs to be borne by Contractor and, in addition, Contractor may be excluded from participating in State's bid processes for a period of up to 360 calendar days in accordance with Public Contract Code section 12102(j).

12.3 Contractor Project Manager.

12.3.1 Contractor shall assign to the Project a CPM of a management level sufficient to assure timely responses from all Contractor personnel and whose resume and

qualifications will be reviewed and approved by State prior to his or her appointment as CPM. The approval process may include, at State's discretion, an interview with the proposed CPM and background and other checks in accordance with Section 11.1 of these Special Provisions. State will not unreasonably delay or deny approval of the CPM. The CPM shall be responsible for acting as a liaison with the State Project Manager. The Project Manager shall be responsible and accountable for the Project to the State's executive staff, Project Director or designee.

12.3.2 Contractor agrees and represents that the CPM shall be fully qualified to perform the tasks required of that position under this Contract. The CPM shall function as Contractor's authorized representative for all management and administrative matters not inconsistent with the provisions contained herein. The CPM shall be able to make binding decisions pursuant to this Contract for Contractor.

12.3.3 The CPM shall not be changed from the person proposed in the Final Proposal, except as provided in Special Provisions Section 11.4.2 (Key Staff). If the CPM is removed or replaced, Contractor will promptly provide notice to State, follow the procedures outlined in Special Provisions Section 11.4.2 (Key Staff) and obtain approval of the replacement CPM from State prior to his or her beginning Work on the Project.

12.3.4 Any written commitment by the CPM and persons designated by him or her in writing for this purpose, within the scope of this Contract, shall be binding upon Contractor.

12.4 Contractor Project Staff.

12.4.1 Organization Chart. Contractor shall maintain a current organization chart of Contractor's Staff, including names of Key Staff for the Project , positions and contact information during the term of the Contract in accordance with RFP Section VI.2.1 (General Project Management and Reporting Requirements)

12.4.2 Key Staff.

12.4.2.1 Except in the case of a legally required leave of absence, sickness, death, termination of employment (and not being rehired as a contractor directly or indirectly by Contractor) or unpaid leave of absence, Key Staff shall not be changed during the Project from the people who were described in the Final Proposal. Substitute Key Staff must have equivalent skills and experience as those being replaced, including any desirable qualifications held thereby, and such skills and experience must be identified on a Staff Experience Reference Form.

12.4.2.2 If a Key Staff must be replaced at any time during the Contract, Contractor shall submit to the State a written explanation for the change as well as a Staff Experience Reference Form for the replacement staff. The State will either approve or reject the substitution. If the Contractor is unable to provide a suitable substitution within ten business days of notice of the State's decision, the State reserves the right to consider the Contractor in default and terminate the Contract in whole or part for cause.

12.4.2.3 Contractor shall provide State with a Staff Experience Reference Form for any member of its Key Staff or a Subcontractor's Key Staff assigned to or proposed to be assigned to any aspect of the performance of this Contract prior to the Key Staff

commencing any Services.

12.4.3 All Staff.

12.4.3.1 Contractor staff shall perform their duties on the premises of the State, during the State's regular work days and normal work hours, except as may be specifically agreed to otherwise by the State.

12.4.3.2 During the term of the Contract, the State reserves the right to approve or disapprove Contractor's Staff, including but not limited to any Subcontractor's Staff assigned to this Contract, or to approve or disapprove any proposed changes in Staff or staffing levels. The State may request, and Contractor will remove from Work on the Project, Contractor employees or Subcontractors who the State identifies as being unacceptable, subject to State's compliance with applicable laws.

12.4.3.3 All Staff proposed by Contractor as Staff and as replacements for other Staff shall be technically competent and shall have the skills necessary to perform that person's Project activities, including having comparable or greater skills for performing the activities as performed by the Staff being replaced. If the Staff being replaced had both mandatory and desired experience and skills, the replacement Staff must also have such mandatory and desired experience and skills.

12.4.3.4 The Staff shall be experienced and fully qualified to engage in the activities and perform the Services required under this Contract. The Staff shall comply with all applicable licensing and operating requirements imposed or required under Federal, State, or County law, and other standards of quality generally accepted in the field of the activities of such Staff.

12.4.3.5 Contractor assumes sole and full responsibility for its acts and the acts of its personnel. Contractor understands and agrees that State does not assume liability for the actions of Contractor's Subcontractors or agents. Contractor agrees that it has no right to indemnification or contribution from State for any judgments rendered against Contractor, its Subcontractors or agents.

12.4.3.6 Contractor agrees that any claim on behalf of any person arising out of employment or alleged employment by Contractor or its subcontractors (including, but not limited to, claims of discrimination against Contractor, its officers, or its agents) is the sole responsibility of Contractor and are not the responsibility of State. Contractor will indemnify and hold State harmless from any and all such claims asserted against State. Any person who alleges a claim arising out of employment or alleged employment by Contractor or Subcontractor will not be entitled to any compensation, rights, or benefits from State (including, but not limited to, tenure rights, medical and hospital care, sick and annual/vacation leave, severance pay, or retirement benefits).

12.5 Cooperation of Parties.

The parties agree to fully cooperate with each other in connection with the performance of their respective obligations and covenants under this Contract.

12.6 Dispute Resolution Procedure.

12.6.1 Good Faith. When a bona fide dispute arises between the State and Contractor, both parties shall attempt to resolve the dispute pursuant to this section. The parties shall deal in good faith and attempt to resolve potential disputes informally and at the lowest level possible.

12.6.2 Functional Manager Communication. Informal dispute resolution shall be initiated by the State Functional Manager and Contractor Functional Manager each providing notice to the other of the dispute, with the notice specifying the disputed issues and the position of the party submitting the notice. The State Functional Manager and the Contractor Functional Manager shall use their best, good faith efforts to resolve the dispute within 10 calendar days of submission by either party to the other of such notice of dispute, or such other time as mutually agreed by the parties.

12.6.3 Project Manager Communication. If the dispute persists, informal dispute resolution shall be continued by the State Project Manager and Contractor Project Manager each providing notice to the other of the dispute, with the notice specifying the disputed issues and the position of the party submitting the notice. The State Project Manager and the Contractor Project Manager shall use their best, good faith efforts to resolve the dispute within 10 calendar days of submission by either party to the other of such notice of dispute, or such other time as mutually agreed by the parties.

12.6.4 Project Executive Communication. If the dispute persists, informal dispute resolution shall be continued by the State Project Director and Contractor Project Executive each providing notice to the other of the dispute, with the notice specifying the disputed issues and the position of the party submitting the notice. The State Project Director and the Contractor Project Executive shall use their best, good faith efforts to resolve the dispute within 10 calendar days of submission by either party to the other of such notice of dispute, or such other time as mutually agreed by the parties.

12.6.5 Project Executive Committee. If the dispute persists, either party may submit a written demand for a final decision on the matter to the State Project Manager who will, in turn, submit the demand for a final decision to the Project Executive Committee. The Project Executive Committee shall be comprised of State and Contractor executives as selected by the respective parties. The written demand shall be fully supported by factual information, and if such demand involves a cost adjustment to the Contract, it shall include a written statement signed by a person authorized to act on behalf of and bind the party, indicating that the demand is made in good faith, that the data supporting the cost adjustment are accurate and complete and that the amount requested accurately reflects the contract adjustment for which party believes the other is responsible. After members of the Project Executive Committee have received the written demand for a final decision, a meeting of the Committee will be convened and a resolution decided with five business days thereof.

12.6.6 Department of General Services. If the efforts of the Project Executive Committee do not result in resolution of the dispute, either party may submit a written demand to the Department of General Services, Deputy Director, Procurement Division. Pending the final resolution of any dispute arising under, related to or involving this Contract, Contractor agrees to diligently proceed with the performance of this Contract. Contractor's failure to diligently proceed in accordance with the Contract shall be considered a material breach of this Contract.

12.6.7 Final Decision. Any final decision of the State shall be expressly identified as such, shall be in writing, and shall be signed by the members of the Project Executive Committee or, if an appeal was made, by the Deputy Director, Procurement Division. If the State fails to render a final decision within 90 calendar days after receipt of Contractor's demand, it shall be deemed a final decision adverse to Contractor's contentions. The State's final decision shall be conclusive and binding regarding the dispute unless Contractor commences an action in a court of competent jurisdiction to contest such decision within two weeks following the date of the final decision or one year following the accrual of the cause of action, whichever is later.

12.7 Limitation of Authority.

Only a State official with authority to approve and sign contracts on behalf of the State or his/her delegate by writing (with the delegation to be made prior to action) shall have the express, implied, or apparent authority to waive any clause or condition of this Contract on behalf of the State. Also, any waiver of any clause or condition of this Contract is not effective or binding until made in writing and signed by a State official with such authority or his/her delegate.

12.8 Professional Liability Insurance.

In performing Work under this Contract, Contractor shall maintain professional liability insurance, also known as errors and omissions insurance. Contractor shall furnish an insurance certificate evidencing required insurance coverage acceptable to the State.

12.9 Publicity.

The award of this Contract to Contractor is not in any way an endorsement of Contractor or Contractor's Services by State and shall not be so construed by Contractor in any advertising or publicity materials, including but not limited to hyperlinks or information on Contractor web sites. Contractor agrees to submit to the State Project Manager all advertising, sales promotion, and other publicity matters relating to this Contract wherein State's name is mentioned or language used from which the connection of State's name therewith may, in State's judgment, be inferred or implied. Contractor further agrees not to publish or use such advertising, sales promotion, or publicity matter without the prior written consent of State. Contractor shall not in any way contract on behalf of or in the name of State. Nor shall Contractor release any informational pamphlets, notices, press releases, research reports, or similar public notices concerning this Project without obtaining the prior written approval of State.

12.10 Records Retention, Access and Accounting Requirement.

12.10.1 Contractor shall agree to the conditions of all applicable State and federal regulations, which are incorporated herein by this reference, regarding retention and access requirements relating to all financial and programmatic records, supporting documents, statistical records, and other records of this Contract. In addition, Contractor shall agree to the following terms regarding retention of records and access for State and federal government officials.

12.10.2 Contractor and its Subcontractors shall maintain books, records, documents and other evidence which sufficiently and properly reflects the accuracy of amounts billed to State during the performance of this Contract and shall retain all such

records for three years after the expiration or termination of this Contract or until the conclusion of any litigation or proceeding related to this Contract, whichever is later.

12.10.3 All such records shall be subject at reasonable times and upon prior notice to examination, inspection, copying, or audit by personnel so authorized by the State Project Manager and/or State and federal officials so authorized by law, rule, regulation or contract, when applicable. During the term of this Contract, access to these items will be provided within Sacramento County. During the period after this Contract for which records must be maintained, delivery of and access to these items will be at no cost to State. Contractor shall be responsible for any audit exceptions or disallowed costs incurred by Contractor or any of its Subcontractors.

12.10.4 The records retention and review requirements of this section shall be included by Contractor in any of its subcontracts with Subcontractors. State's personnel shall be accompanied by Contractor personnel at all times during any examination, inspection, review or audit. Contractor shall make no charges for services rendered in connection with an audit requested by State.

12.10.5 Contractor shall provide right of access to its facilities to State, or any of State's officers or to any other authorized agent or official of the State of California or the federal government, at all reasonable times, in order to monitor and evaluate performance, compliance and/or quality assurance under this Contract.

12.10.6 As part of the Services, Contractor shall provide, upon State's request, a copy of those portions of Contractor's and its Subcontractors' internal audit reports relating to the Services provided to State under this Contract.

12.10.7 Accounting Requirements. Contractor shall establish and maintain an accounting system with procedures and practices in accordance with generally accepted accounting principles. The accounting system shall maintain records pertaining to the Services and all other costs and expenditures made under this Contract, and the costs properly applicable to the Contract shall be readily ascertainable therefrom.

12.11 Reports and Meetings.

12.11.1 The CPM and other Key Staff shall participate in status meetings with the SPM and other members of the State Project team during the Project at times as mutually agreed upon or indicated in Contract Documents. Unless otherwise specified in Contract Documents, these status meetings shall follow a preset agenda jointly prepared by the CPM and SPM, but will also allow both Contractor and State to discuss other issues that may concern either party.

12.11.2 Bi-Weekly Meetings and Reports.

12.11.2.1 The CPM and other key Contractor individuals as agreed to by the parties shall attend bi-weekly meetings with the SPM and other members of the State's Project team at the Sacramento Project office. These bi-weekly meetings shall follow a preset agenda prepared by the CPM in cooperation with the SPM, but will also allow both parties to discuss other issues that may concern either party. The CPM shall lead these meetings. At these bi-weekly meetings, the Bi-Weekly Status Reports and any related matters shall be reviewed. Any variances from the approved Project Management Plan, including the Schedule,

shall be presented for Acceptance of such variances by the State, but such Acceptance by the State shall not relieve Contractor of any liability or liquidated or other damages contingent on meeting the original Schedule in the Project Management Plan. Subsequent to Acceptance of the variances, Contractor shall update the Project Management Plan as needed, including the Schedule, Staff elements and Product Table, RFP Section VI.9 (Contractor Products and Document Submission Process) to reflect the changes and send an updated copy of those sections to the SPM within five working days.

12.11.2.2 Contractor shall provide a Bi-Weekly Status Report to the SPM at least 48 hours prior to these bi-weekly meetings or as approved by the SPM. The Bi-Weekly Status Reports shall describe the previous two week's activities, comparing actual progress for the preceding weeks and tasks anticipated to be completed in the following weeks with the approved Project Schedule. It shall also describe problems encountered or anticipated and their disposition, results of tests, whether or not deadlines were met and any problems that may have arisen that need to be addressed before proceeding to the next activities. Contractor's proposed format and level of detail for the status Reports shall be mutually agreed to in writing by the parties or indicated in Specifications.

12.11.2.3 Such bi-weekly meetings and Reports as described herein shall continue until mutually agreed to by the parties or as indicated in Specifications. The CPM and SPM may agree to change the frequency of such meetings and to call special meetings as Project status requires. Either party may call special meetings.

12.11.2.4 Although bi-weekly status meetings will be required, it is anticipated that coordination of activities between the CPM and the SPM or designee will occur on a more frequent basis.

12.11.3 Monthly Meetings and Reports.

12.11.3.1 Unless otherwise indicated in Specifications: The CPM shall attend, at a minimum, monthly (or other period agreed by the parties) status meetings with the SPM, and other parties designated by the State. In preparation for such monthly meetings, Contractor shall submit a Monthly Status Report that will be due in the SPM's office by the fifth day following the end of each month during the term of the Contract. The narrative portion of the Report will address, at a minimum, the following:

12.11.3.2 Overall Project progress against approved milestones in the approved Project Management Plan including descriptions of activities underway, percentage complete, and any variances between planned and actual task/activity schedules;

12.11.3.3 Product status and next month Schedule for review;

12.11.3.4 Problems, risks and issues encountered, the potential or actual impact of such issues, problems or risks to the Project; recommendations for resolution, corrective action, and or mitigation strategies; and benefits and risks associated with alternative actions and recommendations;

12.11.3.5 Problems and issues requiring attention and resolution, with proposed remedies and designation of parties responsible for resolution;

12.11.3.6 Each month's Service activities and performance against the

Performance Standards; and

12.11.3.7 Proposed changes to the Project Management Plan, if any, that have received the State's Acceptance in the bi-weekly meeting and reporting process.

12.11.4 Unique or Special Reports. As reasonably requested by the State, the CPM shall assist the SPM in preparing special Reports and presentations related to the Project management and participate in such presentations at no additional cost. The CPM shall also provide or produce such Reports or information as are reasonably requested by the SPM regarding the Project.

12.12 Responsibilities of Contractor.

Excluding those tasks to be performed by DTS, OSI or other parties, Contractor is responsible for all tasks and Products required for the design, development, implementation, integration, and operation and maintenance of CWS/Web Solution, including but not limited to tasks as described in detail in the RFP, the Final Proposal and the Project Management Plan. Responsibilities of Contractor include, but are not limited to the following:

12.12.1 Provide the personnel, materials and resources necessary for the performance of the Services, including but not limited to equipment and consumables for its staff and subcontractors,

12.12.2 Provide Project management, integration and coordination of functions and tasks for the CWS/Web Solution activities;

12.12.3 Provide functional and technical design of the CWS/Web Solution;

12.12.4 Provide and install Equipment for Contractor Staff;

12.12.5 Provide and install Equipment for the Development/Test Environment;

12.12.6 Provide specifications of Equipment and Software for the production environment to be located at DTS;

12.12.7 Conduct CWS/Web Solution testing, in coordination with the State;

12.12.8 Implement, operate and maintain the CWS/Web Solution

12.12.9 Provide full and complete CWS/Web Solution Documentation;

12.12.10 Provide training to CWS/Web Solution Users;

12.12.11 Propose revisions to the CWS/Web Solution, in whole and in part, as necessary to meet State's Processing and business needs;

12.12.12 Provide routine CWS/Web Solution upgrades and fixes at no additional cost for those CWS/Web Solution components under control of Contractor;

12.12.13 Provide training on all designs and Products associated with all

functions required to maintain, operate, support and modify the CWS/Web Solution; and

12.12.14 Provide Transition Out Services as needed throughout the Contract to enable different sourcing arrangements or for the orderly transfer of CWS/Web Solution operations to the State or its designee upon the expiration of this Contract.

12.13 Responsibilities of State.

12.13.1 The State shall provide normal office working facilities for those Contractor Staff to be co-located with State staff in a State facility for the purpose of performance of the Services.

12.13.2 The State is responsible for providing required information, data, documentation, and test data to facilitate the Contractor's performance of the Work, and will provide such additional assistance and services as is expressly set forth in the Specifications.

12.14 State Project Manager (SPM).

The CPM's primary point of contact in matters of Project management will be the SPM. In his or her Project management role, the SPM will be responsible for the following:

12.14.1 Coordinating the reporting, review and Contract compliance and Acceptance processes;
12.14.2 Facilitating the effective participation of the State staff;
12.14.3 Resolving questions raised by Contractor requiring clarification of the State requirements, policies, and procedures;
12.14.4 Monitoring the progress of all principal Project participants, including Contractor and the State;
12.14.5 Administering and managing this Contract; and
12.14.6 Facilitating the timely resolution of issues raised by Project participants.

12.15 Subcontractors.

12.15.1 Contractor may, with prior written permission from State Project Manager, which consent shall not be unreasonably withheld, enter into subcontracts with third parties for its performance of any part of Contractor's duties and obligations. Subject to the other provisions of this Section, State expressly consents to Contractor's use of Subcontractors designated in its Final Proposal for the provision of the Services specified in the Final Proposal. Any such approval may be rescinded in State's sole discretion.Contractor is responsible and liable for the proper performance and quality of any Work performed by any and all Subcontractors and their compliance with the Contract and the subcontract terms and conditions. In no event shall the existence of a subcontract operate to release or reduce the liability of Contractor to State for any breach in the performance of Contractor's duties. In addition, Contractor's use of any Subcontractor shall not cause the loss of any warranty from Contractor. All subcontracts will be made in writing and copies provided to State upon request. State has the right to refuse reimbursement for obligations incurred under any subcontract that does not comply with the terms and conditions of this Contract.For purposes of this Contract, Contractor agrees to indemnify, defend, and hold State harmless from and against any and all claims, actions, losses,

liabilities, damages, costs and expenses (including reasonable attorney fees) arising out of or related to or acts or omissions of Contractor's Subcontractors, their agents, contractors or employees.

12.15.4 For any Subcontractor, Contractor shall include in the Subcontractor's subcontract substantially similar terms as are provided in Special Provisions Sections 4 (Confidential Information),11.1 (Background and Reference Check on Staff and Subcontractors), 11.11 (Records Retention, Access and Accounting Requirement) and General Provisions Sections 20 (Insurance), 34 (Confidentiality of Data) and 37 (Rights in Work Product).

12.15.5 Upon expiration or termination of this Contract for any reason, State will have the right to enter into direct agreements with any of the Subcontractors. Contractor agrees that its arrangements with Subcontractors will not prohibit or restrict such Subcontractors from entering into direct agreements with State.

12.16 Supplemental Contracts.

The State may undertake or award supplemental contracts for Work related to this Contract, or any portion thereof. Contractor shall cooperate with such other contractors and the State in all such cases. Contractor will ensure that all Subcontractors will abide by this provision. It is understood and agreed by the parties hereto that Contractor shall not be responsible for the acts or failures to act of any such other contractors or for any delays which may be caused by any such other contractors, except that Contractor shall be responsible for delays of, or acts or failures to act of, such other contractors to the extent such delays, or acts or failures to act are caused by or due to the fault of Contractor.

12.17 Surrender of Property.

Contractor will ensure that the Property will be returned to the State in like condition to that in which it was furnished to Contractor, reasonable wear and tear excepted. Contractor shall surrender to the State all Property upon the earlier of expiration or termination of this Contract. Contractor grants the State the right to enter upon Contractor's premises for the sole purpose of recovering any the State property that Contractor fails to return within ten calendar days of termination of the Contract. Upon failure to return the State Property within ten calendar days of the Contract termination, Contractor shall be charged with all reasonable costs of recovery, including transportation and attorney's fees.

12.18 Use of Property.

Any Property furnished to Contractor shall, unless otherwise provided herein, or approved in writing by the State Project Manager, be used only for the performance of and subject to the terms of this Contract. Contractor's use of the State's Equipment shall be subject to the State's security, administrative and other requirements.

STATE PROPERTY.

13.1 Damage to Property.

Contractor shall protect and be responsible for any loss, destruction, or damage to Property which results from or is caused by Contractor's acts or omissions. Contractor shall

repair or replace any damage, destruction, personal injury or loss at the CWS/Web Facilities or Sites caused by Contractor's acts or omissions.

13.2 Notice of Damage.

Upon the loss of, destruction of, or damage to any of the Property, Contractor shall notify the State Project Manager thereof and shall take all reasonable steps to protect that Property from further damage.

13.3 Ownership.

The State shall retain title to all Property furnished by the State to Contractor under the Project.

SUPPLEMENTAL RIGHTS AND REMEDIES.

14.1 Application Replacement by Contractor.

If the CWS/Web Application fails to meet all CWS/Web Application Performance Standards, Contractor shall modify, reconfigure, upgrade or replace the CWS/Web Application Software at no additional cost to the State in order to provide Software that complies with such Performance Standards.

14.2 Claims.

Contractor must submit claims against State within the earlier of six months of the date upon which Contractor knew of the existence of the claim or six months from expiration or termination of the Contract. No claims shall be allowed unless notice of such claim has been given within the above described time period. Such claims must be submitted to the State Project Manager or his or her designee by Contractor in the form and with the certification prescribed by the State Project Manager or his or her designee. Upon failure of Contractor to submit its claim within the time allowed, all rights to seek amounts due on account of such claims shall be waived and forever barred. Submission of such claims against State shall be, except as provided in Special Provisions Section 15.1 (Contractor's Rights of Termination), Contractor's sole and exclusive remedy in the event that State breaches this Contract.

14.3 Corrective Action Plan.

Prior to Initial Release Implementation Acceptance hereunder, when and as often as the State determines that the Work, Materials, Deliverables or Services furnished under the Contract are not fully and completely in accordance with the Specifications, it may give notice and description of such non compliance to Contractor. Within 30 calendar days of receiving such Notice, Contractor may supply the State with a written detailed plan which indicates the time and methods needed to bring the Work, Materials, Deliverables, or Services within acceptable limits of the Specifications. If Contractor provides such a plan, the State may reject or accept this plan at its discretion. In the event this plan is rejected, the Deliverables, Work, Materials or Services will be deemed not accepted and returned to Contractor at Contractor's expense. This procedure to remedy Deficiencies is not intended to limit or preclude any other remedies available to the State by law.

14.4 Cover.

If, in the reasonable judgment of the State, a default by Contractor is not so substantial as to require termination, reasonable efforts to induce Contractor to cure the default are unavailing, Contractor fails to cure such default within ten calendar days of receipt of notice from the State, and the default is capable of being cured by the State or by another resource without unduly interfering with continued performance by Contractor, the State may, without prejudice to any other remedy it may have, provide or procure the Services reasonably necessary to cure the default, in which event Contractor shall reimburse the State for the reasonable cost of the Services in default (but not the Services that were not the subject of the default). In addition, Contractor must cooperate with these third-party resources in allowing access to the Software or CWS/Web Solution exclusively for the above purposes. Contractor provided warranties shall not be negated by use of third parties for the purposes stated in this Section.

14.5 Force Majeure – State.

The State shall not be liable or responsible for delays or failures in performance resulting from events beyond the reasonable control of, and without fault or negligence of, the State. Such events shall include but not be limited to acts of God, strikes, lockouts, riots, acts of war, epidemics, acts of government, fire, power failures, nuclear accidents, earthquakes, unusually severe weather, acts of terrorism, or other disasters, whether or not similar to the foregoing, acts or omissions of the Contractor or third parties, or failure by the Contractor or third parties to cooperate (except as otherwise specifically provided herein).

14.6 Guaranty.

Within 10 calendar days of the Effective Date, Contractor shall provide the State with a Guaranty in the form of Exhibit A, which is attached hereto and incorporated by this reference, and which shall be executed by its parent company, _____. The State may invoke the Guaranty in addition to all other remedies available under this Contract, in law or in equity.

14.7 Legal and Regulatory Compliance.

The Services and CWS/Web Solution shall comply with all applicable federal, state, and State laws, regulations, codes, standards and ordinances during the term. In the event that any Services performed or the CWS/Web Solution provided by Contractor is subsequently found to be in violation of such laws, regulations, codes, standards and ordinances, it shall be the sole responsibility of Contractor to bring the Services and CWS/Web Solution into compliance at no additional cost to State.

14.8 Liquidated Damages - General.

14.8.1 In the event that the Contractor fails to perform its obligations as required herein, the parties agree that the delay will interfere with the proper Implementation of the CWS/Web Solution, to the loss and damage of the State. From the nature of the case, it would be impracticable and extremely difficult to fix the actual damages sustained in the event of any such delay. The State and Contractor, therefore, presume that in the event of any such delay the amount of damage which will be sustained from a delay will be the amounts set forth in the Contract, and the State and the Contractor agree that in the event of any such delay, the Contractor shall pay such amounts as liquidated damages and not as

a penalty. Amounts due the State as liquidated damages may be deducted by the State from any money payable to the Contractor. The State shall use its best efforts to notify the Contractor in writing of any claim for liquidated damages pursuant to this paragraph on or before the date State deducts such sums from money payable to the Contractor.

14.8.2 Notwithstanding anything to the contrary herein, Contractor shall not be liable for liquidated damages under this Section to the extent that Contractor's performance failures giving rise to such liquidated damages arise out of causes beyond the reasonable control and without the fault or negligence of the Contractor.

14.8.3 The assessment of liquidated damages shall not (a) stand in lieu of all other damages for late performance or nonperformance or (b) constitute a waiver or release of any other remedy the State may have under this Contract for Contractor's breach of this Contract, including without limitation, the State's right to terminate this Contract, and the State shall be entitled in its discretion to recover actual damages caused by Contractor's failure to perform its obligations under this Contract. However, the State will reduce such actual damages by the amounts of liquidated damages received for the same events causing the actual damages.

14.9 Liquidated Damages - Specific Amounts.

14.9.1 Deliverables. If Contractor does not receive Acceptance for the following Deliverables in conformance with the original Project Management Plan or Schedule and the Acceptance Criteria, the State may assess as liquidated damages the daily cost for base maintenance and operations (M&O) of CWS/CMS under State Contract No. 31091 per Deliverable for each day that the Deliverable is late or is rejected by the State due to failure to receive Acceptance. The daily cost for base M&O for CWS/CMS will be based on the annual rate that will be in effect in the last 12 months of Contract No. 31091. The daily rate will be calculated by dividing the annual rate by 365:

14.9.2 CWS/Web Application Certification for User Acceptance Testing;

14.9.3 CWS/Web Pilot Completed;

14.9.4 CWS/Web Initial Release Implemented Statewide; and

14.9.5 CWS/Web Initial Release Implementation Acceptance.

14.10 Liquidated Damages – Relief. In the event that Contractor pays liquidated damages to the State for failure to receive Acceptance for any of the above-referenced Deliverables, the State may refund these liquidated damages to Contractor, in whole or in part, if Contractor receives Acceptance in conformance with the Project Management Plan or Schedule for a subsequent Deliverable that is subject to liquidated damages. Similarly, if Contractor has been assessed, but has not yet paid to the State, liquidated damages for failure to receive Acceptance for the above referenced Deliverables, the State may forgive and not require the payment of these assessed liquidated damages, in whole or in part, if Contractor receives Acceptance in conformance with the Project Management Plan or Schedule for a subsequent Deliverable subject to Liquidated Damages. However, Contractor shall pay interest at a rate of one percent per month or at the maximum rate permitted by law, whichever is less, on liquidated damages amounts which are not paid by Contractor when due.

14.11 Non-Exclusive.

Except for remedies designated herein as exclusive, no remedy conferred by any of the specific provisions of the Contract is intended to be exclusive of any other remedy, and each and every remedy shall be cumulative and shall be in addition to every other remedy given hereunder, now or hereafter existing at law or in equity or by statute or otherwise. The election of any one or more remedies by either party shall not constitute a waiver of the right to pursue other available remedies.

14.12 Procurement of Alternate Services and Products.

In the event of termination of this Contract in whole or in part by State under Section 23 of the General Provisions (Termination for Default) or Section 15.3 of these Special Provisions (Termination for Rejection of Products), State shall, in addition to its other available remedies, have the right to procure the Services and Products that are the subject of this Contract on the open market and Contractor shall be liable for: (i) the cost difference between the original Contract price for the Products and/or Services and the replacement costs of such Products and/or Services acquired from another vendor, subject to General Provisions Section 26 (Limitation of Liability); and (ii) as applicable, all administrative costs directly related to the replacement of the Products and/or Services, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, and staff time costs.

14.13 Reductions in Payments Due.

Amounts due the State by Contractor, including but not limited to liquidated or other damages, or claims for damages, may be deducted or set-off by the State from any money payable to Contractor pursuant to this Contract.

14.14 Right to Inspect.

The Products and Services being provided by Contractor and its Subcontractors, if any, pursuant to this Contract shall be available for inspection and review at any reasonable time by representatives of the State. In addition, the State shall have the right to audit and inspect Contractor's use of its Software design and development methodology.

14.15 Sovereign Immunity.

The parties expressly agree that no provision of this Contract is in any way intended to

constitute a waiver by State of any immunities from suit or from liability that State may have by operation of law.

14.16 Termination of Service and Support Functions. If Contractor fails to meet any Performance Standard applicable to a Service and Support function described in RFP Section VI.6 (Service and Support Requirements) for which it is responsible for four consecutive months after Initial Release Implementation Acceptance, the State shall have the right, in addition to its other available remedies, to discontinue use of Contractor's Services to perform the function and procure alternative Services pursuant to Special Provisions Section 13.12 (Procurement of Alternate Services and Products).

14.17 UCC Applicability. Except to the extent the sections of this Contract are clearly inconsistent, this Contract shall be governed by the Uniform Commercial Code. To the extent this Contract entails delivery or performance of Services, such Services shall be deemed "goods" within the meaning of the Uniform Commercial Code, except when to do so would result in an absurdity. In the event of any clear inconsistency or contradiction between this Contract and the Uniform Commercial Code, the terms and conditions of this Contract shall take precedence and shall prevail unless otherwise provided by law.

14.18 Withholding Payments. Notwithstanding anything to the contrary herein, if Contractor fails to perform its obligations hereunder, the State shall have the right to withhold any payments due hereunder until such failure to perform is cured.

TECHNICAL SERVICES.

15.1 Scope The State will authorize up to 10,000 hours per year for Technical Services for the purpose of performing Adaptive Maintenance that is routine or urgent in nature and for the accomplishment of select Project management and technical services to the extent they are supplementary to the Services and Support as defined at RFP Section VI (Service and Support Requirements), including but not limited to:

15.1.1 Strategic Planning. Activities in support of architecture and infrastructure strategic planning including the identification and assessment of strategic opportunities and risks associated with activities such as changes, upgrades or enhancements to any system architecture or infrastructure component, analysis of proposed changes, analysis and creation of high-level designs and prototypes, participation in CWS/Web Solution strategic planning meetings, impact and cost/benefit analyses, specifications for prototype, technical plans, "white papers" for test and implementation approaches, and preparation of CWS/Web Solution annual strategic and Maintenance plans and proposals.

15.1.2 Technical Project Management. Activities in support of project management of statewide technical infrastructure maintenance changes, developing project management plans for tasks of Contractor, State, Counties and other vendors for technical infrastructure changes (including cost, schedule, change procedures, etc.), providing statewide coordination of the change(s) into production operations, and providing deliverables such as project work plans, coordinated installation and maintenance plans, project status reports, post implementation and "lessons learned" reports.

15.1.3 Technical Support for Counties. Activities to provide local technical support to Counties as requested by the State to ensure the viability of the CWS/Web Solution.

15.2 Form.

The State will authorize the Contractor to perform Technical Services by use of a Technical Service Request, the format and process for which will be mutually agreed upon by the parties. All Technical Service Requests which are agreed upon in writing shall be incorporated into the Contract.

15.3 Rate.

The State will pay Contractor for the performance of Technical Services at the hourly rates established under the Contract, either the blended rate or individual hourly rate based on classification, at the State's discretion.

TERMINATION.

16.1 Contractor's Rights of Termination.

Except when federal or State legislative action or inaction has resulted in a failure to pay amounts due the Contractor under the Contract or when the State is exercising its rights and remedies (e.g., under Section 13.8 (Liquidated Damages) of these Special Provisions), Contractor may terminate this Contract as of a date specified in the notice of termination, by giving notice to the State, if the State fails to pay Contractor undisputed invoices when due under the Contract and fails to make such payments within 90 calendar days of receipt of notice from Contractor of the failure to make such payments. Contractor shall not have the right to terminate the Contract for the State's breach of the Contract except as provided in this Section.

16.2 Termination for Reduced Funding.

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If funding to make payments in accordance with the provisions of this Contract is delayed or reduced from the State for the Project, or is not allocated or allotted in full to the State by the State or federal government for this Contract for periodic payment in the current or any future fiscal period, then the obligations of the State to make payments will be delayed or be reduced accordingly or the State shall have the right to terminate the Contract, in whole or in part, as provided in Section 22 of the General Provisions (Termination for the Convenience of the State). If such funding is reduced, the State (taking into consideration input from Contractor) shall determine which aspects of the Project shall proceed and which Services shall be performed, and the State (taking into consideration input from Contractor) shall determine an appropriate adjustment to Contractor's prices for such Services and Products. In these situations, if the State decides to terminate the Contract in whole or in part, the State will pay Contractor for Services and Products and certain of its costs in accordance with the terms of Section 22 of the General Provisions (Termination for the Convenience of the State). Any obligation to pay by the State will not extend beyond the end of the State's then-current funding period, except as otherwise provided in Section 22 of the General Provisions (Termination for the Convenience of the State). Contractor expressly agrees that no penalty or damages shall be applied to, or shall accrue to, State in the event that the necessary funding to pay under the

terms of this Contract is not available, not allocated, not allotted, delayed or reduced.

16.3 Termination for Rejection of Products.

If Contractor is unable to correct Deficiencies in a Product, as described in Special Provisions Section 10 (Products and Services), State shall have the right to immediately terminate this Contract, in accordance with Section 23, in whole or in part, without penalty or liability to State, and return the Product to Contractor and other Products impacted or affected by the rejected Product. If State terminates the Contract in whole or part for rejection of a Product, Contractor shall, within 20 calendar days thereafter, refund to State all payments made to Contractor for the returned Products rendered therefor.

16.4 Termination Procedure.

16.4.1 Upon termination of this Contract, State, in addition to any other rights provided in this Contract, may require Contractor to deliver to State any Property, including but not limited to Products after payment of amounts due, less amounts withheld in dispute or subject to set-off and Data, for such part of this Contract as has been terminated. State agrees to pay Contractor the purchase price for any Products State keeps and uses after termination under Section 21(Termination for Non-Appropriation of Funds) or Section 22 (Termination for the Convenience of the State) of the General Provisions, less amounts withheld in dispute or subject to set-off.

16.4.2 After receipt of a notice of termination, and except as otherwise directed by State, Contractor shall:

16.4.2.1 Stop Work under this Contract on the date, and to the extent specified, in the notice;

16.4.2.2 Place no further orders or subcontracts for materials, Services, or facilities except as may be necessary for completion of such portion of the Work under this Contract that is not terminated;

16.4.2.3 As soon as practicable, but in no event longer than 30 calendar days after termination, terminate its orders and subcontracts related to the Work which has been terminated and settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of State to the extent required, which approval or ratification shall be final for the purpose of this Section;

16.4.2.4 Complete performance of such part of this Contract as shall not have been terminated by State;

16.4.2.5 Take such action as may be necessary, or as the State Project Manager may direct, for the protection and preservation of the Property related to this Contract which is in the possession of Contractor and in which State has an interest;

16.4.2.6 Transfer title to State and deliver in the manner, at the times, and to the extent directed by the State Project Manager, any Materials, Deliverables and other Property which is required to be furnished to State and which has been accepted or requested by State; and

16.4.2.7 Provide written certification to State that Contractor has surrendered to State all such property.

16.4.3 Upon the expiration of this Contract or the termination of this Contract for any reason, State's rights to the Contractor Technology will be as follows:

16.4.3.1 Unless otherwise agreed to between the parties as part of a turnover plan, Contractor will provide State or its designee a license to use and reproduce for the State's internal purposes Contractor Technology and provide technical and professional support and maintenance support;

16.4.3.2 State will have use of the Contractor Technology at no cost and

16.4.3.3 Contractor's rates for the technical and professional support and maintenance support services addressed above will not exceed the lesser of:

(i) Reasonable and customary rates for such services; or
(ii) Contractor's rates for comparable services for other customers.

16.4.4 Upon expiration of the Contract or Contractor's receipt of notice of termination of the Contract by State, Contractor will provide any transition assistance Services necessary to enable State or its designee to effectively close out the Contract and move the work to another vendor or to perform the Work by itself. Within ten calendar days of receipt of the notice of termination, Contractor shall provide, in machine readable form, an up to date, usable copy of the Data in a format as required by State and a copy of all documentation needed by State to utilize the Data. Contractor will ensure that all consents or approvals to allow Contractor and Subcontractors to provide the assistance required following termination or expiration have been obtained, on a contingent basis, in advance and will be provided by the applicable third parties at no cost or delay to State.

WARRANTIES.

This section of the Contract is intended to contain warranty terms required by State for the CWS/Web Solution and replaces Subsections (a), (c) and (e) of Section 18 ("Warranty") of the CWS/Web General Provisions.

17.1 Ability to Perform.

Contractor represents and warrants that:

17.1.1 Contractor has the financial stability to carry out at least six months of Services, including Warranty Services, during any period of this Contract without reimbursement for the Services or expenses;

17.1.2 Contractor has the financial resources to fund the capital expenditures required under the Contract without advances by State or assignment of any payments by State to a financing source;

17.1.3 Each Subcontractor providing a substantial amount of the Services under this Contract has the financial resources to carry out its duties under this Contract; and

17.1.4 Contractor's methods of accounting are consistent with generally accepted accounting principles and are capable of segregating costs by compensation type, compensation component, Release, stage, segment, or cost objective in order to support the State's detailed invoicing requirements as set forth in Section 6.6 (Invoices) of these

Special Provisions or in other Specifications.

17.2 Authorization.

Contractor represents and warrants that:

17.2.1 Contractor is a corporation duly incorporated, validly existing and in good standing under the laws of its state of incorporation and has all requisite corporate power and authority to execute, deliver and perform its obligations under this Contract;

17.2.2 The execution, delivery and performance of this Contract has been duly authorized by Contractor and no approval, authorization or consent of any governmental or regulatory agency is required to be obtained in order for Contractor to enter into this Contract and perform its obligations under this Contract;

17.2.3 Contractor is duly authorized to conduct business in and is in good standing in each jurisdiction in which Contractor will conduct business in connection with this Contract; and

17.2.4 Contractor has obtained all licenses, certifications, permits, and authorizations necessary to perform the Services under this Contract and currently is in good standing with all regulatory agencies that regulate any or all aspects of Contractor's performance of the Services. Contractor will maintain all required certifications, licenses, permits, and authorizations during the term of this Contract at its own expense.

17.3 Contractor Ownership.

Contractor represents and warrants that:

17.3.1 Contractor or its Subcontractor(s) is(are) the owner(s) of the Proprietary Software and the Products until the Products are transferred to the State, without violating any rights of any third party;

17.3.2 There is no actual or threatened suit by any such third party based on an alleged violation of the rights granted or licensed by Contractor to the State hereunder.

17.4 Date/Time Compliance Warranty.

17.4.1 Contractor warrants that the CWS/Web Solution and all data-related output or results produced by the CWS/Web Solution: (i) do not have a life expectancy limited by date or time format; (ii) will correctly record, store, process, and present calendar dates; (iii) will lose no functionality, data integrity, or performance with respect to any date; and (iv) will be interoperable with other software used by State that may deliver date records from the Software, or interact with date records of the Software.

17.4.2 In the event of a breach of these representations and warranties, Contractor shall immediately begin Work after telephonic notice by State on curing such breaches. If such problem remains unresolved after three calendar days, at State's discretion, Contractor shall send, at Contractor's sole expense, at least one qualified and knowledgeable representative to State's Site(s) where the CWS/Web Solution is located. This representative will continue to address and Work to remedy the Deficiency, failure,

malfunction, defect, or problem at the Site.

17.5 Deliverables.

17.5.1 Contractor represents and warrants that each Deliverable, including without limitation the CWS/Web Solution, shall be free from defects in material and workmanship and shall conform to its applicable Specifications following its Acceptance and during the term of the Contract.

17.5.2 Where the parties have agreed to design specifications (such as a Detailed Design Document) and incorporated the same or equivalent in the Contract directly or by reference, Contractor will warrant that its Deliverables provide all functions required thereby. In addition to the other warranties set forth herein, where the Contract calls for delivery of Commercial Software, Contractor warrants that such Commercial Software will also perform in accordance with its license and accompanying Documentation. Contractor also warrants that any Third-Party Software proposed in the Final Proposal for use by the State, as integrated into the CWS/Web Solution, shall perform the functions described in the applicable Specifications.

17.5.3 Contractor shall trace the cause of the Deficiencies in the Deliverables, promptly repair or replace each of the Deliverables that does not meet its Specifications, and take the lead on contacting Service Partners and other third parties (including Third Party Software licensors) and coordinating the Work required to correct the Deficiency or create a workaround to resolve the Deficiency, including those Deficiencies caused by Third Party Software, at no additional charge during the term of the Contract. The State's approval of designs or Specifications furnished by Contractor shall not relieve the Contractor of its obligations under this warranty.

17.5.4 Should the State in its sole discretion consent, Contractor shall refund all amounts paid by the State for the nonconforming Deliverable or Service and for any other Deliverable that is impacted or affected by the nonconforming Deliverable or Service and pay to the State any additional amounts necessary to equal the State's Cost to Cover. The payment obligation in this Section 16.5.4 will not exceed the limits on Contractor's liability set forth in the General Provisions, Section 28 (Limitation of Liability).

17.6 Disclaimer.

EXCEPT FOR THE EXPRESS WARRANTIES SPECIFIED IN THIS SECTION 16 (WARRANTIES), CONTRACTOR MAKES NO WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

17.7 Exceptions.

Contractor does not warrant that any Software provided hereunder is error-free or that it will run without immaterial interruption. Contractor does not warrant and will have no responsibility for a claim to the extent that it arises directly from (1) a modification to the CWS/Web Solution by State where such modification was not made pursuant to the Documentation or Contractor's guidance, instruction, training or recommendation, (2) use of Software in combination with or on products other than in accordance with Documentation or Contractor's guidance, instruction, training or recommendation, (3) the act or omission of non-

Contractor staff to the extent that the occurrence of such act or omission was not due to the Documentation or Contractor's guidance, instruction, training or recommendation, (4) malfunction of Equipment not under the control of Contractor or (5) misuse by the State.

17.8 Pass-Throughs of Warranties.

Where Contractor resells Equipment or Software it purchased from a third party, and such third party offers additional or more advantageous warranties than those set forth herein, Contractor will pass through any such warranties to the State and will reasonably cooperate in enforcing them. Such warranty pass-through will be supplemental to, and not relieve Contractor from, Contractor's warranty obligations set forth above.

17.9 Physical Media Warranty.

Contractor warrants that each copy of the Software provided by Contractor is and will be free from physical defects in the media that tangibly embodies the copy. Contractor shall replace, at Contractor's expense including shipping and handling costs, any Software provided by Contractor that does not comply with this warranty.

17.10 Power and Authority.

Contractor represents and warrants that it has the full power and authority to grant to State the rights described in this Contract without violating any rights of any third party and that there is currently no actual or threatened suit by any such third party based on an alleged violation of such rights by Contractor. Contractor further represents and warrants that the person executing this Contract for Contractor has actual authority to bind Contractor to each and every term, condition and obligation to this Contract, and that all requirements of Contractor have been fulfilled to provide such actual authority.

17.11 Services.

17.11.1 Contractor warrants that:

17.11.1.1 It shall perform all Services required pursuant to this Contract in a professional manner, with high quality in accordance with the software development and implementation industry;

17.11.1.2 It shall give high priority to the performance of the Services; and

17.11.1.3 Time shall be of the essence in connection with performance of the Services, i.e., Contractor must strictly adhere to the mutually agreed upon Schedule for performance of Services as set forth in the Work Plan.

17.11.2 Contractor shall immediately re-perform Services, which are not in compliance with such warranties, in accordance with the Specifications and Contract Documents, at no cost to State.

WARRANTY SERVICES.

18.1 General Responsibilities.

During the term of the Contract, Contractor shall provide the Services as described

herein as Warranty Services at no additional cost to correct Deficiencies in the CWS/Web Solution and repair and maintain the CWS/Web Solution in accordance with the applicable Specifications and based on the division of labor with DTS and other Service Partners as agreed by the parties. Contractor's Service responsibilities shall include but not be limited to the following while assisting State in operating and maintaining the CWS/Web Solution in collaboration with other Service Partners:

18.1.1 Promptly repairing or replacing the CWS/Web Solution, or any portion thereof, that has Deficiencies;

18.1.2 Upon request by State, re-performing any Service that fails to meet the requirements of this Contract at no additional cost;

18.1.3 Taking the lead to coordinate all tasks related to the correction of Deficiencies in any of the various components of the CWS/Web Solution;

18.1.4 Serving as the point of contact for Service Partners and other third party service or software providers/licensors in the coordination of tasks related to correcting Deficiencies; and

18.1.5 Providing these Services 24 hours a Day, Monday through Sunday.

18.2 Exclusion.

Contractor shall have no obligation or liability to State under this Section 17 (Warranty Services) to the extent that a Deficiency results from (1) a modification to the CWS/Web Solution by State where such modification was not made pursuant to the Documentation or Contractor's guidance, instruction, training or recommendation, (2) use of Software in combination with or on products other than in accordance with Documentation or Contractor's guidance, instruction, training or recommendation, (3) the act or omission of non-Contractor staff to the extent that the occurrence of such act or omission was not due to the Documentation or Contractor's guidance, instruction, training or recommendation, (4) malfunction of Equipment not under the control of Contractor or (5) misuse by the State.

18.3 Performance Standard Measurement.

As defined in applicable Specifications, Contractor shall: (1) maintain the CWS/Web Solution, in whole and in part, to meet the Performance Standards; (2) conduct tests for measuring and certifying the achievement of the Performance Standards; (3) implement all testing, measurement and monitoring tools and procedures required to measure and report on performance of the CWS/Web Solution and Contractor's Services against the applicable Performance Standards. Such testing, measurement and monitoring must permit reporting at a level of detail sufficient to verify compliance with the Performance Standards, and will be subject to audit by State. Contractor will provide State with information and access to all information or Work Product produced by such tools and procedures upon request for purposes of verification.

18.4 Severity Levels.

The nature and content of Severity Levels shall be in Specifications approved by the State. The parties shall jointly ascribe Severity Levels to Deficiencies, with State retaining the discretion, in its reasonable judgment, to determine a Severity Level in the event of a disagreement.

CWS/WEB GENERAL PROVISIONS

March 16, 2009

DEFINITIONS:

Unless otherwise specified in the Statement of Work the following terms shall be given the meaning shown, unless context requires otherwise.

a) **"Application Program"**
means a computer program which is intended to be executed for the purpose of performing useful work for the user of the information being processed. Application programs are developed or otherwise acquired by the user of the Hardware/Software system, but they may be supplied by the Contractor.

b) **"Attachment"**
means a mechanical, electrical, or electronic interconnection to the Contractor-supplied Machine or System of Equipment, manufactured by other than the original Equipment manufacturer, that is not connected by the Contractor.

c) **“Business entity”**
means any individual, business, partnership, joint venture, corporation, S-corporation, limited liability corporation, limited liability partnership, sole proprietorship, joint stock company, consortium, or other private legal entity recognized by statute.

d) **“Buyer”**
means the State’s authorized contracting official.

e) **“Contractor”**
means the Business Entity with whom the State enters into this Contract. Contractor shall be synonymous with “supplier”, “vendor” or other similar term.

f) **"Data Processing Subsystem"**
means a complement of Contractor-furnished individual Machines, including the necessary controlling elements (or the functional equivalent) and Operating Software, if any, which are acquired to operate as an integrated group, and which are interconnected entirely by Contractor-supplied power and/or signal cables; e.g., direct access controller and drives, a cluster of terminals with their controller, etc.

g) **"Data Processing System (System)"**
means the total complement of Contractor-furnished Machines, including one or more central processors (or instruction processors) and Operating Software, which are acquired to operate as an integrated group.

h) **"Designated CPU(s)"**
means for each product, if applicable, the central processing unit of the computers or the server unit, including any associated peripheral units. If no specific “Designated CPU(s)” are specified on the Contract, the term shall mean any and all CPUs located at the site specified therein.

i) **"Facility Readiness Date"**
means the date specified in the Statement of Work by which the State must have the site prepared and available for Equipment delivery and installation.

j) **“Goods”**
means all types of tangible personal property, including but not limited to materials, supplies, and Equipment (including computer and telecommunications Equipment).

k) **"Hardware"**
usually refers to computer Equipment and is contrasted with Software. See also Equipment.

l) **"Installation Date"**
means the date specified in the Statement of Work by which the Contractor must have the ordered Equipment ready (certified) for use by the State.

m) **"Information Technology"**
includes, but is not limited to, all electronic technology systems and services, automated information handling, System design and analysis, conversion of data, computer programming, information storage and retrieval, telecommunications which include voice, video, and data communications, requisite System controls, simulation, electronic commerce, and all related interactions between people and Machines.

n) **"Machine"**
means an individual unit of a Data Processing System or subsystem, separately identified by a type and/or model number, comprised of but not limited to mechanical, electro-mechanical, and electronic parts, microcode, and special features installed thereon and including any necessary Software, e.g., central processing unit, memory module, tape unit, card reader, etc.

o) **"Machine Alteration"**
means any change to a Contractor-supplied Machine which is not made by the Contractor, and which results in the Machine deviating from its physical, mechanical, electrical, or electronic (including microcode) design, whether or not additional devices or parts are employed in making such change.

p) **"Maintenance Diagnostic Routines"**
means the diagnostic programs customarily used by the Contractor to test Equipment for proper functioning and reliability.

q) **“Manufacturing Materials”**
means parts, tools, dies, jigs, fixtures, plans, drawings, and information produced or acquired, or rights acquired, specifically to fulfill obligations set forth herein.

r) **"Mean Time Between Failure (MTBF)"**
means the average expected or observed time between consecutive failures in a System or component.

s) **"Mean Time to Repair (MTTR)"**
means the average expected or observed time required to repair a System or component and return it to normal operation.

t) **"Operating Software"**
means those routines, whether or not identified as Program Products, that reside in the Equipment and are required for the Equipment to perform its intended function(s), and which interface the operator, other Contractor-supplied programs, and user programs to the Equipment.

u) **"Operational Use Time"**
means for performance measurement purposes, that time during which Equipment is in actual operation by the State. For maintenance Operational Use Time purposes, that time during which Equipment is in actual operation and is not synonymous with power on time.

v) **"Performance Testing Period"**
means a period of time during which the State, by appropriate tests and production runs, evaluates the performance of newly installed Equipment and Software prior to its acceptance by the State.

w) **"Period of Maintenance Coverage"**
means the period of time, as selected by the State, during which maintenance services are provided by the Contractor for a fixed monthly charge, as opposed to an hourly charge for services rendered. The Period of Maintenance Coverage consists of the Principal Period of Maintenance and any additional hours of coverage per day, and/or increased coverage for weekends and holidays.

x) **"Preventive Maintenance"**
means that maintenance, performed on a scheduled basis by the Contractor, which is designed to keep the Equipment in proper operating condition including the correction of any Deficiencies.

y) **"Principal Period of Maintenance"**
means any nine consecutive hours per day (usually between the hours of 7:00 a.m. and 6:00 p.m.) as selected by the State, including an official meal period not to exceed one hour, Monday through Friday, excluding holidays observed at the installation.

z) **"Programming Aids"**
means Contractor-supplied programs and routines executable on the Contractor's Equipment which assists a programmer in the development of applications including language processors, sorts, communications modules, data base management systems, and utility routines, (tape-to-disk routines, disk-to-print routines, etc.).

aa) **"Program Product"**
means programs, routines, subroutines, and related items which are proprietary to the Contractor and which are licensed to the State for its use, usually on the basis of separately stated charges and appropriate contractual provisions.

bb) **"Remedial Maintenance"**
means that maintenance performed by the Contractor which results from Equipment (including Operating Software) failure, and which is performed as required, i.e., on an unscheduled basis.

cc) **"Site License"**
means for each product, the term "Site License" shall mean the license established upon acquisition of the applicable number of copies of such product and payment of the applicable license fees as set forth in the Statement of Work.

dd) **"Software Failure"**
means a malfunction in the Contractor-supplied Software, other than Operating Software, which prevents the accomplishment of work, even though the Equipment (including its Operating Software) may still be capable of operating properly. For Operating Software failure, see definition of Equipment Failure.

ee) **"State"**
means the government of the State of California, its employees and authorized representatives, including without limitation any department, agency, or other unit of the government of the State of California.

ff) **"U.S. Intellectual Property Rights"**
means intellectual property rights enforceable in the United States of America, including without limitation rights in trade secrets, copyrights, and U.S. patents.

CONTRACT FORMATION:

a. If this Contract results from a sealed bid offered in response to a solicitation conducted pursuant to Chapters 2 (commencing with Section 10290), 3 (commencing with Section 12100), and 3.6 (commencing with Section 12125) of Part 2 of Division 2 of the Public Contract Code (PCC), then Contractor's bid is a firm offer to the State which is accepted by the issuance of this Contract and no further action is required by either party.

b. If this Contract results from a solicitation other than described in paragraph a), above, Contractor's quotation or proposal is deemed a firm offer and this Contract document is the State's acceptance of that offer.

c. If this Contract resulted from a joint bid, it shall be deemed one indivisible Contract. Each such joint Contractor will be jointly and severally liable for the performance of the entire Contract. The State assumes no responsibility or obligation for the division of orders or purchases among joint Contractors.

COMPLETE INTEGRATION:

This Contract, including any documents incorporated herein by express reference, is intended to be a complete integration and there are no prior or contemporaneous different or additional agreements pertaining to the subject matter of the Contract.

SEVERABILITY:

The Contractor and the State agree that if any provision of this Contract is found to be illegal or unenforceable, such term or provision shall be deemed stricken and the remainder of the Contract shall remain in full force and effect. Either party having knowledge of such term or provision shall promptly inform the other of the presumed non-applicability of such provision.

INDEPENDENT CONTRACTOR:

Contractor and the agents and employees of Contractor, in the performance of this Contract, shall act in an independent capacity and not as officers or employees or agents of the State.

APPLICABLE LAW:

This Contract shall be governed by and shall be interpreted in accordance with the laws of the State of California; venue of any action brought with regard to this Contract shall be in Sacramento County, Sacramento, California. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to this Contract.

COMPLIANCE WITH STATUTES AND REGULATIONS:

a. Contractor warrants and certifies that in the performance of this Contract, it will comply with all applicable statutes, rules, regulations and orders of the United States and the State of California and agrees to indemnify the State against any loss, cost, damage or liability by reason of the Contractor's violation of this provision.

b. The State will notify Contractor of any such claim in writing and tender the defense thereof within a reasonable time; and

c. Contractor will have sole control of the defense of any action on such claim and all negotiations for its settlement or compromise; provided that (i) when substantial principles of government or public law are involved, when litigation might create precedent affecting future State operations or liability, or when involvement of the State is otherwise mandated by law, the State may participate in such action at its own expense with respect to attorneys' fees and costs (but not liability); (ii) the State will have the right to approve or disapprove any settlement or compromise, which approval will not unreasonably be withheld or delayed; and (iii) the State will reasonably cooperate in the defense and in any related settlement negotiations.

d. If this Contract is in excess of $500,000, it is subject to the requirements of the World Trade Organization (WTO) Government Procurement Agreement (GPA).

e. To the extent that this contract falls within the scope of Government Code Section 11135, Contractor hereby agrees to respond to and resolve any complaint brought to its attention, regarding accessibility of its products or services.

CONTRACTOR'S POWER AND AUTHORITY:

The Contractor warrants that it has full power and authority to grant the rights herein granted and will hold the State harmless from and against any loss, cost, liability, and expense (including reasonable attorney fees) arising out of any breach of this warranty. Further, Contractor avers that it will not enter into any arrangement with any third party which might abridge any rights of the State under this Contract.

a. The State will notify Contractor of any such claim in writing and tender the defense thereof within a reasonable time; and

b. Contractor will have sole control of the defense of any action on such claim and all negotiations for its settlement or compromise; provided that (i) when substantial principles of government or public law are involved, when litigation might create precedent affecting future State operations or liability, or when involvement of the State is otherwise mandated by law, the State may participate in such action at its own expense with respect to attorneys' fees and costs (but not liability); (ii) the State will have the right to approve or disapprove any settlement or compromise, which approval will not unreasonably be withheld or delayed; and (iii) the State will reasonably cooperate in the defense and in any related settlement negotiations.

ASSIGNMENT:

This Contract shall not be assignable by the Contractor in whole or in part without the written consent of the State. For the purpose of this paragraph, State will not unreasonably prohibit

Contractor from freely assigning its right to payment, provided that Contractor remains responsible for its obligations hereunder.

WAIVER OF RIGHTS:

Any action or inaction by the State or the failure of the State on any occasion, to enforce any right or0 provision of the Contract, shall not be construed to be a waiver by the State of its rights hereunder and shall not prevent the State from enforcing such provision or right on any future occasion. The rights and remedies of the State herein are cumulative and are in addition to any other rights or remedies that the State may have at law or in equity.

ORDER OF PRECEDENCE:

In the event of any inconsistency between the articles, attachments, specifications or provisions which constitute this Contract, the following order of precedence shall apply:

a. these *CWS/Web* General Provisions (In the instances provided herein where the paragraph begins: "Unless otherwise specified in the Statement of Work" provisions specified in the Statement of Work replacing these paragraphs shall take precedence over the paragraph referenced in these *CWS/Web* General Provisions) ;

b. contract form, i.e., Purchase Order STD 65, Standard Agreement STD 213, etc., and any amendments thereto;

c. statement of work, including any specifications incorporated by reference herein; and

d. all other attachments incorporated in the contract by reference;

PACKING AND SHIPMENT:

a. All Goods are to be packed in suitable containers for protection in shipment and storage, and in accordance with applicable specifications. Each container of a multiple container shipment shall be identified to:

    i. show the number of the container and the total number of containers in the shipment; and

    ii. the number of the container in which the packing sheet has been enclosed.

b. All shipments by Contractor or its subcontractors must include packing sheets identifying: the State's Contract number; item number; quantity and unit of measure; part number and description of the Goods shipped; and appropriate evidence of inspection, if required. Goods for different Contracts shall be listed on separate packing sheets.

c. Shipments must be made as specified in this Contract, as it may be amended, or otherwise directed in writing by the State's Transportation Management Unit within the Department of General Services, Procurement Division.

TRANSPORTATION COSTS AND OTHER FEES OR EXPENSES:

No charge for delivery, drayage, express, parcel post, packing, cartage, insurance, license fees, permits, cost of bonds, or for any other purpose will be paid by the State unless expressly included and itemized in the Contract.

a. Contractor must strictly follow Contract requirements regarding Free on Board (F.O.B.), freight terms and routing instructions. The State may permit use of an alternate carrier at no additional cost to the State with advance written authorization of the Buyer.

b. If “prepay and add” is selected, supporting freight bills are required when over $50, unless an exact freight charge is approved by the Transportation Management Unit within the Department of General Services Procurement Division and a waiver is granted.

c. On "F.O.B. Shipping Point" transactions, should any shipments under the Contract be received by the State in a damaged condition and any related freight loss and damage claims filed against the carrier or carriers be wholly or partially declined by the carrier or carriers with the inference that damage was the result of the act of the shipper such as inadequate packaging or loading or some inherent defect in the Equipment and/or material, Contractor, on request of the State, shall at Contractor's own expense assist the State in establishing carrier liability by supplying evidence that the Equipment and/or material was properly constructed, manufactured, packaged, and secured to withstand normal transportation conditions.

DELIVERY:

Contractor shall strictly adhere to the delivery and completion schedules specified in this Contract. Time, if stated as a number of days, shall mean calendar days unless otherwise specified. The quantities specified herein are the only quantities required. If Contractor delivers in excess of the quantities specified herein, the State shall not be required to make any payment for the excess Deliverables, and may return them to Contractor at Contractor’s expense or utilize any other rights available to the State at law or in equity.

SUBSTITUTIONS:

Substitution of Deliverables may not be tendered without advance written consent of the Buyer. Contractor shall not use any specification in lieu of those contained in the Contract without written consent of the Buyer.

INSPECTION, ACCEPTANCE AND REJECTION:

Unless otherwise specified in the Statement of Work:

a. Contractor and its subcontractors will provide and maintain a quality assurance system acceptable to the State covering Deliverables and services under this Contract and will tender to the State only those Deliverables that have been inspected and found to conform to this Contract’s requirements. Contractor will keep records evidencing inspections and their result, and will make these records available to the State during Contract performance and for three years after final payment. Contractor shall permit the State to review procedures, practices, processes, and related documents to determine the acceptability of Contractor’s quality assurance System or other similar business practices related to performance of the Contract.

b. All Deliverables may be subject to inspection and test by the State or its authorized representatives.

c. Contractor and its subcontractors shall provide all reasonable facilities for the safety and convenience of inspectors at no additional cost to the State. Contractor shall furnish to inspectors all information and data as may be reasonably required to perform their inspection.

d. All Deliverables may be subject to final inspection, test and acceptance by the State at destination, notwithstanding any payment or inspection at source.

e. The State shall give written notice of rejection of Deliverables delivered or services performed hereunder within a reasonable time after receipt of such Deliverables or performance of such services. Such notice of rejection will state the respects in which the Deliverables do not substantially conform to their specifications. If the State does not provide such notice of rejection within thirty (30) days of delivery, such Deliverables and services will be deemed to have been accepted. Acceptance by the State will be final and irreversible, except as it relates to latent defects, fraud, and gross mistakes amounting to fraud. Acceptance shall not be construed to waive any warranty rights that the State might have at law or by express reservation in this Contract with respect to any nonconformity.

SAMPLES:

a. Samples of items may be required by the State for inspection and specification testing and must be furnished free of expense to the State. The samples furnished must be identical in all respects to the products bid and/or specified in the Contract.

b. Samples, if not destroyed by tests, may, upon request made at the time the sample is furnished, be returned at Contractor's expense.

WARRANTY:

a. Unless otherwise specified in the Statement of Work, the warranties in this subsection a) begin upon delivery of the goods or services in question and end one (1) year thereafter. Contractor warrants that (i) Deliverables and services furnished hereunder will substantially conform to the requirements of this Contract (including without limitation all descriptions, specifications, and drawings identified in the Statement of Work), and (ii) the Deliverables will be free from material defects in materials and workmanship. Where the parties have agreed to design specifications (such as a Detailed Design Document) and incorporated the same or equivalent in the Statement of Work directly or by reference, Contractor will warrant that its Deliverables provide all material functionality required thereby. In addition to the other warranties set forth herein, where the Contract calls for delivery of Commercial Software, Contractor warrants that such Software will perform in accordance with its license and accompanying Documentation. The State's approval of designs or specifications furnished by Contractor shall not relieve the Contractor of its obligations under this warranty.

b. Contractor warrants that Deliverables furnished hereunder (i) will be free, at the time of delivery, of harmful code (i.e. computer viruses, worms, trap doors, time bombs, disabling code, or any similar malicious mechanism designed to interfere with the intended operation of, or cause damage to, computers, data, or Software); and (ii) will not infringe or violate any U.S. Intellectual Property Right. Without limiting the generality of the foregoing, if the State believes that harmful code may be present in any

Commercial Software delivered hereunder, Contractor will, upon the State's request, provide a master copy of the Software for comparison and correction.

c. Unless otherwise specified in the Statement of Work:

   i. Contractor does not warrant that any Software provided hereunder is error-free or that it will run without immaterial interruption.

   ii. Contractor does not warrant and will have no responsibility for a claim to the extent that it arises directly from (A) a modification made by the State, unless such modification is approved or directed by Contractor, (B) use of Software in combination with or on products other than as specified by Contractor, or (C) misuse by the State.

   iii. Where Contractor resells Hardware or Software it purchased from a third party, and such third party offers additional or more advantageous warranties than those set forth herein, Contractor will pass through any such warranties to the State and will reasonably cooperate in enforcing them. Such warranty pass-through will be supplemental to, and not relieve Contractor from, Contractor's warranty obligations set forth above.

d. All warranties, including special warranties specified elsewhere herein, shall inure to the State, its successors, assigns, customer agencies, and governmental users of the Deliverables or services.

e. Except as may be specifically provided in the Statement of Work or elsewhere in this Contract, for any breach of the warranties provided in this Section, the State's exclusive remedy and Contractor's sole obligation will be limited to:

   i. re-performance, repair, or replacement of the nonconforming Deliverable (including without limitation an infringing Deliverable) or service; or

   ii. should the State in its sole discretion consent, refund of all amounts paid by the State for the nonconforming Deliverable or service and payment to the State of any additional amounts necessary to equal the State's Cost to Cover. "Cost to Cover" means the cost, properly mitigated, of procuring Deliverables or services of equivalent capability, function, and performance. The payment obligation in subsection (e)(ii) above will not exceed the limits on Contractor's liability set forth in the Section entitled "Limitation of Liability."

f. EXCEPT FOR THE EXPRESS WARRANTIES SPECIFIED IN THIS SECTION, CONTRACTOR MAKES NO WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

SAFETY AND ACCIDENT PREVENTION:

In performing work under this Contract on State premises, Contractor shall conform to any specific safety requirements contained in the Contract or as required by law or regulation. Contractor shall take any additional precautions as the State may reasonably require for safety and accident prevention purposes. Any violation of such rules and requirements, unless promptly corrected, shall be grounds for termination of this Contract in accordance with the default provisions hereof.

INSURANCE:

When performing work on property in the care, custody or control of the State, Contractor shall maintain all commercial general liability insurance, workers' compensation insurance and any other insurance the State deems appropriate under the Contract. Contractor shall furnish an insurance certificate evidencing required insurance coverage acceptable to the State. Upon request by the Buyer, the Contractor may be required to have the State shown as an "additional insured" on selected policies.

TERMINATION FOR NON-APPROPRIATION OF FUNDS:

a. If the term of this Contract extends into fiscal years subsequent to that in which it is approved, such continuation of the Contract is contingent on the appropriation of funds for such purpose by the Legislature. If funds to effect such continued payment are not appropriated, Contractor agrees to take back any affected Deliverables furnished under this Contract *in the State's discretion*, terminate any services supplied to the State under this Contract i and relieve the State of any further obligation therefor.

b. STATE AGREES THAT IF PARAGRAPH a) ABOVE IS INVOKED, DELIVERABLES SHALL BE RETURNED TO THE CONTRACTOR IN SUBSTANTIALLY THE SAME CONDITION IN WHICH DELIVERED TO THE STATE, SUBJECT TO NORMAL WEAR AND TEAR. STATE FURTHER AGREES TO PAY FOR PACKING, CRATING, TRANSPORTATION TO CONTRACTOR'S NEAREST FACILITY AND FOR REIMBURSEMENT TO THE CONTRACTOR FOR EXPENSES INCURRED FOR THEIR ASSISTANCE IN SUCH PACKING AND CRATING.

TERMINATION FOR THE CONVENIENCE OF THE STATE:

a. The State may terminate performance of work under this Contract for its convenience in whole or, from time to time, in part, if the Department of General Services, Deputy Director Procurement Division, or designee, determines that a termination is in the State's interest. The Department of General Services, Deputy Director, Procurement Division, or designee, shall terminate by delivering to the Contractor a Notice of Termination specifying the extent of termination and the effective date thereof.

b. After receipt of a Notice of Termination, and except as directed by the State, the Contractor shall immediately proceed with the following obligations, as applicable, regardless of any delay in determining or adjusting any amounts due under this clause. The Contractor shall:

   i. Stop work as specified in the Notice of Termination.

   ii. Place no further subcontracts for materials, services, or facilities, except as necessary to complete the continuing portion of the Contract.

   iii. Terminate all sub-Contracts to the extent they relate to the work terminated.

   iv. Settle all outstanding liabilities and termination settlement proposals arising from the termination of subcontracts;

c. Unless otherwise set forth in the Statement of Work, if the Contractor and the State fail to agree on the amount to be paid because of the termination for convenience, the State

will pay the Contractor the following amounts; provided that in no event will total payments exceed the amount payable to the Contractor if the Contract had been fully performed:

i. The Contract price for Deliverables or services accepted by the State and not previously paid for, adjusted for any savings on freight and other charges; and

ii. The total of:

A. The reasonable costs incurred in the performance of the work terminated, including initial costs and preparatory expenses allocable thereto, but excluding any cost attributable to Deliverables or services paid or to be paid;

B. The reasonable cost of settling and paying termination settlement proposals under terminated subcontracts that are properly chargeable to the terminated portion of the Contract; and

C. Reasonable storage, transportation, demobilization, unamortized overhead and capital costs, and other costs reasonably incurred by the Contractor in winding down and terminating its work.

d. The Contractor will use generally accepted accounting principles, or accounting principles otherwise agreed to in writing by the parties, and sound business practices in determining all costs claimed, agreed to, or determined under this clause.

TERMINATION FOR DEFAULT:

a. The State may, subject to the clause titled “Force Majeure” and to sub-section d) below, by written notice of default to the Contractor, terminate this Contract in whole or in part if the Contractor fails to:

i. Deliver the Deliverables or perform the services within the time specified in the Contract or any amendment thereto;

ii. Make progress, so that the lack of progress endangers performance of this Contract; or

iii. Perform any of the other provisions of this Contract.

b. The State’s right to terminate this Contract under sub-section a) above, may be exercised if the failure constitutes a material breach of this Contract and if the Contractor does not cure such failure within the time frame stated in the State’s cure notice, which in no event will be less than fifteen (15) days, unless the Statement of Work calls for a shorter period.

c. If the State terminates this Contract in whole or in part pursuant to this Section, it may acquire, under terms and in the manner the Buyer considers appropriate, Deliverables or services similar to those terminated, and the Contractor will be liable to the State for any excess costs for those Deliverables and services, including without limitation costs third party vendors charge for Manufacturing Materials (but subject to the clause entitled “Limitation of Liability”). However, the Contractor shall continue the work not terminated.

d. If the Contract is terminated for default, the State may require the Contractor to transfer title, or in the case of licensed Software, license, and deliver to the State, as directed by the Buyer, any:

   i. completed Deliverables,

   ii. partially completed Deliverables, and,

   iii. subject to provisions of sub-section e) below, Manufacturing Materials related to the terminated portion of this Contract. Nothing in this sub-section d) will be construed to grant the State rights to Deliverables that it would not have received had this Contract been fully performed. Upon direction of the Buyer, the Contractor shall also protect and preserve property in its possession in which the State has an interest.

e. The State shall pay Contract price for completed Deliverables delivered and accepted. Unless the Statement of Work calls for different procedures or requires no-charge delivery of materials, the Contractor and Buyer shall attempt to agree on the amount of payment for Manufacturing Materials and other materials delivered and accepted by the State for the protection and preservation of the property; provided that where the Contractor has billed the State for any such materials, no additional charge will apply. Failure to agree will constitute a dispute under the Disputes clause. The State may withhold from these amounts any sum it determines to be necessary to protect the State against loss because of outstanding liens or claims of former lien holders.

f. If, after termination, it is determined by a final ruling in accordance with the Disputes Clause that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the State.

g. The rights and remedies of the State in this clause are in addition to any other rights and remedies provided by law or under this Contract, and are subject to the clause titled “Limitation of Liability.”

FORCE MAJEURE

Except for defaults of subcontractors at any tier, the Contractor shall not be liable for any excess costs if the failure to perform the Contract arises from causes beyond the control and without the fault or negligence of the Contractor. Examples of such causes include, but are not limited to:

a. Acts of God or of the public enemy, and

b. Acts of the federal or State government in either its sovereign or contractual capacity. If the failure to perform is caused by the default of a subcontractor at any tier, and if the cause of the default is beyond the control of both the Contractor and subcontractor, and without the fault or negligence of either, the Contractor shall not be liable for any excess costs for failure to perform.

RIGHTS AND REMEDIES OF STATE FOR DEFAULT:

a. In the event any Deliverables furnished or services provided by the Contractor in the performance of the Contract should fail to conform to the requirements herein, or to the sample submitted by the Contractor, the State may reject the same, and it shall become

the duty of the Contractor to reclaim and remove the item promptly or to correct the performance of services, without expense to the State, and immediately replace all such rejected items with others conforming to the Contract.

b. In addition to any other rights and remedies the State may have, the State may require Contractor, at Contractor's expense, to ship Deliverables via air freight or expedited routing to avoid or minimize actual or potential delay if the delay is the fault of the Contractor.

c. In the event of the termination of the Contract, either in whole or in part, by reason of default or breach by the Contractor, any loss or damage sustained by the State in procuring any items which the Contractor agreed to supply shall be borne and paid for by the Contractor (but subject to the clause entitled "Limitation of Liability").

d. The State reserves the right to offset the reasonable cost of all damages caused to the State against any outstanding invoices or amounts owed to Contractor or to make a claim against the Contractor therefore.

LIMITATION OF LIABILITY:

a. Contractor's liability for damages to the State for any cause whatsoever, and regardless of the form of action, whether in Contract or in tort, shall be limited to the *Maximum Amount. As used herein, Maximum Amount shall mean the amount designated as such on Standard Agreement page 1, STD 213; amounts paid and payable to Contractor by State under this Contract.*

b. The foregoing limitation of liability shall not apply (i) to liability under the General Provisions, entitled "Patent, Copyright, and Trade Secret Protection" or to any other liability (including without limitation indemnification obligations) for infringement of third party intellectual property rights; (ii) to claims covered by any specific provision herein calling for liquidated damages; (iii) to claims arising under provisions herein calling for indemnification for third party claims against the State for bodily injury to persons or damage to real or tangible personal property caused by Contractor's negligence or willful misconduct; (iv) to costs or attorney's fees that the State becomes entitled to recover as a prevailing party in any action *or (v) to Contractor's breaches of its confidentiality obligations*.

c. The State's liability for damages for any cause whatsoever, and regardless of the form of action, whether in Contract or in tort, shall be limited to the *Maximum Amount*, as that term is defined in subsection a) above. Nothing herein shall be construed to waive or limit the State's sovereign immunity or any other immunity from suit provided by law.

d. In no event will either the Contractor or the State be liable for consequential, incidental, indirect, special, or punitive damages, even if notification has been given as to the possibility of such damages, except (i) to the extent that Contractor's liability for such damages is specifically set forth in the Statement of Work or (ii) to the extent that Contractor's liability for such damages arises out of sub-section b)(i), b)(ii), or b)(iv) above.

CONTRACTOR'S LIABILITY FOR INJURY TO PERSONS OR DAMAGE TO PROPERTY:

a. The Contractor shall be liable for damages arising out of injury to the person and/or damage to the property of the State, employees of the State, persons designated by the State for training, or any other person(s) other than agents or employees of the Contractor, designated by the State for any purpose, prior to, during, or subsequent to delivery, installation, acceptance, and use of the Deliverables either at the Contractor's site or at the State's place of business, provided that the injury or damage was caused by the fault or negligence of the Contractor.

b. Contractor shall not be liable for damages arising out of or caused by an alteration or an Attachment not made or installed by the Contractor, or for damage to alterations or Attachments that may result from the normal operation and maintenance of the Deliverables provided by the Contractor during the Contract.

INDEMNIFICATION:

Contractor agrees to indemnify, defend and save harmless the State, its officers, agents and employees from any and all third party claims, costs (including without limitation reasonable attorneys' fees), and losses due to the injury or death of any individual, or the loss or damage to any real or tangible personal property, resulting from the willful misconduct or negligent acts or omissions of Contractor or any of its agents, subcontractors, employees, suppliers, laborers, or any other person, firm, or corporation furnishing or supplying work, services, materials, or supplies in connection with the performance of this Contract. Such defense and payment will be conditional upon the following:

a. The State will notify Contractor of any such claim in writing and tender the defense thereof within a reasonable time; and

b. Contractor will have sole control of the defense of any action on such claim and all negotiations for its settlement or compromise; provided that (i) when substantial principles of government or public law are involved, when litigation might create precedent affecting future State operations or liability, or when involvement of the State is otherwise mandated by law, the State may participate in such action at its own expense with respect to attorneys' fees and costs (but not liability); (ii) the State will have the right to approve or disapprove any settlement or compromise, which approval will not unreasonably be withheld or delayed; and (iii) the State will reasonably cooperate in the defense and in any related settlement negotiations.

INVOICES:

Unless otherwise specified, invoices shall be sent to the address set forth herein. Invoices shall be submitted in triplicate and shall include the Contract number; release order number (if applicable); item number; unit price, extended item price and invoice total amount. State sales tax and/or use tax shall be itemized separately and added to each invoice as applicable.

REQUIRED PAYMENT DATE:

Payment will be made in accordance with the provisions of the California Prompt Payment Act, Government Code Section 927 et. seq. Unless expressly exempted by statute, the Act requires

State agencies to pay properly submitted, undisputed invoices not more than 45 days after (i) the date of acceptance of Deliverables or performance of services; or (ii) receipt of an undisputed invoice, whichever is later.

TAXES:

Unless otherwise required by law, the State of California is exempt from Federal excise taxes. The State will only pay for any State or local sales or use taxes on the services rendered or Goods supplied to the State pursuant to this Contract.

NEWLY MANUFACTURED GOODS:

All Goods furnished under this Contract shall be newly manufactured Goods; used or reconditioned Goods are prohibited, unless otherwise specified.

CONTRACT MODIFICATION:

No amendment or variation of the terms of this Contract shall be valid unless made in writing, signed by the parties and approved as required. No oral understanding or agreement not incorporated in the Contract is binding on any of the parties.

CONFIDENTIALITY OF DATA:

All financial, statistical, personal, technical and other data and information relating to the State's operation which are designated confidential by the State and made available to the Contractor in order to carry out this Contract, or which become available to the Contractor in carrying out this Contract, shall be protected by the Contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. The identification of all such confidential data and information as well as the State's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by the State in writing to the Contractor. If the methods and procedures employed by the Contractor for the protection of the Contractor's data and information are deemed by the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used, with the written consent of the State, to carry out the intent of this paragraph. The Contractor shall not be required under the provisions of this paragraph to keep confidential any data or information which is or becomes publicly available, is already rightfully in the Contractor's possession, is independently developed by the Contractor outside the scope of this Contract, or is rightfully obtained from third parties.

NEWS RELEASES:

Unless otherwise exempted, news releases pertaining to this Contract shall not be made without prior written approval of the Department of General Services.

DOCUMENTATION

a. The Contractor agrees to provide to the State, at no charge, a number of all nonproprietary manuals and other printed materials, as described within the Statement of Work, and updated versions thereof, which are necessary or useful to the State in its use of the Equipment or Software provided hereunder. The Contractor agrees to provide

additional Documentation at prices not in excess of charges made by the Contractor to its other customers for similar Documentation.

b. If the Contractor is unable to perform maintenance or the State desires to perform its own maintenance on Equipment purchased under this Contract then upon written notice by the State the Contractor will provide at Contractor's then current rates and fees adequate and reasonable assistance including relevant Documentation to allow the State to maintain the Equipment based on Contractor's methodology. The Contractor agrees that the State may reproduce such Documentation for its own use in maintaining the Equipment. If the Contractor is unable to perform maintenance, the Contractor agrees to license any other Contractor that the State may have hired to maintain the Equipment to use the above noted Documentation. The State agrees to include the Contractor's copyright notice on any such Documentation reproduced, in accordance with copyright instructions to be provided by the Contractor.

RIGHTS IN WORK PRODUCT:

a. Software and Modifications.

The State shall retain all ownership rights in any software or modifications thereof and associated documentation designed, developed or installed with Federal Financial Participation (FFP) (see (45 CFR 95.617).. *The U.S. Department of Health and Human Service (HHS) reserves a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, and otherwise use and to authorize others to use for Federal Government purposes such software, modifications, and documentation. Proprietary operating and third-party software packages which are provided hereunder at established catalog or market prices and sold or leased to the general public shall not be subject to the ownership and licensing provisions in this Section.*

b. Pre-Existing Materials.

Software and other materials developed or otherwise obtained by or for Contractor or its affiliates independently of this Contract or applicable purchase order ("Pre-Existing Materials") *are not subject to the ownership and licensing provisions of Section (a)*. However, if Contractor creates derivative works of Pre-Existing Materials, the elements of such derivative works created pursuant to this Contract *will be subject to the ownership and licensing provisions of the previous paragraph, Section 37(a)*.

c. Ideas, Concepts, or Know-how.

The ideas, concepts, know-how, or techniques relating to data processing, developed during the course of this Contract by the Contractor or jointly by the Contractor and the State may be used by either party without obligation of notice or accounting.

d. Products.

1. The State shall own all right, title and interest in and to the Products, including without limitation the Software (excluding Commercial Software for which ownership is not subject to sale). Contractor shall take all actions necessary to transfer ownership of all right, title and interest in and to the Products to the State upon their acceptance.

2. As used herein, "Work Product" includes all products of services performed under this Contract, including without limitation the Deliverables, Materials and Data, and excluding (1) Contractor's administrative communications and records relating to this

Contract and (2) the ideas, concepts, or know-how identified in the previous paragraph, Section 37(c). All Work Product shall be deemed works made for hire of the State for all purposes of copyright law, and copyright shall belong solely to the State. In the event that any such work is adjudged to be not a work made for hire, Contractor agrees to assign, and hereby assigns, all copyright in such work to the State. Contractor shall, at the expense of the State, assist the State or its nominees to obtain registrations of copyrights, trademarks, or patents, and other rights for all such works in the United States and any other countries. Contractor agrees to execute all papers and to give all facts known to it necessary to secure United States or foreign country trademarks, copyrights, and patents, and other rights, and to transfer or cause to transfer to the State all the right, title and interest in and to such works. Contractor also agrees to waive and not assert any moral rights it may have in any such works. The State shall peacefully and quietly have, hold, possess, and enjoy each Product without suit, molestation, or interruption.

PROTECTION OF PROPRIETARY SOFTWARE AND OTHER PROPRIETARY DATA

a. State agrees that all material appropriately marked or identified in writing as proprietary, and furnished hereunder are provided for State's exclusive use for the purposes of this Contract only. All such proprietary data shall remain the property of the Contractor. State agrees to take all reasonable steps to insure that such proprietary data are not disclosed to others, without prior written consent of the Contractor, subject to the California Public Records Act.

b. The State will insure, prior to disposing of any media, that any licensed materials contained thereon have been erased or otherwise destroyed.

c. The State agrees that it will take appropriate action by instruction, agreement or otherwise with its employees or other persons permitted access to licensed software and other proprietary data to satisfy its obligations under this Contract with respect to use, copying, modification, protection and security of proprietary software and other proprietary data.

PATENT, COPYRIGHT AND TRADE SECRET INDEMNITY:

a. Contractor will indemnify, defend, and save harmless the State, its officers, agents, and employees, from any and all third party claims, costs (including without limitation reasonable attorneys' fees), and losses for infringement or violation of any U.S. Intellectual Property Right by any product or service provided hereunder. With respect to claims arising from computer Hardware or Software manufactured by a third party and sold by Contractor as a reseller, Contractor will pass through to the State such indemnity rights as it receives from such third party ("Third Party Obligation") and will cooperate in enforcing them; provided that if the third party manufacturer fails to honor the Third Party Obligation, Contractor will provide the State with indemnity protection equal to that called for by the Third Party Obligation, but in no event greater than that called for in the first sentence of this Section 39a). The provisions of the preceding sentence apply only to third party computer Hardware or Software sold as a distinct unit and accepted by the State.

Unless a Third Party Obligation provides otherwise, the defense and payment obligations set forth in this Section 39a) will be conditional upon the following:

i. The State will notify Contractor of any such claim in writing and tender the defense thereof within a reasonable time; and

ii. Contractor will have sole control of the defense of any action on such claim and all negotiations for its settlement or compromise; provided that (i) when substantial principles of government or public law are involved, when litigation might create precedent affecting future State operations or liability, or when involvement of the State is otherwise mandated by law, the State may participate in such action at its own expense with respect to attorneys' fees and costs (but not liability); (ii) the State will have the right to approve or disapprove any settlement or compromise, which approval will not unreasonably be withheld or delayed; and (iii) the State will reasonably cooperate in the defense and in any related settlement negotiations.

b. Contractor may be required to furnish a bond to the State against any and all loss, damage, costs, expenses, claims and liability for patent, copyright and trade secret infringement.

c. Should the Deliverables or Software, or the operation thereof, become, or in the Contractor's opinion are likely to become, the subject of a claim of infringement or violation of a U.S. Intellectual Property Right, the State shall permit the Contractor at its option and expense either to procure for the State the right to continue using the Deliverables or Software, or to replace or modify the same so that they become non infringing. If none of these options can reasonably be taken, or if the use of such Deliverables or Software by the State shall be prevented by injunction, the Contractor agrees to take back such Deliverables or Software and *procure functionally and technically equivalent* substitute Deliverables or Software. If, in the sole opinion of the State, the return of such infringing Deliverables or Software makes the retention of other Deliverables or Software acquired from the Contractor under this Contract impractical, the State shall then have the option of terminating such Contracts, or applicable portions thereof, without penalty or termination charge. The Contractor agrees to take back such *other* Deliverables or Software and refund any sums the State has paid Contractor *therefor*.

d. The Contractor shall have no liability to the State under any provision of this clause with respect to any claim of patent, copyright or trade secret infringement which is based upon:

i. The combination or utilization of Deliverables furnished hereunder with Equipment or devices not made or furnished by the Contractor; or,

ii. The operation of Equipment furnished by the Contractor under the control of any Operating Software other than, or in addition to, the current version of Contractor supplied Operating Software; or

iii. The modification by the State of the Equipment furnished hereunder or of the Software; or

iv. The combination or utilization of Software furnished hereunder with non contractor supplied Software.

e. Contractor certifies that it has appropriate systems and controls in place to ensure that State funds will not be used in the performance of this Contract for the acquisition, operation or maintenance of computer Software in violation of copyright laws.

EXAMINATION AND AUDIT:

Contractor agrees that the State, *the federal government* or *their* designated representatives shall have the right to review and copy any records and supporting Documentation pertaining to performance of this Contract. Contractor agrees to maintain such records *in good and legible* condition for possible audit *during the term of the Contract and* for a minimum of three (3) years after final payment *or until conclusion of any pending matter, whichever is later,* unless a longer period of records retention is stipulated. Contractor agrees to allow the auditor(s) access to such records during normal business hours and to allow interviews of any employees or others who might reasonably have information related to such records. Further, Contractor agrees to include a similar right of the State to audit records and interview staff in any subcontract related to performance of this Contract.

DISPUTES:

a. The parties shall deal in good faith and attempt to resolve potential disputes informally. If the dispute persists, Contractor shall submit to the Department Director or designee a written demand for a final decision regarding the disposition of any dispute between the parties arising under, related to or involving this Contract, unless the State, on its own initiative, has already rendered such a final decision. Contractor's written demand shall be fully supported by factual information, and if such demand involves a cost adjustment to the Contract, Contractor shall include with the demand a written statement signed by an authorized person indicating that the demand is made in good faith, that the supporting data are accurate and complete and that the amount requested accurately reflects the Contract adjustment for which Contractor believes the State is liable. If the Contractor is not satisfied with the decision of the Department Director or designee, the Contractor may appeal the decision to the Department of General Services, Deputy Director, Procurement Division. In the event that this Contract is for Information Technology Goods and/or services, the decision may be appealed to an Executive Committee of State and Contractor personnel.

b. Pending the final resolution of any dispute arising under, related to or involving this Contract, Contractor agrees to diligently proceed with the performance of this Contract, including the delivery of Goods or providing of services in accordance with the State's instructions. Contractor's failure to diligently proceed in accordance with the State's instructions shall be considered a material breach of this Contract.

c. Any final decision of the State shall be expressly identified as such, shall be in writing, and shall be signed by the Department Director or designee or Deputy Director, Procurement Division if an appeal was made. If the State fails to render a final decision within 90 days after receipt of Contractor's demand, it shall be deemed a final decision adverse to Contractor's contentions. The State's final decision shall be conclusive and binding regarding the dispute unless Contractor commences an action in a court of competent jurisdiction to contest such decision within 90 days following the date of the

final decision or one (1) year following the accrual of the cause of action, whichever is later.

STOP WORK:

a. The State may, at any time, by written Stop Work Order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this Contract for a period up to 90 days after the Stop Work Order is delivered to the Contractor, and for any further period to which the parties may agree. The Stop Work Order shall be specifically identified as such and shall indicate it is issued under this clause. Upon receipt of the Stop Work Order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the Stop Work Order during the period of work stoppage. Within a period of 90 days after a Stop Work Order is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the State shall either:

   i. Cancel the Stop Work Order; or

   ii. Terminate the work covered by the Stop Work Order as provided for in the termination for default or the termination for convenience clause of this Contract.

b. If a Stop Work Order issued under this clause is canceled or the period of the Stop Work Order or any extension thereof expires, the Contractor shall resume work. The State shall make an equitable adjustment in the delivery schedule, the Contract price, or both, and the Contract shall be modified, in writing, accordingly, if:

   i. The Stop Work Order results in an increase in the time required for, or in the Contractor's cost properly allocable to the performance of any part of this Contract; and

   ii. The Contractor asserts its right to an equitable adjustment within 30 days after the end of the period of work stoppage; provided, that if the State decides the facts justify the action, the State may receive and act upon a proposal submitted at any time before final payment under this Contract.

c. If a Stop Work Order is not canceled and the work covered by the Stop Work Order is terminated in accordance with the provision entitled Termination for the Convenience of the State, the State shall allow reasonable costs resulting from the Stop Work Order in arriving at the termination settlement.

d. The State shall not be liable to the Contractor for loss of profits because of a Stop Work Order issued under this clause.

FOLLOW-ON CONTRACTS:

a. If the Contractor or its affiliates provides Technical Consulting and Direction (as defined below), the Contractor and its affiliates:

   i. will not be awarded a subsequent Contract to supply the service or system, or any significant component thereof, that is used for or in connection with any subject of such Technical Consulting and Direction; and

ii. will not act as consultant to any person or entity that does receive a Contract described in sub-section (i). This prohibition will continue for one (1) year after termination of this Contract or completion of the Technical Consulting and Direction, whichever comes later.

b. "Technical Consulting and Direction" means services for which the Contractor received compensation from the State and includes:

i. development of or assistance in the development of work statements, specifications, solicitations, or feasibility studies;

ii. development or design of test requirements;

iii. evaluation of test data;

iv. direction of or evaluation of another Contractor;

v. provision of formal recommendations regarding the acquisition of Information Technology products or services; or

vi. provisions of formal recommendations regarding any of the above. For purposes of this Section, "affiliates" are employees, directors, partners, joint venture participants, parent corporations, subsidiaries, or any other entity controlled by, controlling, or under common control with the Contractor. Control exists when an entity owns or directs more than fifty percent (50%) of the outstanding shares or securities representing the right to vote for the election of directors or other managing authority.

c. To the extent permissible by law, the Director of the Department of General Services, or designee, may waive the restrictions set forth in this Section by written notice to the Contractor if the Director determines their application would not be in the State's best interest. Except as prohibited by law, the restrictions of this Section will not apply:

i. to follow-on advice given by vendors of commercial off-the-shelf products, including Software and Hardware, on the operation, integration, repair, or maintenance of such products after sale; or

ii. where the State has entered into a master agreement for Software or services and the scope of work at the time of Contract execution expressly calls for future recommendations among the Contractor's own products.

d. The restrictions set forth in this Section are in addition to conflict of interest restrictions imposed on public Contractors by California law ("Conflict Laws"). In the event of any inconsistency, such Conflict Laws override the provisions of this Section, even if enacted after execution of this Contract.

PRIORITY HIRING CONSIDERATIONS:

If this Contract includes services in excess of $200,000, the Contractor shall give priority consideration in filling vacancies in positions funded by the Contract to qualified recipients of aid under Welfare and Institutions Code Section 11200 in accordance with PCC Section 10353.

COVENANT AGAINST GRATUITIES:

The Contractor warrants that no gratuities (in the form of entertainment, gifts, or otherwise) were offered or given by the Contractor, or any agent or representative of the Contractor, to any officer or employee of the State with a view toward securing the Contract or securing favorable treatment with respect to any determinations concerning the performance of the Contract. For breach or violation of this warranty, the State shall have the right to terminate the Contract, either in whole or in part, and any loss or damage sustained by the State in procuring on the open market any items which Contractor agreed to supply shall be borne and paid for by the Contractor. The rights and remedies of the State provided in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law or in equity.

NONDISCRIMINATION CLAUSE:

a. During the performance of this Contract, Contractor and its subcontractors shall not unlawfully discriminate, harass or allow harassment, against any employee or applicant for employment because of sex, sexual orientation, race, color, ancestry, religious creed, national origin, disability (including HIV and AIDS), medical condition (cancer), age, marital status, and denial of family care leave. Contractor and subcontractors shall insure that the evaluation and treatment of their employees and applicants for employment are free from such discrimination and harassment. Contractor and subcontractors shall comply with the provisions of the Fair Employment and Housing Act (Government Code, Section 12990 et seq.) and the applicable regulations promulgated thereunder (California Code of Regulations, Title 2, Section 7285.0 et seq.). The applicable regulations of the Fair Employment and Housing Commission implementing Government Code Section 12990 (a f), set forth in Chapter 5 of Division 4 of Title 2 of the California Code of Regulations are incorporated into this Contract by reference and made a part hereof as if set forth in full. Contractor and its subcontractors shall give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining or other agreement.

b. The Contractor shall include the nondiscrimination and compliance provisions of this clause in all subcontracts to perform work under the Contract.

NATIONAL LABOR RELATIONS BOARD CERTIFICATION:

Contractor swears under penalty of perjury that no more than one final, unappealable finding of contempt of court by a federal court has been issued against the Contractor within the immediately preceding two year period because of the Contractor's failure to comply with an order of the National Labor Relations Board. This provision is required by, and shall be construed in accordance with, PCC Section 10296.

ASSIGNMENT OF ANTITRUST ACTIONS:

Pursuant to Government Code Sections 4552, 4553, and 4554, the following provisions are incorporated herein:

a. In submitting a bid to the State, the supplier offers and agrees that if the bid is accepted, it will assign to the State all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. 15) or under the Cartwright Act (Chapter 2, commencing with Section 16700, of Part 2 of Division 7 of the Business and

Professions Code), arising from purchases of Goods, material or other items, or services by the supplier for sale to the State pursuant to the solicitation. Such assignment shall be made and become effective at the time the State tenders final payment to the supplier.

b. If the State receives, either through judgment or settlement, a monetary recovery for a cause of action assigned under this chapter, the assignor shall be entitled to receive reimbursement for actual legal costs incurred and may, upon demand, recover from the State any portion of the recovery, including treble damages, attributable to overcharges that were paid by the assignor but were not paid by the State as part of the bid price, less the expenses incurred in obtaining that portion of the recovery.

c. Upon demand in writing by the assignor, the assignee shall, within one year from such demand, reassign the cause of action assigned under this part if the assignor has been or may have been injured by the violation of law for which the cause of action arose and

    i. the assignee has not been injured thereby, or

    ii. the assignee declines to file a court action for the cause of action.

DRUG FREE WORKPLACE CERTIFICATION:

The Contractor certifies under penalty of perjury under the laws of the State of California that the Contractor will comply with the requirements of the Drug Free Workplace Act of 1990 (Government Code Section 8350 et seq.) and will provide a drug free workplace by taking the following actions:

a. Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited and specifying actions to be taken against employees for violations, as required by Government Code Section 8355(a).

b. Establish a Drug Free Awareness Program as required by Government Code Section 8355(b) to inform employees about all of the following:

    i. the dangers of drug abuse in the workplace;

    ii. the person's or organization's policy of maintaining a drug free workplace;

    iii. any available counseling, rehabilitation and employee assistance programs; and,

    iv. penalties that may be imposed upon employees for drug abuse violations.

c. Provide, as required by Government Code Section 8355(c), that every employee who works on the proposed or resulting Contract:

    i. will receive a copy of the company's drug free policy statement; and,

    ii. will agree to abide by the terms of the company's statement as a condition of employment on the Contract.

FOUR-DIGIT DATE COMPLIANCE:

Contractor warrants that it will provide only Four-Digit Date Compliant (as defined below) Deliverables and/or services to the State. "Four Digit Date Compliant" Deliverables and services can accurately process, calculate, compare, and sequence date data, including without limitation date data arising out of or relating to leap years and changes in centuries. This warranty and representation is subject to the warranty terms and conditions of this Contract and does not limit the generality of warranty obligations set forth elsewhere herein.

SWEATFREE CODE OF CONDUCT:

a. Contractor declares under penalty of perjury that no equipment, materials, or supplies furnished to the State pursuant to the contract have been produced in whole or in part by sweatshop labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor or exploitation of children in sweatshop labor, or with the benefit of sweatshop labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor or exploitation of children in sweatshop labor. Contractor further declares under penalty of perjury that they adhere to the Sweatfree Code of Conduct as set forth on the California Department of Industrial Relations website located at www.dir.ca.gov, and Public Contract Code Section 6108.

b. Contractor agrees to cooperate fully in providing reasonable access to its records, documents, agents or employees, or premises if reasonably required by authorized officials of the State, the Department of Industrial Relations, or the Department of Justice to determine Contractor's compliance with the requirements under paragraph (a).

RECYCLING:

The Contractor shall certify in writing under penalty of perjury, the minimum, if not exact, percentage of post consumer material as defined in the Public Contract Code Section 12200, in products, materials, goods, or supplies offered or sold to the State regardless of whether the product meets the requirements of Section 12209. With respect to printer or duplication cartridges that comply with the requirements of Section 12156(e), the certification required by this subdivision shall specify that the cartridges so comply (PCC 12205).

CHILD SUPPORT COMPLIANCE ACT:

For any Contract in excess of $100,000, the Contractor acknowledges in accordance with PCC Section 7110, that:

a. The Contractor recognizes the importance of child and family support obligations and shall fully comply with all applicable State and federal laws relating to child and family support enforcement, including, but not limited to, disclosure of information and compliance with earnings assignment orders, as provided in Chapter 8 (commencing with Section 5200) of Part 5 of Division 9 of the Family Code; and

b. The Contractor, to the best of its knowledge is fully complying with the earnings assignment orders of all employees and is providing the names of all new employees to the New Hire Registry maintained by the California Employment Development Department.

AMERICANS WITH DISABILITIES ACT:

Contractor assures the State that Contractor complies with the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq).

ELECTRONIC WASTE RECYCLING ACT OF 2003:

The Contractor certifies that it complies with the requirements of the Electronic Waste Recycling Act of 2003, Chapter 8.5, Part 3 of Division 30, commencing with Section 42460 of the Public Resources Code, relating to hazardous and solid waste. Contractor shall maintain documentation and provide reasonable access to its records and documents that evidence compliance.

USE TAX COLLECTION:

In accordance with PCC Section 10295.1, Contractor certifies that it complies with the requirements of Section 7101 of the Revenue and Taxation Code. Contractor further certifies that it will immediately advise State of any change in its retailer's seller's permit or certification of registration or applicable affiliate's seller's permit or certificate of registration as described in subdivision (a) of PCC Section 10295.1.

EXPATRIATE CORPORATIONS:

Contractor hereby declares that it is not an expatriate corporation or subsidiary of an expatriate corporation within the meaning of PCC Sections 10286 and 10286.1, and is eligible to contract with the State.

DOMESTIC PARTNERS:

For contracts over $100,000 executed or amended after January 1, 2007, the contractor certifies that the contractor is in compliance with Public Contract Code section 10295.3.

Updated : 4/13/2007

Exhibit A

GUARANTY

In consideration of the execution by _____ ("Buyer") of the _____ Agreement dated _____ (the "Agreement") with _____, Inc. ("Affiliate"), _____, Inc. ("Parent") unconditionally and irrevocably guarantees to Buyer, on the terms and conditions herein, the full and faithful performance by Affiliate of all of the obligations undertaken by Affiliate pursuant to the Agreement and as it may hereafter be amended, modified, or extended from time to time, by change orders or otherwise.

If Affiliate fails or refuses to complete any of its obligations, Parent shall complete, or cause to be completed, the obligation that Affiliate failed or refused to complete, or be considered to be in breach of the Agreement to the same extent as Affiliate, pursuant to the terms and conditions of the Agreement.

Parent agrees that it shall not be necessary for Buyer, or its successors or assigns to exercise its rights against Affiliate, before proceeding to enforce its rights under this Guaranty. Parent waives: (a) notice of acceptance of this guaranty; (b) notice of any amendments, change orders, extensions of time for performance, changes in the work, or other acts by Buyer affecting Affiliate's rights or obligations under the Agreement; (c) notice of any breach or claim of breach by Affiliate; and (d) the benefit of suretyship defenses generally.

Parent represents and warrants that the execution and delivery of, and performance of the obligations contained in this Guaranty have been authorized by all appropriate action and will not constitute a breach of or contravene any agreement or instrument to which Parent is a party, and that this Guaranty is a valid and binding obligation of Parent enforceable against Parent in accordance with its terms.

Notices to Parent shall be sent to the address set forth below.

_____, INC.

By: _____
Printed Name: _____
Title: _____
Address: _____
_____
Date: _____

Exhibit B

Work Authorization

SAMPLE

TITLE: 70/752 Output formatter

Task Summary

Develop program to format and print simulated 70/752 displays using a sequential dataset as input.

Schedule Dates:

Start Date: April 2, 2007
Completion Date: April 30, 2007

Labor Hours	Labor-Hour Rate	Total Cost
100	$90.00	$9,000.00

Contractor Personnel to be Assigned	Job Classification/Skill Level
Jane Doe	Staff Programmer Analyst

Completion Criteria:

Acceptance of program by the State.

This task will be performed in accordance with this Work Authorization and the provision of Contact No. _____.

Approval

Contractor Project Manager

State Project Manager

Exhibit C

System Change Authorization

SAMPLE

TITLE: 70/752 Output formatter

Task Summary

Develop program to format and print simulated 70/752 displays using a sequential dataset as input.

Schedule Dates:

Start Date: April 2, 2007
Completion Date: April 30, 2007

Labor Hours	Labor-Hour Rate	Total Cost
100	$90.00	$9,000.00

Contractor Personnel to be Assigned	Job Classification/Skill Level
Jane Doe	Staff Programmer Analyst

Completion Criteria:

Acceptance of program by the State.

This task will be performed in accordance with this Work Authorization and the provision of Contact No. _____.

Approval

Contractor Project Manager

State Project Manager

State of California

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
General Functionality				
Approvals				
2327	IR	The CWS Supervisor shall be provided with the capability to sort approval requests (e.g., priority, type, date submitted, and CWS Worker).	Yes ☐ No ☐	Vol: Section: Page#:
2429	IR	The CWS Worker shall be provided with the capability to view the supervisor approval status of submitted referral/case, supporting case documents, and Assessments (e.g. Submitted, In - Review, and Approved).	Yes ☐ No ☐	Vol: Section: Page#:
2430	IR	The CWS Supervisor shall be provided with the capability to view approval requests.	Yes ☐ No ☐	Vol: Section: Page#:
2431	IR	The CWS Worker shall be provided with the capability to view all administrative approvals associated to a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2807	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to integrate assessment and case plan forms into one consolidated form for approval, as required by CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3004	IR	The CWS Worker shall be provided with the capability to request a supervisor's and/or manager/office director's approval for required policy waivers (e.g., special placement situations).	Yes ☐ No ☐	Vol: Section: Page#:
3011	IR	The CWS Worker shall be provided with the capability to route an assignment to supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3014	IR	The CWS/Web shall provide the capability to record an electronic signature when a CWS Worker requests a supervisor approval of a case plan.	Yes ☐ No ☐	Vol: Section: Page#:
3023	IR	The CWS/Web shall identify the Safety Plan as final, immediately upon approval by a CWS Supervisor. The CWS/Web shall set the data in the Safety Plan to read-only access upon approval by a CWS Supervisor.	Yes ☐ No ☐	Vol: Section: Page#:
3024	IR	The CWS Worker shall be provided with the capability to submit an alternative Safety Risk Assessment determination to a CWS Supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3027	IR	The CWS Worker shall be provided with the capability to request approval of tasks within a workflow.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3028	IR	The CWS Worker shall be provided with the capability to request approval of artifacts created within a workflow.	Yes ☐ No ☐	Vol: Section: Page#:
3128	IR	The CWS Worker shall be provided with the capability to route documents to another user for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3137	IR	The CWS Worker shall be provided with the capability to route forms to another user for approval.	Yes ☐ No ☐	Vol: Section: Page#:
4883	IR	The CWS/Web shall provide the capability to record the decisions and the decision rationales for the approval requests.	Yes ☐ No ☐	Vol: Section: Page#:
4884	IR	The CWS/Web shall provide the capability to sort and or filter a list of requests for approval.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		General		
1187	IR	The CWS/Web shall provide context sensitive help information into the system based upon the field and screen where the user is focused.	Yes ☐ No ☐	Vol: Section: Page#:
1188	IR	The CWS/Web shall provide a glossary of key terms.	Yes ☐ No ☐	Vol: Section: Page#:
1189	IR	The CWS/Web shall provide keyword search capabilities.	Yes ☐ No ☐	Vol: Section: Page#:
1190	IR	The CWS/Web shall provide a mechanism to access state policy/procedure documentation.	Yes ☐ No ☐	Vol: Section: Page#:
1191	IR	The CWS/Web shall allow Counties a mechanism to automatically access (content-specific) County specific procedures and policies.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1192	IR	The CWS/Web shall provide window level help, field level help, error message help, hypertext linked help, and indexed help.	Yes ☐ No ☐	Vol: Section: Page#:
1193	IR	The CWS/Web shall allow County and the State administrators to edit and maintain help information.	Yes ☐ No ☐	Vol: Section: Page#:
1195	IR	The CWS/Web shall provide the ability to “cut and paste” text from existing documents and e-mails into electronic case files and data fields.	Yes ☐ No ☐	Vol: Section: Page#:
1196	IR	The CWS/Web shall have intuitive editing and validation to force the immediate correction of any data entry errors.	Yes ☐ No ☐	Vol: Section: Page#:
1197	IR	The CWS/Web shall provide user friendly features like alerts and ticklers.	Yes ☐ No ☐	Vol: Section: Page#:
1198	IR	The CWS/Web shall allow system administrators to configure alerts and ticklers.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1199	IR	The CWS/Web shall be able to configure county-specific ticklers and alerts.	Yes ☐ No ☐	Vol: Section: Page#:
1200	IR	The CWS/Web shall optionally allow export of events from the internal calendaring system to external calendars.	Yes ☐ No ☐	Vol: Section: Page#:
1206	IR	The CWS/Web shall allow the user options to configure their home page.	Yes ☐ No ☐	Vol: Section: Page#:
1209	IR	The CWS/Web shall provide context specific links to applicable Policy, Procedure, Help Tools, User Guides, and Manuals.	Yes ☐ No ☐	Vol: Section: Page#:
1515	IR	The CWS/Web shall use a unique identifier for each client as a primary identifier for account access instead of SSN.	Yes ☐ No ☐	Vol: Section: Page#:
1516	IR	The system must support California Statewide Client Index (SCI) Client Identification Number (CIN).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1587	IR	The printed material generated by the CWS/Web system for use by a child welfare services recipient shall comply with the CDSS Manual of Policy and Procedures, Division 21-115.2.	Yes ☐ No ☐	Vol: Section: Page#:
1588	IR	The CWS/Web shall provide the ability to support additional languages as necessary for the CWS Worker to enter information in the specific language.	Yes ☐ No ☐	Vol: Section: Page#:
1593	IR	All documents to external clients must be implemented in English, Spanish and other languages as specified by CDSS Manual of Policy and Procedures, Division 21-115.2. A current listing of forms in other languages is available through CDSS: Civil Rights Bureau: Language Services "List of Translated CDSS Forms and Messages."	Yes ☐ No ☐	Vol: Section: Page#:
1594	IR	The CWS/Web shall allow for the flexibility of updating and/or adding additional languages as policy and county needs change.	Yes ☐ No ☐	Vol: Section: Page#:
2076	IR	The CWS Worker shall be provided with the capability to select the subject of the search.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2077	IR	The CWS Worker shall be provided with the capability to select the time frame of the search.	Yes ☐ No ☐	Vol: Section: Page#:
2122	IR	The CWS Worker shall be provided with the capability to request a filtered view of any information collection.	Yes ☐ No ☐	Vol: Section: Page#:
2124	IR	The CWS/Web shall provide the capability to automatically date and time stamp each free form text entry.	Yes ☐ No ☐	Vol: Section: Page#:
2125	IR	The CWS Worker shall be provided with the capability to enter free-form text.	Yes ☐ No ☐	Vol: Section: Page#:
2126	IR	The CWS Worker shall be provided with the capability to hierarchically navigate a collection of information that provides the detail for the selected element.	Yes ☐ No ☐	Vol: Section: Page#:
2129	IR	The CWS Worker shall be provided with the capability to hierarchically navigate through the layers of information collections detail.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2130	IR	The CWS Worker shall be provided with the capability to link information collections.	Yes ☐ No ☐	Vol: Section: Page#:
2131	IR	The CWS Worker shall be provided with the capability to link an information collection between views.	Yes ☐ No ☐	Vol: Section: Page#:
2132	IR	The CWS Worker shall be provided with the capability to link an information collection between forms.	Yes ☐ No ☐	Vol: Section: Page#:
2133	IR	The CWS Worker shall be provided with the capability to link an information collection between documents.	Yes ☐ No ☐	Vol: Section: Page#:
2134	IR	The CWS/Web shall provide the ability to record cross matrix relationships (e.g., sibling to sibling, child to parent, spouse to spouse).	Yes ☐ No ☐	Vol: Section: Page#:
2135	IR	The CWS Worker shall be provided with the capability to link an information collection between workflow processes.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2136	IR	The CWS Worker shall be provided with the capability to associate scanned forms to a Referral/Case.	Yes ☐ No ☐	Vol: Section: Page#:
2137	IR	The CWS Worker shall be provided with the capability to associate scanned forms to a person.	Yes ☐ No ☐	Vol: Section: Page#:
2138	IR	The CWS Worker shall be provided with the capability to associate the picture(s) to multiple open Referrals/Cases.	Yes ☐ No ☐	Vol: Section: Page#:
2227	IR	The CWS Worker shall be provided with the capability to access profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2228	IR	The CWS Worker shall be provided with the capability to add profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2229	IR	The CWS Worker shall be provided with the capability to change profile information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2230	IR	The CWS Worker shall be provided with the capability to remove profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2252	IR	The CWS Worker shall be provided with the capability to print collections of information.	Yes ☐ No ☐	Vol: Section: Page#:
2253	IR	The CWS Worker shall be provided with the capability to print redacted reports, letters, forms, or contact notes.	Yes ☐ No ☐	Vol: Section: Page#:
2254	IR	The CWS Worker shall be provided the capability to print, add and modify content within reports, letters, forms, or contact notes.	Yes ☐ No ☐	Vol: Section: Page#:
2255	IR	The CWS Worker shall be provided with the capability to print a list of selected placement facilities.	Yes ☐ No ☐	Vol: Section: Page#:
2281	IR	The CWS Worker shall be provided with the capability to locally save collections of information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2282	IR	The CWS Worker shall be provided with the capability to save a scanned form once associated to a person in CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
2283	IR	The CWS Worker shall be provided with the capability to save each search result profile completed.	Yes ☐ No ☐	Vol: Section: Page#:
2284	IR	The CWS Worker shall be provided with the capability to store documents once associated to a person in CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
2293	IR	The CWS Worker shall be provided with the capability to selectively search for defined collections of information.	Yes ☐ No ☐	Vol: Section: Page#:
2322	IR	The CWS Worker shall be provided with the capability to define the sort order for collections of information.	Yes ☐ No ☐	Vol: Section: Page#:
2324	IR	The CWS/Web shall have the capability to provide a priority-sorted list of matches.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2332	IR	The CWS Worker shall be provided with the capability to sort/group the Referrals/Cases.	Yes ☐ No ☐	Vol: Section: Page#:
2337	IR	The CWS Worker shall be provided with the capability to define the sort order of the chronological history in the free-form text.	Yes ☐ No ☐	Vol: Section: Page#:
2345	IR	The CWS/Web shall have the capability to provide functionality for electronic signatures for all reports and forms.	Yes ☐ No ☐	Vol: Section: Page#:
2355	IR	The CWS Worker shall be provided with the capability to attach secondary forms to a master form.	Yes ☐ No ☐	Vol: Section: Page#:
2356	IR	The CWS Worker shall be provided with the capability to access the content of a template/form.	Yes ☐ No ☐	Vol: Section: Page#:
2358	IR	The CWS Worker shall be provided with the capability to change the content of a template/form.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2359	IR	The CWS Worker shall be provided with the capability to remove content from a template/form.	Yes ☐ No ☐	Vol: Section: Page#:
2360	IR	The CWS Worker shall have the capability to access the content of a form.	Yes ☐ No ☐	Vol: Section: Page#:
2361	IR	The CWS Worker shall be provided with the capability to add content to a form.	Yes ☐ No ☐	Vol: Section: Page#:
2362	IR	The CWS Worker shall be provided with the capability to change and/or remove the content of a form.	Yes ☐ No ☐	Vol: Section: Page#:
2364	IR	The CWS Worker shall be provided with the capability to annotate the picture file.	Yes ☐ No ☐	Vol: Section: Page#:
2791	IR	The CWS Worker shall be provided with the capability to merge form content.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2792	IR	The CWS Worker shall be provided with the capability to integrate multiple forms into a single form.	Yes ☐ No ☐	Vol: Section: Page#:
2793	IR	The CWS Worker shall be provided with the capability to integrate multiple form segments into a single form.	Yes ☐ No ☐	Vol: Section: Page#:
2844	IR	The CWS Worker shall be provided with the capability to print an entire form.	Yes ☐ No ☐	Vol: Section: Page#:
2988	IR	The CWS Worker shall be provided with a print friendly view of the contents of a defined user interface element.	Yes ☐ No ☐	Vol: Section: Page#:
3192	IR	The CWS Worker shall be provided with the capability to record travel arrangements for a child.	Yes ☐ No ☐	Vol: Section: Page#:
3201	IR	The CWS/Web shall enable the management of data in a child's case record.	Yes ☐ No ☐	Vol: Section: Page#:

State of California

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4392	IR	The CWS/Web shall provide the functionality for users to conduct a Statewide search for existing clients, Referrals and Cases during Rollout.	Yes ☐ No ☐	Vol: Section: Page#:
4777	IR	The CWS/Web shall have the capability to automatically record dates when documents are generated and/or transmitted, and be presented to a CWS Worker when viewing details of documents	Yes ☐ No ☐	Vol: Section: Page#:
4778	IR	The CWS/Web shall provide the CWS Worker with the capability to record the date when a form is processed manually.	Yes ☐ No ☐	Vol: Section: Page#:
4800	IR	The CWS/Web shall provide the capability to automatically facilitate inquiries and data input made by External Users via the internet in a self-service mode.	Yes ☐ No ☐	Vol: Section: Page#:
4801	IR	The CWS/Web shall provide the capability to automatically facilitate inquiries and data input made by External Users via telephone in a self-service mode.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Transition		
827	IR	The CWS/Web shall generate Statewide reports during Pilot and rollout, combining information from the existing and new systems.	Yes ☐ No ☐	Vol: Section: Page#:
828	IR	The CWS/Web shall provide the functionality for users to conduct a Statewide search for existing clients, Referrals and Cases during Pilot.	Yes ☐ No ☐	Vol: Section: Page#:
831	IR	The CWS/Web shall allow the users to transfer a Referral and/or Case between CWS/CMS and CWS/Web during the Pilot.	Yes ☐ No ☐	Vol: Section: Page#:
1157	IR	The CWS/Web shall have the capability to attach client data to a referral or case between the existing and new system during the Pilot and rollout.	Yes ☐ No ☐	Vol: Section: Page#:
4393	IR	The CWS/Web shall allow the users to transfer a Referral and/or Case between CWS/CMS and CWS/Web during the Deployment.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
Intake				
Screening				
4908	IR	The CWS/Web shall have the capability to notify all CWS Workers assigned to Cases with child(ren) placed in a licensed home/facility, when child abuse is reported for any child or adult residing in that home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
Intake Management				
Assessment				
2	IR	The CWS/Web shall comply with the emergency response disposition requirements as specified in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
44	IR	The CWS Worker shall be provided the capability to record details regarding attempts to resume care of a surrendered baby.	Yes ☐ No ☐	Vol: Section: Page#:
48	IR	The CWS Worker shall be provided the capability to split a Referral with multiple children into multiple Referrals, if it is later determined the children within a Referral belong to different households.	Yes ☐ No ☐	Vol: Section: Page#:
49	IR	The CWS Worker shall be provided the capability to distinguish the clients added during the investigation.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
50	IR	The CWS Worker shall be provided the capability to distinguish the allegations added during the investigation.	Yes ☐ No ☐	Vol: Section: Page#:
51	IR	The CWS Worker shall be provided the capability to add a client(s) to an investigation without requiring the submission of a new Referral.	Yes ☐ No ☐	Vol: Section: Page#:
54	IR	The CWS Worker shall be provided the capability to document the reason an investigation is overdue.	Yes ☐ No ☐	Vol: Section: Page#:
55	IR	The CWS Worker shall be provided the capability to request a supervisor's approval for an extension of the investigation due date, with documented justification for the extension request.	Yes ☐ No ☐	Vol: Section: Page#:
58	IR	The CWS Worker shall be provided the capability to update investigation and assessment information, prior to a Supervisor's approval for the closure of a Referral.	Yes ☐ No ☐	Vol: Section: Page#:
59	IR	The CWS Worker shall be provided the capability to add additional persons (with relationships/roles) and update existing person information during the investigation assessment.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
60	IR	The CWS Worker shall be provided the capability to add additional allegations identified throughout the investigation assessment process.	Yes ☐ No ☐	Vol: Section: Page#:
61	IR	The CWS Worker shall be provided the capability to conclude an allegation as "entered in error" (with the indication of reason), prior to a Supervisor's approval for the closure of a Referral.	Yes ☐ No ☐	Vol: Section: Page#:
62	IR	The CWS Worker shall be provided the capability to indicate specific factors leading to child welfare service's involvement with a family (e.g., domestic violence or illicit substances).	Yes ☐ No ☐	Vol: Section: Page#:
63	IR	The CWS Worker shall be provided the capability to close a Referral once the Safety Risk Assessment has been approved.	Yes ☐ No ☐	Vol: Section: Page#:
64	IR	The CWS/Web shall indicate if a referral is being submitted to a CWS Supervisor for closure, but has an active Referral associated.	Yes ☐ No ☐	Vol: Section: Page#:
65	IR	The CWS/Web shall have the capability to indicate if a Referral with an open/active Case is being submitted to a CWS Supervisor for closure.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
66	IR	The CWS/Web shall have the capability to require a CWS Worker to record a justification when the referral response time is not met.	Yes ☐ No ☐	Vol: Section: Page#:
67	IR	The CWS Worker shall be provided the capability to generate the Child Abuse Investigation Report and route report to all appropriate parties.	Yes ☐ No ☐	Vol: Section: Page#:
71	IR	The CWS Worker shall be provided the capability to enter a client disposition, for multiple children and for multiple allegations within the same Referral, at the same time.	Yes ☐ No ☐	Vol: Section: Page#:
72	IR	The CWS Worker shall be provided the capability to configure the process of collecting information during an investigation.	Yes ☐ No ☐	Vol: Section: Page#:
74	IR	The CWS/Web shall have the capability to notify the assigned Licensing Worker of the disposition of a Referral of abuse for a child in a licensed/approved home.	Yes ☐ No ☐	Vol: Section: Page#:
75	IR	The CWS/Web shall provide the capability to capture data to produce the Emergency Assistance application form.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
89	IR	The CWS/Web shall automatically email the conclusion of the investigation (Response to Mandated Reporter) to the Mandated Reporter, upon the completion of a Referral.	Yes ☐ No ☐	Vol: Section: Page#:
90	IR	If there is no Mandated Reporter email address, the system automatically prints conclusion of the investigation for mailing.	Yes ☐ No ☐	Vol: Section: Page#:
2096	IR	The CWS/Web shall provide a CWS Worker with the capability to select the participants of a Case Plan and shall display the safety concerns and risk factors identified by the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2145	IR	The CWS Worker shall be provided with the capability to associate electronic forms received from the Department of Justice, containing any criminal history for an individual to a Referral.	Yes ☐ No ☐	Vol: Section: Page#:
2182	IR	The CWS/Web shall allow more than one Referral to be attached to a Safety Assessment, if the Referrals concern the same family.	Yes ☐ No ☐	Vol: Section: Page#:
2183	IR	The CWS/Web shall have the capability to associate identified health and risk factors to the Safety Risk Assessment, and adjust assessments accordingly.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2220	IR	The CWS/Web shall maintain a history of all assessment determinations and the disposition for each Referral allegation in the same Referral.	Yes ☐ No ☐	Vol: Section: Page#:
2256	IR	The CWS Worker shall be provided with the capability to print the entire Referral with option to selectively redact Information, if the worker has appropriate authorization.	Yes ☐ No ☐	Vol: Section: Page#:
2335	IR	The CWS Worker shall be provided with the capability when viewing assignments (e.g., Assignment Profile), to sort and view Referrals/Cases where a contact is due, according to priority.	Yes ☐ No ☐	Vol: Section: Page#:
2386	IR	The CWS Worker shall be provided with the capability to modify data sent to the DOJ.	Yes ☐ No ☐	Vol: Section: Page#:
2510	IR	The CWS Worker shall be provided with the capability to record Contact Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2512	IR	The CWS Worker shall be provided with the capability to record information relating to a Contact (e.g., date contacts were made, status of contact, name of persons contacted and their relationship with the victims, type of contact, description of events and conversations).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2613	IR	The CWS Worker shall be provided with the capability to record the time the parents were notified of detention.	Yes ☐ No ☐	Vol: Section: Page#:
2614	IR	The CWS Worker shall be provided with the capability to input information collected during the Investigative assessment and the provision of ongoing services (e.g., photographs of trauma on child and of child's environment taken, educational, medical).	Yes ☐ No ☐	Vol: Section: Page#:
2615	IR	The CWS/Web shall allow adding allegations and sub categories of allegations to a Referral.	Yes ☐ No ☐	Vol: Section: Page#:
2684	IR	The CWS Worker shall be provided with the capability to view the due date of a Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2685	IR	The CWS Worker shall be provided with the capability to document and update Safety Risk Assessment information while maintaining the integrity of the associated Referral(s).	Yes ☐ No ☐	Vol: Section: Page#:
2686	IR	The CWS/Web shall have the capability to require a CWS Supervisor to record the mitigating circumstances, when an alternative decision is made in a Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2695	IR	The CWS Worker shall be provided with the capability to record safety assessment information including but not limited to; general information, assessment performed date, people involved, Referral ID, children placed, inability to locate family, narrative for medical provider information, Case ID, assessment questions, plan, narrative for Safety Plan and agreement and instruction page.	Yes ☐ No ☐	Vol: Section: Page#:
2701	IR	The CWS/Web shall allow continuous updates to the draft Safety Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2702	IR	The CWS/Web shall have the capability to allow meeting participants to view the Safety Plan in real time (virtual meeting capability).	Yes ☐ No ☐	Vol: Section: Page#:
2703	IR	The CWS/Web shall have the capability to allow meeting participants to make changes to the Safety Plan in real time (virtual meeting capability).	Yes ☐ No ☐	Vol: Section: Page#:
2704	IR	The CWS Worker shall be provided with the capability to select an alternative decision for an assessment determination.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2705	IR	The CWS Worker shall be provided with the capability to record an alternative decision for any assessment decision.	Yes ☐ No ☐	Vol: Section: Page#:
2706	IR	The CWS Worker shall have the option to complete a Safety Plan when the response on any question on the safety assessment indicates potential safety issues/concerns.	Yes ☐ No ☐	Vol: Section: Page#:
2707	IR	The CWS Worker shall be provided with the capability to complete a Safety Plan even when the plan is not required by written policy.	Yes ☐ No ☐	Vol: Section: Page#:
2708	IR	The CWS Worker shall be provided with the capability to add information into the predefined fields of all assessments within the Safety Risk Assessment and the Safety Plans.	Yes ☐ No ☐	Vol: Section: Page#:
2709	IR	The CWS Worker shall be provided with the capability to modify the preliminary recommendations of all assessments within the Safety Risk Assessment and the Safety Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2711	IR	The CWS Worker shall be provided with the capability to record health risk factors for a child.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2712	IR	The CWS Worker shall be provided with the capability to record education risk factors for a child.	Yes ☐ No ☐	Vol: Section: Page#:
2716	IR	The CWS Worker shall be provided with the capability to record needs and associated level of services.	Yes ☐ No ☐	Vol: Section: Page#:
2717	IR	The CWS Worker shall be provided with the capability to record education needs and associated level of services.	Yes ☐ No ☐	Vol: Section: Page#:
2758	IR	The CWS/Web shall provide a CWS Worker with a preliminary recommendation for all assessments completed within the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2767	IR	The CWS Worker shall be provided with the capability to document detailed information if a child is released prior to filing a court petition.	Yes ☐ No ☐	Vol: Section: Page#:
2768	IR	The CWS Worker shall be provided with the capability to record and document all dispositions.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2835	IR	The CWS Worker shall be provided with the capability to generate a report for a Referral/Case based on the Referral/Case profile.	Yes ☐ No ☐	Vol: Section: Page#:
2839	IR	The CWS Worker shall be provided with the capability to extract information from interfaced systems into the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2840	IR	The CWS Worker shall be provided with the capability to generate a form from the information contained within the family assessment information profile.	Yes ☐ No ☐	Vol: Section: Page#:
2841	IR	The CWS/Web shall provide Safety Plan information for assessments.	Yes ☐ No ☐	Vol: Section: Page#:
2842	IR	The CWS/Web shall allow information collected during the visits to be used to perform the Safety Risk Assessment, and to establish a Safety Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2843	IR	The CWS/Web shall populate the Safety Plan with existing information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2853	IR	The CWS Worker shall have the capability to update/modify any populated information within a form or within an assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2906	IR	The CWS/Web shall provide a standard format for Safety Plans.	Yes ☐ No ☐	Vol: Section: Page#:
2974	IR	The CWS/Web shall require a reason for each alternative decision made by a CWS Worker for a Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2979	IR	The CWS/Web shall provide an assessment determination based on the information entered into the system.	Yes ☐ No ☐	Vol: Section: Page#:
2980	IR	The CWS/Web shall provide the CWS Worker with a preliminary assessment recommendation, based on the assessment determination.	Yes ☐ No ☐	Vol: Section: Page#:
2981	IR	The CWS/Web shall require the CWS Worker to complete a safety assessment for every Referral requiring an in person investigation.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2998	IR	The CWS Supervisor shall be provided with the capability to review the Referral, as part of the approval process.	Yes ☐ No ☐	Vol: Section: Page#:
3031	IR	The CWS Worker shall be provided to the capability to submit an Investigation assessment to the CWS Supervisor for approval, if all required activities have been captured.	Yes ☐ No ☐	Vol: Section: Page#:
3032	IR	The CWS/Web shall provide the capability to submit the Emergency Assistance application for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3045	IR	The CWS Worker shall have the capability to initiate an assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3056	IR	The CWS/Web shall have an interactive help system to record safety related information during the risk assessment and safety assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3059	IR	The CWS Worker shall be provided with a standard process to record safety related information for the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3299	IR	The CWS Worker shall be provided with the capability to access all Referral/Case data while completing any part of the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3335	IR	The CWS/Web shall provide a child's placement needs assessment, which shall assess the child's identified placement needs, as well as the proposed caregiver's ability and willingness to provide for the identified needs.	Yes ☐ No ☐	Vol: Section: Page#:
3338	IR	CWS Worker shall have the capability to document within the child's placement needs assessment the reason why a placement was selected, was not selected or was ended.	Yes ☐ No ☐	Vol: Section: Page#:
		Intake		
1	IR	The CWS Worker shall be provided the capability to use the emergency response protocol as implemented through CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
3	IR	The CWS Worker shall be provided the capability to record the Referral Profile information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4	IR	The CWS Worker shall be provided the capability to view the Referral Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
5	IR	The CWS Worker shall be provided the capability to create a Referral with one or more allegations.	Yes ☐ No ☐	Vol: Section: Page#:
6	IR	The CWS Worker shall be provided the capability to associate one or more allegations to one or more children within the same family or household.	Yes ☐ No ☐	Vol: Section: Page#:
7	IR	The CWS Worker shall be provided the capability to associate one or more allegations to one or more children within the same household.	Yes ☐ No ☐	Vol: Section: Page#:
12	IR	The CWS Worker shall be provided the capability to enter all data regarding the allegation(s) within the primary Referral.	Yes ☐ No ☐	Vol: Section: Page#:
13	IR	The CWS Worker shall be provided the capability to populate data from the primary Referral, to the linked fields in the associated Referral.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
14	IR	The CWS Worker shall be provided the capability to view a listing of reporters who repeatedly call in unfounded/harassment Referrals.	Yes ☐ No ☐	Vol: Section: Page#:
15	IR	The CWS/Web shall have the capability to automatically initiate a search for a person, based on the information entered into a new Referral.	Yes ☐ No ☐	Vol: Section: Page#:
16	IR	The CWS Worker shall be provided the capability to record that a Referral is "highly" confidential/sensitive.	Yes ☐ No ☐	Vol: Section: Page#:
17	IR	The CWS Worker shall be provided the capability to record the Reporter Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
28	IR	The CWS Worker shall be provided the capability to create a Referral using an existing Client Profile.	Yes ☐ No ☐	Vol: Section: Page#:
29	IR	The CWS/Web shall have the capability to record the date a Referral is created.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
30	IR	The CWS/Web shall have the capability to record the time a Referral is created.	Yes ☐ No ☐	Vol: Section: Page#:
31	IR	The CWS Worker shall be provided the capability to identify the manner in which a Referral is received (e.g., via fax, via mail).	Yes ☐ No ☐	Vol: Section: Page#:
32	IR	The CWS Worker shall be provided the capability to indicate the category of a Referral received via telephone (e.g., "Information Only", "Hang-Up", "Abuse Report").	Yes ☐ No ☐	Vol: Section: Page#:
35	IR	The CWS Worker shall be provided the capability to record information relating to a telephonic report within the Intake Profile.	Yes ☐ No ☐	Vol: Section: Page#:
36	IR	The CWS Worker shall be provided the capability to record the nature of a telephone contact (e.g. abuse allegations, inquiry, general information or payment dispute).	Yes ☐ No ☐	Vol: Section: Page#:
39	IR	The CWS Worker shall be provided the capability to indicate within a Referral that a referred child had previously been adopted.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
40	IR	The CWS Worker shall be provided the capability to indicate in a Referral that parental rights have been terminated in relation to the referred child.	Yes ☐ No ☐	Vol: Section: Page#:
42	IR	The CWS Worker shall be provided the capability to create a Referral based on the Safely Surrendered Baby Profile.	Yes ☐ No ☐	Vol: Section: Page#:
2093	IR	The CWS Worker shall be provided with the capability to multi select details of the Referral/Case profile, to be included in a report for the child.	Yes ☐ No ☐	Vol: Section: Page#:
2140	IR	The CWS Worker shall be provided with the capability to associate an address to one or more persons.	Yes ☐ No ☐	Vol: Section: Page#:
2369	IR	The CWS Worker shall be provided with the capability to record the Date of Birth for a person (e.g., client, collaterals, parent).	Yes ☐ No ☐	Vol: Section: Page#:
2371	IR	The CWS Worker shall be provided with the capability to record the paternity details for a person.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2394	IR	The CWS/Web shall have the capability to accommodate data formatted according to international standards, including foreign addresses, phone numbers, and local unique identifiers.	Yes ☐ No ☐	Vol: Section: Page#:
2404	IR	The CWS Worker shall be provided with the capability to record birth parent information.	Yes ☐ No ☐	Vol: Section: Page#:
2485	IR	The CWS Worker shall be provided with the capability to record client marital/cohabitation information.	Yes ☐ No ☐	Vol: Section: Page#:
2486	IR	The CWS Worker shall be provided with the capability to view the marital/cohabitation history.	Yes ☐ No ☐	Vol: Section: Page#:
2487	IR	The CWS Worker shall be provided with the capability to record the Client Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2488	IR	The CWS Worker shall be provided with the capability to view the Client Profile information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2489	IR	The CWS Worker shall be provided with the capability to view all relationships to a child.	Yes ☐ No ☐	Vol: Section: Page#:
2501	IR	The CWS Worker shall be provided with the capability to record information on each individual/organization identified in a Referral/Case.	Yes ☐ No ☐	Vol: Section: Page#:
2502	IR	The CWS Worker shall be provided with the capability to record and track other agencies' involvement in a case (e.g., law enforcement, service providers, childcare licensing).	Yes ☐ No ☐	Vol: Section: Page#:
2612	IR	The CWS/Web shall provide a means to indicate if a child has been previously adopted or had parental rights terminated.	Yes ☐ No ☐	Vol: Section: Page#:
4757	IR	The CWS/Web shall have the ability to forward a Suspected Child Abuse Report (SCAR) via email notification or via fax.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Investigation		
45	IR	The CWS Worker shall be provided the capability to augment data gathered during the Intake process.	Yes ☐ No ☐	Vol: Section: Page#:
46	IR	The CWS Worker shall be provided the capability to augment data gathered during the Intake process.	Yes ☐ No ☐	Vol: Section: Page#:
47	IR	The CWS/Web shall have the capability to generate a Referral form.	Yes ☐ No ☐	Vol: Section: Page#:
157	IR	The CWS Worker shall be provided with the capability to record a temporary custody.	Yes ☐ No ☐	Vol: Section: Page#:
2453	IR	The CWS/Web shall allow the CWS Worker to indicate a reason why an alleged perpetrator, parent/guardian or child could not be interviewed (DOJ reporting forms) to explain exceptions when compliance can not be achieved.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3029	IR	The CWS Worker shall be provided with the capability to submit the disposition for each allegation within the Investigation Report (e.g. substantiated, inconclusive, unfounded) to a CWS Supervisor for review and approval.	Yes ☐ No ☐	Vol: Section: Page#:
3030	IR	The CWS Worker shall be provided with the capability to submit the classification of a Referral (e.g., closed, open Case) to a CWS Supervisor for review and approval.	Yes ☐ No ☐	Vol: Section: Page#:
3107	IR	The CWS/Web shall have the capability to notify a CWS Worker when assigned to a new Referral/Case.	Yes ☐ No ☐	Vol: Section: Page#:
3108	IR	The CWS/Web shall have the capability to notify the assigned Licensing Worker of the disposition for a Referral of abuse, when a child resides in a licensed/approved home.	Yes ☐ No ☐	Vol: Section: Page#:
3109	IR	The CWS/Web shall have the capability to alert a CWS Worker assigned to an open Case/Referral, that a new Referral has been reported/received.	Yes ☐ No ☐	Vol: Section: Page#:
3163	IR	The CWS/Web shall have the capability to route a SCAR to Law Enforcement and the District Attorney.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3265	IR	The CWS Worker shall be provided with the capability to view known safety issues related to a client and/or a client's address.	Yes ☐ No ☐	Vol: Section: Page#:
4772	IR	The CWS Worker shall be provided the capability to query data gathered during the Intake process, as well as data within closed Cases/Referrals and the results of a Referral's disposition.	Yes ☐ No ☐	Vol: Section: Page#:
		Screening		
9	IR	The CWS Worker shall be provided the capability to associate to a child's record multiple reports of the same or similar incidents of child abuse.	Yes ☐ No ☐	Vol: Section: Page#:
10	IR	The CWS Worker shall be provided with the capability to associate two or more primary Referrals for the same allegation.	Yes ☐ No ☐	Vol: Section: Page#:
11	IR	The CWS Worker shall be provided the capability to create a primary and a secondary Referral linked to the same allegation(s).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
20	IR	The CWS Worker shall be provided the capability to assign the priority to a Referral, based on CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
21	IR	The CWS Worker shall be provided the capability to modify the priority of a Referral, if the worker has appropriate authorization.	Yes ☐ No ☐	Vol: Section: Page#:
22	IR	The CWS Worker shall be provided the capability to record the effective date of emergency response services, based on CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
23	IR	The CWS Worker shall be provided the capability to modify the date of a Referral, if the CWS Worker has appropriate authorization.	Yes ☐ No ☐	Vol: Section: Page#:
24	IR	The CWS Worker shall be provided the capability to enter the time as part of the effective date for emergency response services, based on CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
25	IR	The CWS Worker shall be provided the capability to modify the time of a Referral, if the worker has appropriate authorization.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
26	IR	The CWS Worker shall be provided the capability to select county-configurable Referral response types.	Yes ☐ No ☐	Vol: Section: Page#:
27	IR	The CWS Worker shall be provided the capability to use county configurable workflows for each response type.	Yes ☐ No ☐	Vol: Section: Page#:
37	IR	The CWS Worker shall be provided the capability to indicate a resolution to a telephone contact (e.g., referral or no referral required).	Yes ☐ No ☐	Vol: Section: Page#:
38	IR	The CWS Worker shall be provided the capability to transfer/forward the call and/or Intake Profile information to appropriate CWS Worker for resolution, if no Referral is required.	Yes ☐ No ☐	Vol: Section: Page#:
52	IR	The CWS Worker shall be provided the capability to update a person's connection to an investigation while maintaining the integrity of the Referral as it was documented during the intake process.	Yes ☐ No ☐	Vol: Section: Page#:
97	IR	The CWS Worker shall be provided with the capability to record the Differential Response Path.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
98	IR	The CWS Worker shall be provided with the capability to view the Differential Response Path.	Yes ☐ No ☐	Vol: Section: Page#:
99	IR	The CWS/Web shall have the capability to electronically route a Referral for services to the Differential Response service provider, if the Differential Response Path 1 is chosen.	Yes ☐ No ☐	Vol: Section: Page#:
2568	FR	The CWS/Web shall have the capability for community partners to communicate Differential Response services online and report on outcomes.	Yes ☐ No ☐	Vol: Section: Page#:
3113	FR	The CWS/Web shall have the capability to notify all CWS Workers assigned to cases with children placed in the home, when an incident report is submitted for that home.	Yes ☐ No ☐	Vol: Section: Page#:
Eligibility				
Changes in Eligibility				
151	IR	The CWS/Web shall have the capability to track the youth's continuous eligibility to extended Medi-Cal age 18 to 21.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
311	IR	The CWS/Web shall provide the capability to terminate an eligibility payment.	Yes ☐ No ☐	Vol: Section: Page#:
314	IR	The CWS/Web shall provide the capability to document the reason for termination of an eligibility payment.	Yes ☐ No ☐	Vol: Section: Page#:
326	IR	The Adoption Worker shall be provided with the capability to attach documents regarding the requested rate increase.	Yes ☐ No ☐	Vol: Section: Page#:
364	IR	The CWS/Web shall provide an automated standard process to collect supporting information and to document factors to complete the redetermination and reassessment application process.	Yes ☐ No ☐	Vol: Section: Page#:
2574	IR	The Adoption Worker shall be provided with the capability to modify information for the form MC 13 (Statement of Citizenship, Alienage, and Immigration Status).	Yes ☐ No ☐	Vol: Section: Page#:
2903	IR	The CWS/Web shall provide the capability to track the status of the eligibility applications and other paperwork.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3257	IR	The CWS Worker shall be provided with the capability to verify if SAWS has been notified of the removal of child.	Yes ☐ No ☐	Vol: Section: Page#:
4763	IR	The CWS/Web shall have the capability to alert the Aftercare Services program if a Medi-Cal Eligibility Determination System (MEDS) alert shows loss of eligibility due to change of address.	Yes ☐ No ☐	Vol: Section: Page#:
4876	IR	The CWS/Web shall provide the capability to edit eligibility application data.	Yes ☐ No ☐	Vol: Section: Page#:
4880	IR	The CWS/Web shall provide the capability to calculate the assistance payment rate for foster care and Kinship Guardianship Assistance Payment.	Yes ☐ No ☐	Vol: Section: Page#:
4882	IR	The CWS/Web shall provide the capability to record the reasons for the negotiated Adoption Assistance Program rate.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Initial Eligibility Determination		
78	IR	The CWS/Web shall provide the capability to track and view the time remaining to complete the eligibility determination.	Yes ☐ No ☐	Vol: Section: Page#:
289	IR	The CWS/Web shall provide the capability to record the negotiated Adoption Assistance Program rate.	Yes ☐ No ☐	Vol: Section: Page#:
300	IR	The CWS/Web shall provide the capability to record the type of eligibility Benefit rate for the child.	Yes ☐ No ☐	Vol: Section: Page#:
360	IR	The CWS/Web shall provide an automated standard process to collect supporting information and to document factors to complete the eligibility applications.	Yes ☐ No ☐	Vol: Section: Page#:
361	IR	The CWS/Web shall provide the capability to indicate what income information is known and the efforts to locate the information used to determine eligibility.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
362	IR	The CWS/Web shall provide the capability to indicate the source of data entered. (e.g. Interview, SAWS).	Yes ☐ No ☐	Vol: Section: Page#:
2174	IR	The CWS/Web shall provide the capability to attach documents with supporting information to the eligibility applications. (e.g. birth certificates, social security cards, court documents).	Yes ☐ No ☐	Vol: Section: Page#:
2479	IR	The CWS/Web shall provide the capability to document a child's special needs for eligibility criteria.	Yes ☐ No ☐	Vol: Section: Page#:
3016	IR	The CWS/Web shall provide the capability to submit the eligibility applications for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3153	IR	The CWS/Web shall provide the capability to submit the eligibility applications for processing.	Yes ☐ No ☐	Vol: Section: Page#:
4764	IR	The Adoption Worker shall be provided with the capability to initiate a foster care application for a child that has been adopted.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4766	IR	The CWS/Web shall have the capability to determine if a child meets the eligibility determination requirements for the foster care program.	Yes ☐ No ☐	Vol: Section: Page#:
4767	IR	The CWS/Web shall have the capability to determine if a child meets the eligibility determination requirements for the Adoption Assistance program.	Yes ☐ No ☐	Vol: Section: Page#:
4768	IR	The CWS/Web shall have the capability to determine if a child meets the eligibility determination requirements for the Kinship Guardianship Assistance Payment Program (KinGAP).	Yes ☐ No ☐	Vol: Section: Page#:
Case Management				
Case Review / Evaluation				
2207	IR	The CWS Worker shall have the capability to view a listing of all letters sent to a person relating to a client.	Yes ☐ No ☐	Vol: Section: Page#:
2208	IR	The CWS Worker shall have the capability to view a listing of all letters received relating to a client.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2795	IR	The CWS/Web shall provide the capability to create a review checklist to be used in documenting CWS Case reviews.	Yes ☐ No ☐	Vol: Section: Page#:
		Monitoring Service / Case Plan Services		
142	FR	The CWS/Web shall provide a means for external users (e.g. contract provider) to document the TILP.	Yes ☐ No ☐	Vol: Section: Page#:
149	FR	The CWS Worker shall be provided with the capability to maintain a history of all budgets created by a youth/young adult.	Yes ☐ No ☐	Vol: Section: Page#:
191	FR	The CWS/Web shall provide the capability to guide the Service Provider through the process of completing the progress report.	Yes ☐ No ☐	Vol: Section: Page#:
192	FR	The CWS/Web shall provide the capability to require the Service Provider to enter all mandatory information prior to a report being submitted.	Yes ☐ No ☐	Vol: Section: Page#:

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193	FR	The CWS/Web shall provide the capability to not allow the progress report to be submitted by the Service Provider prior to all mandatory fields having been completed.	Yes ☐ No ☐	Vol: Section: Page#:
194	FR	The CWS/Web shall provide the capability for the Service Provider to record progress of services through on-line submission.	Yes ☐ No ☐	Vol: Section: Page#:
195	FR	The CWS/Web shall provide the capability for the Service Provider to enter text comments and notes relating to client progress with services.	Yes ☐ No ☐	Vol: Section: Page#:
196	FR	The CWS/Web shall provide the capability for the Service Provider to view the status of a previously submitted report by entering a unique identification number.	Yes ☐ No ☐	Vol: Section: Page#:
197	FR	The CWS/Web shall provide the capability to allow the Service Provider to export submitted progress reports.	Yes ☐ No ☐	Vol: Section: Page#:
198	FR	The CWS/Web shall provide the capability to allow the Service Provider to download submitted progress reports.	Yes ☐ No ☐	Vol: Section: Page#:

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199	FR	The CWS/Web shall provide the capability to allow the Service Provider to save submitted progress reports.	Yes ☐ No ☐	Vol: Section: Page#:
200	FR	The CWS/Web shall be provided with the capability to allow the Service Provider to print submitted progress reports.	Yes ☐ No ☐	Vol: Section: Page#:
201	FR	The CWS/Web shall provide the capability to route the progress report to the assigned CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
202	FR	The CWS/Web shall have the capability to attach and save the progress report form in electronic form (to ensure that the system captures the signature).	Yes ☐ No ☐	Vol: Section: Page#:
203	FR	The CWS/Web shall have the capability to allow the Service Provider to acknowledge that the report is correct (potentially sign electronically), upon completion of the report.	Yes ☐ No ☐	Vol: Section: Page#:
204	FR	The CWS/Web shall have the capability to require the Service Provider to verify the progress report is accurate prior to the system being updated and notification sent to the CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
210	IR	The CWS/Web shall capture, track and display the Adoption Agency Id.	Yes ☐ No ☐	Vol: Section: Page#:
232	IR	The CWS/Web shall allow the Adoption Worker to generate an invoice for the Home Study fee.	Yes ☐ No ☐	Vol: Section: Page#:
346	IR	The CWS/Web shall provide the capability to generate Adoption Assistance Program documents prior to placement date.	Yes ☐ No ☐	Vol: Section: Page#:
2733	IR	The CWS Worker shall be provided with the capability to view a history of requests for goods/services for an individual/family submitted for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
2734	IR	The CWS Worker shall be provided with the capability to view the history of disposition of each request for goods/services.	Yes ☐ No ☐	Vol: Section: Page#:
3232	IR	The CWS Worker shall have the capability to monitor a case plan.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3235	IR	The CWS Worker and supervisor shall have the capability to monitor progress of the Concurrent Plan against milestones.	Yes ☐ No ☐	Vol: Section: Page#:
3236	IR	The CWS/Web shall have the capability to display all objectives against the milestones/success criteria identified in the case plan.	Yes ☐ No ☐	Vol: Section: Page#:
3237	IR	The CWS/Web shall provide the capability to display all services against the milestones/success criteria identified in the case plan.	Yes ☐ No ☐	Vol: Section: Page#:
3238	IR	The CWS/Web shall provide the capability for the CWS Worker to display all activities against the milestones/success criteria identified in the case plan.	Yes ☐ No ☐	Vol: Section: Page#:
3242	IR	The CWS/Web shall provide the capability to track and monitor all aspects of the client's (and others associated) progress towards goals of the case plan activities.	Yes ☐ No ☐	Vol: Section: Page#:
3244	IR	The CWS Worker shall be provided with the capability to monitor the status of information associated to a collateral (e.g. background checks).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3281	FR	The CWS/Web shall have the capability to allow external service providers to enter progress reports into the system online.	Yes ☐ No ☐	Vol: Section: Page#:
3282	FR	The CWS/Web shall have the capability to provide a means for authorized contract agencies' users to document contacts with the youth / young adults.	Yes ☐ No ☐	Vol: Section: Page#:
3441	IR	The CWS Worker shall have the ability to modify a request for goods if the request was not authorized because modification is required.	Yes ☐ No ☐	Vol: Section: Page#:
3457	IR	The CWS Worker shall have the ability to view a history of requests for goods submitted for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3458	IR	The CWS Worker shall have the ability to connect the goods requested to the case plan activity if applicable.	Yes ☐ No ☐	Vol: Section: Page#:
3468	IR	The CWS Worker shall have the ability to connect the services requested to the case plan activity if applicable.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3510	IR	The CWS Worker shall have the capability to connect the referral for services to the case plan activity if applicable.	Yes ☐ No ☐	Vol: Section: Page#:
3512	IR	The CWS Worker shall have the capability to record that the service recipient(s) signature is on the release of information form.	Yes ☐ No ☐	Vol: Section: Page#:
3513	IR	The CWS Worker shall have the capability to record the service recipient(s) refusal to sign the release of information form.	Yes ☐ No ☐	Vol: Section: Page#:
3514	IR	The CWS Worker shall have the capability to record the receipt of services through case management activities.	Yes ☐ No ☐	Vol: Section: Page#:
3525	IR	The CWS Worker shall have the capability to connect the voucher to the case plan activity if applicable.	Yes ☐ No ☐	Vol: Section: Page#:
3550	IR	The CWS Worker shall be provided with the capability to enter data relating to the development, monitoring, and update of the case plan.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3551	IR	The CWS/Web shall have the capability to track and monitor all aspects of the client's (and others associated) progress towards goals of the case plan activities.	Yes ☐ No ☐	Vol: Section: Page#:
3582	IR	The CWS Worker shall be provided with the capability to verify services and goods delivery including but not limited to the entry of number of units delivered.	Yes ☐ No ☐	Vol: Section: Page#:
		Service / Case Plan		
91	IR	The CWS Worker shall be provided with a standard process to document the CW 25 Supplemental Statement of Facts – Minor Parent as implemented through CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
92	IR	The CWS Worker shall be provided with the capability to comply with the CW 25 Supplemental Statement of Facts – Minor Parent investigation requirements as specified in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
93	IR	The CWS Worker shall be provided with the capability to record if the Minor Parent's statement is founded or unfounded.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
94	IR	The CWS Worker shall be provided with the capability to record if the Minor Parent meets an exemption.	Yes ☐ No ☐	Vol: Section: Page#:
95	IR	The CWS Worker shall be provided with the capability to record if the Minor Parent is able to live independently.	Yes ☐ No ☐	Vol: Section: Page#:
96	IR	The CWS Worker shall be provided with the capability to record if Family Maintenance services will be provided to the Minor Parent.	Yes ☐ No ☐	Vol: Section: Page#:
100	IR	The CWS Worker shall be provided with the capability to create a case using an existing client.	Yes ☐ No ☐	Vol: Section: Page#:
102	IR	The CWS Worker shall have the option to add/modify information in the TILP.	Yes ☐ No ☐	Vol: Section: Page#:
103	IR	The CWS Worker shall be provided with the capability to view ILP services provided to a child after dependency is dismissed (Case is closed).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
104	IR	The CWS Worker shall be provided with the capability to determine eligibility for Independent Living Services (ILS) for a youth.	Yes ☐ No ☐	Vol: Section: Page#:
105	IR	The CWS Worker shall be provided with the capability to record all data elements needed to generate the SOC405A or equivalent form.	Yes ☐ No ☐	Vol: Section: Page#:
106	IR	The CWS Worker shall be provided with the capability to record the services needed for the youth/young adult.	Yes ☐ No ☐	Vol: Section: Page#:
107	IR	The CWS Worker shall be provided with the capability to record Independent Living Services for youth/young adults who are in care.	Yes ☐ No ☐	Vol: Section: Page#:
108	IR	The CWS Worker shall be provided with the capability to record the eligibility of a youth/young adult for assistance after their 24th birthday.	Yes ☐ No ☐	Vol: Section: Page#:
110	IR	The CWS Worker shall be provided with the capability to end date the worker's involvement when the youth/young adult has aged out or has chosen not to continue in Voluntary Services or Transitional Living Services.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
111	IR	The CWS Worker shall have the capability to document data using a nationally recognized life skills assessment tool (e.g., Daniel Memorial Institute Living Assessment for Life Skills, Ansel-Casey Skills Assessment, Phillip Roy Life Skills Curriculum, Community College Foundation of Life Skills Assessment).	Yes ☐ No ☐	Vol: Section: Page#:
112	IR	The CWS Worker shall be provided with the capability to review the Transitional Independent Living Plan.	Yes ☐ No ☐	Vol: Section: Page#:
113	IR	The CWS Worker shall be provided with the capability to update the Transitional Independent Living Plan.	Yes ☐ No ☐	Vol: Section: Page#:
114	IR	The CWS Worker shall be provided with the capability to approve the Transitional Independent Living Plan with appropriate authorization.	Yes ☐ No ☐	Vol: Section: Page#:
115	IR	The CWS Worker shall be provided with the capability to document the participants in the Transitional Independent Living Plan.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
118	FR	The CWS/Web shall provide a means for the ILP Mentor / Mentor family to complete and submit their application on line to become a Mentor family.	Yes ☐ No ☐	Vol: Section: Page#:
119	IR	The CWS/Web shall provide a means for the caregiver to be identified as an ILP Mentor / Mentor family.	Yes ☐ No ☐	Vol: Section: Page#:
120	IR	The CWS Worker shall be provided with the capability to document the ILP Mentor/Mentor families' participation in mentor training.	Yes ☐ No ☐	Vol: Section: Page#:
121	IR	The CWS/Web shall have the capability to provide the CWS Worker and supervisor with a warning if collateral who is identified as an ILP Mentor is under the age of 25.	Yes ☐ No ☐	Vol: Section: Page#:
122	IR	The CWS Supervisor, manager/director shall be provided with the capability to indicate forms requiring modification/correction by the CWS Worker/Supervisor.	Yes ☐ No ☐	Vol: Section: Page#:
123	IR	The CWS/Web shall document that a youth/young adults meet the county-specific age criteria to receive Independent Living services.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
124	IR	The CWS Worker shall be provided with the capability to request a living allowance to youth/young adults.	Yes ☐ No ☐	Vol: Section: Page#:
126	FR	The CWS/Web shall provide a means for a youth / young adult to submit a request for Aftercare Services online.	Yes ☐ No ☐	Vol: Section: Page#:
127	IR	The CWS Worker shall be provided with the capability to document Aftercare Services for youth/young adults.	Yes ☐ No ☐	Vol: Section: Page#:
128	IR	The CWS Worker shall be provided with the capability to extend Aftercare Services to a youth past the youth's/young adult's 24th birthday.	Yes ☐ No ☐	Vol: Section: Page#:
129	IR	The CWS Worker shall be provided with the capability to document administrator/supervisor recommendation regarding the provision of Aftercare services if there is a break in service.	Yes ☐ No ☐	Vol: Section: Page#:
130	IR	The CWS Worker shall be provided with the capability to document Voluntary Services, Transitional Living Services, Transitional Housing placement program and THPP Plus as described in W&IC 11403.2 and 16522.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
131	IR	The CWS Worker shall be provided with the capability to document information related to a request from a client to receive Aftercare Services.	Yes ☐ No ☐	Vol: Section: Page#:
132	IR	The CWS Worker shall be provided with the capability to identify the residence of the youth/young adult client as "Department Approved."	Yes ☐ No ☐	Vol: Section: Page#:
134	IR	The CWS Worker shall be provided with the capability to re-instate Aftercare Services.	Yes ☐ No ☐	Vol: Section: Page#:
136	IR	The CWS Worker shall have the capability to provide voluntary services to a youth/young adult.	Yes ☐ No ☐	Vol: Section: Page#:
137	IR	The CWS/Web shall have the capability to allow a youth/young adult, who is aging out of care to request Voluntary Aftercare Services whether the youth/young adult's case is currently open or closed.	Yes ☐ No ☐	Vol: Section: Page#:
138	IR	The CWS Worker shall be provided with the capability to document a youth/young adult's request for Voluntary Aftercare Services.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
139	IR	The CWS Worker shall be provided with the capability to request monetary or other form of incentive to be paid/provided to the youth/young adult for completing their ILP goals.	Yes ☐ No ☐	Vol: Section: Page#:
140	IR	The CWS Worker shall be provided with the capability to re-open a closed case if the youth/young adult has applied for and met the criteria for Transitional Living Services and Transitional Housing Placement Program.	Yes ☐ No ☐	Vol: Section: Page#:
141	IR	The CWS Worker shall be provided with the capability to create a new voluntary services case using the name of the youth/young adult's name as the case name, if he/she is eligible for Transitional Living Services.	Yes ☐ No ☐	Vol: Section: Page#:
144	IR	The CWS Worker shall be provided with the capability to re-open the closed post-Custody services case if the youth/young adult requests and meets criteria to receive Aftercare Services.	Yes ☐ No ☐	Vol: Section: Page#:
145	IR	The CWS Worker shall be provided with the capability to document letters and notices to the youth/young adults relating to TILP and ILP Services.	Yes ☐ No ☐	Vol: Section: Page#:
146	IR	The CWS Worker shall be provided with the capability to document the required information for the federally mandated Chafee report.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
152	IR	The CWS Worker shall be provided with the capability to document referrals and response from WIA/EDD one-stop centers.	Yes ☐ No ☐	Vol: Section: Page#:
153	IR	The CWS Worker shall be alerted to complete an emancipated youth checklist.	Yes ☐ No ☐	Vol: Section: Page#:
163	IR	The CWS/Web shall allow the generation of reports on ICPC Cases.	Yes ☐ No ☐	Vol: Section: Page#:
164	IR	The CWS Worker shall be provided with the capability to view a history of all status/follow up documents to other states (ICPC 100B).	Yes ☐ No ☐	Vol: Section: Page#:
165	IR	The CWS Worker shall be provided with the capability to record that an ICPC is an adoption or placement request.	Yes ☐ No ☐	Vol: Section: Page#:
167	IR	The CWS Worker shall be provided with the capability to record the date of an ICPC request.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
168	IR	The CWS Worker shall be provided with the capability to open an incoming ICPC Case.	Yes ☐ No ☐	Vol: Section: Page#:
169	IR	The CWS Worker shall be provided with the capability to close an incoming ICPC Case.	Yes ☐ No ☐	Vol: Section: Page#:
170	IR	The CWS Worker shall be provided with the capability to record the type of home study/assessment requested from the ICPC referral.	Yes ☐ No ☐	Vol: Section: Page#:
171	IR	The CWS Worker shall be provided with the capability to record adoption support provisions in Interstate Compact Agreements.	Yes ☐ No ☐	Vol: Section: Page#:
172	IR	The CWS Worker shall be provided with the capability to record adoption support provisions in Interstate Compact for Adoption and Medical Assistance.	Yes ☐ No ☐	Vol: Section: Page#:
173	IR	The CWS Worker shall be provided with the capability to record placements per the Interstate Compact on the Placement of Children.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
175	IR	The CWS/Web shall provide documentation of Title IV-E eligibility, Medicaid and reimbursement status on ICPC forms.	Yes ☐ No ☐	Vol: Section: Page#:
176	IR	The CWS/Web shall capture ICPC agreements for adoption and placement support.	Yes ☐ No ☐	Vol: Section: Page#:
178	IR	The CWS Worker shall be provided with the capability to record an exception to the 60-day timeline for home study completion.	Yes ☐ No ☐	Vol: Section: Page#:
180	IR	The CWS Worker shall be provided with the capability to record, track and report on denials and approvals of home study requests.	Yes ☐ No ☐	Vol: Section: Page#:
181	IR	The CWS/Web shall have the capability for the CWS Worker to request additional information from the sending state.	Yes ☐ No ☐	Vol: Section: Page#:
182	IR	The CWS/Web shall allow the ICPC Liaison to document the type of service requested by the sending state.	Yes ☐ No ☐	Vol: Section: Page#:

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184	IR	The CWS/Web shall collect the data to complete the ICPC 100A and the ICPC 100B, generate and electronically send the forms.	Yes ☐ No ☐	Vol: Section: Page#:
186	IR	The CWS/Web shall have the capability to send requests electronically to the sending state.	Yes ☐ No ☐	Vol: Section: Page#:
187	IR	The CWS Worker shall be provided with the capability to record that in-state placement options were considered prior to outgoing ICPC request.	Yes ☐ No ☐	Vol: Section: Page#:
188	IR	The CWS/Web shall have a selection of standard reporting options for the most current ICPC status reports.	Yes ☐ No ☐	Vol: Section: Page#:
189	IR	The CWS/Web shall allow a supervisor to open a suspended Case with indication of the reason.	Yes ☐ No ☐	Vol: Section: Page#:
190	IR	The CWS/Web shall allow the CWS Worker to open a new case if a child is referred to CWS from probation.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
209	IR	The CWS/Web shall support the documentation of a Set Aside/Vacated Adoption.	Yes ☐ No ☐	Vol: Section: Page#:
211	IR	The CWS Worker shall be provided with the capability to record interagency cooperative Adoption Cases.	Yes ☐ No ☐	Vol: Section: Page#:
212	IR	The CWS/Web shall provide the functionality to manage interagency cooperative Adoption Cases.	Yes ☐ No ☐	Vol: Section: Page#:
215	IR	The CWS/Web shall provide the ability for the worker to enter a new home study that is the result of an ICPC request.	Yes ☐ No ☐	Vol: Section: Page#:
216	IR	The CWS/Web shall enable the population of adoptive child, birth parent and applicant Case information from other CWS processes to the Adoption process, on a per-Case basis.	Yes ☐ No ☐	Vol: Section: Page#:
219	IR	The CWS/Web shall have the ability to assign the designation of prospective adoptive caregiver at any hearing.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
221	IR	The Adoption Worker shall be provided with the capability to view status of relinquished child based on configurable criteria (e.g., by user, group, office, county and State).	Yes ☐ No ☐	Vol: Section: Page#:
222	IR	The Adoption Worker shall be provided the capability to track the status of a relinquished child.	Yes ☐ No ☐	Vol: Section: Page#:
225	IR	The CWS/Web shall allow the Adoption Worker to generate an Adoptability Assessment for the 366.26 Hearing Court Report.	Yes ☐ No ☐	Vol: Section: Page#:
226	IR	The CWS/Web shall have the capability to route the Adoptability Assessment electronically to the worker preparing the 366.26 Hearing Court Report.	Yes ☐ No ☐	Vol: Section: Page#:
227	IR	The CWS/Web shall allow the Adoption Worker to initiate a Home Study to be conducted.	Yes ☐ No ☐	Vol: Section: Page#:
228	IR	The CWS/Web shall have the ability to manage joint Adoptability Assessment information for both child and adoptive caregiver(s).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
230	IR	The CWS/Web shall have the capability to manage joint assessment by Adoption and Licensing workers of foster homes for adoptive placement.	Yes ☐ No ☐	Vol: Section: Page#:
231	IR	The CWS/Web shall have the capability to manage joint Adoptability Assessments by CWS and Adoption Workers.	Yes ☐ No ☐	Vol: Section: Page#:
236	IR	The CWS/Web shall allow the Home Study Worker to leave and return to the Home Study without loss of data.	Yes ☐ No ☐	Vol: Section: Page#:
238	IR	The CWS Worker shall be provided with the capability to waive Home Study fees.	Yes ☐ No ☐	Vol: Section: Page#:
239	IR	The CWS/Web shall allow the Home Study Worker to either use the full or the Abbreviated Home Study form (based on State regulations).	Yes ☐ No ☐	Vol: Section: Page#:
241	IR	The CWS/Web shall record the date that a request for reference was sent and the date that a reference was received as discrete data elements.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
244	IR	The Adoption Worker shall be provided the capability to update a Home Study.	Yes ☐ No ☐	Vol: Section: Page#:
245	IR	The CWS/Web shall provide the ability to record the date that verification of marriage status and divorces was received.	Yes ☐ No ☐	Vol: Section: Page#:
247	IR	The CWS Worker shall be provided with the capability to document that an optional autobiographical information was received from the applicant.	Yes ☐ No ☐	Vol: Section: Page#:
248	IR	The CWS Worker shall be provided with the capability to record that financial information was received.	Yes ☐ No ☐	Vol: Section: Page#:
249	IR	The CWS/Web shall have the capability to record the receipt of employment history gathered as part of the Adoption Case reminder checklist.	Yes ☐ No ☐	Vol: Section: Page#:
250	IR	The CWS/Web shall provide functionality for the consolidated comprehensive Home Study process developed per W&IC 16518.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
252	IR	The CWS/Web shall allow the creation of a "court ordered" adoptive placement without the existence of an "approved" adoption Home Study.	Yes ☐ No ☐	Vol: Section: Page#:
253	IR	The Adoption Worker shall have the capability to record the progress of the stepparent investigation.	Yes ☐ No ☐	Vol: Section: Page#:
254	IR	The Adoption Worker shall have the capability to record the outcome of the stepparent investigation.	Yes ☐ No ☐	Vol: Section: Page#:
256	IR	The CWS/Web shall have the capability to report on stepparent adoptions.	Yes ☐ No ☐	Vol: Section: Page#:
257	IR	The Adoption Worker shall have the capability to enter Relinquishment information.	Yes ☐ No ☐	Vol: Section: Page#:
259	IR	The CWS/Web shall not allow an Adoption to be recorded as finalized if there is an outstanding appeal.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
261	IR	The CWS/Web shall be able to generate a tickler 15 days after the child has been Legally Freed to begin home finding activities (e.g. photo listing).	Yes ☐ No ☐	Vol: Section: Page#:
262	IR	The CWS/Web shall have the capability to attach the acknowledgement/confirmation to the Adoption Case.	Yes ☐ No ☐	Vol: Section: Page#:
264	IR	The CWS/Web shall have a mechanism to notify the Adoption Worker if new candidate adoptive caregivers have been identified.	Yes ☐ No ☐	Vol: Section: Page#:
266	IR	The CWS/Web shall have the capability to enforce that the AD 558 is sent to the CDSS within 15 days of the adoptive placement.	Yes ☐ No ☐	Vol: Section: Page#:
267	IR	The CWS/Web shall allow the Adoption Worker to initiate Post-Placement Supervision.	Yes ☐ No ☐	Vol: Section: Page#:
268	IR	The Adoption Worker shall be provided the capability to display critical dates (e.g., upcoming deadlines and hearings).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
274	IR	The CWS/Web shall allow the Adoption Worker to identify a disrupted adoptive placement.	Yes ☐ No ☐	Vol: Section: Page#:
278	FR	The CWS/Web shall have the capability for private adoption agencies to enter all information needed for the AD 42R Form and AFCARS fields.	Yes ☐ No ☐	Vol: Section: Page#:
279	IR	The CWS/Web shall maintain all the data fields necessary to complete the AD 42R.	Yes ☐ No ☐	Vol: Section: Page#:
283	IR	The CWS/Web shall provide reason why Case cannot be finalized (error notification).	Yes ☐ No ☐	Vol: Section: Page#:
284	IR	The CWS Worker shall be notified that the case has finalized and initiate a reminder to terminate juvenile court jurisdiction.	Yes ☐ No ☐	Vol: Section: Page#:
325	IR	The CWS/Web shall provide the capability to record a justification for a requested Adoption Assistance Program rate change.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
334	IR	The Adoption Worker shall have the capability to search for background information requested.	Yes ☐ No ☐	Vol: Section: Page#:
337	IR	The Adoption Worker shall be provided with the capability to record a request for Reunion.	Yes ☐ No ☐	Vol: Section: Page#:
338	IR	The CWS/Web shall have the capability to notify the Adoption Worker when all parties have sent waivers/consent forms and Contact information can be disclosed.	Yes ☐ No ☐	Vol: Section: Page#:
339	IR	The CWS/Web shall provide the ability to record that waivers of confidentiality have been completed by the adoptee.	Yes ☐ No ☐	Vol: Section: Page#:
340	IR	The CWS/Web shall provide the ability to record that waivers of confidentiality have been completed by the birth parents.	Yes ☐ No ☐	Vol: Section: Page#:
341	IR	The CWS/Web shall provide the ability to record that the child's siblings have completed waivers of confidentiality.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
342	IR	The CWS/Web shall provide the ability to record post-adoption sibling Contacts.	Yes ☐ No ☐	Vol: Section: Page#:
348	IR	The CWS/Web shall allow the Adoption Worker to initiate post adoption services.	Yes ☐ No ☐	Vol: Section: Page#:
349	IR	The CWS/Web shall provide a trigger to display adoption Cases for children that turn 18.	Yes ☐ No ☐	Vol: Section: Page#:
352	IR	The CWS/Web shall have the capability to record any post adoptive Contact agreement.	Yes ☐ No ☐	Vol: Section: Page#:
353	IR	The CWS/Web shall have the capability to record the receipt of a request to revoke or rescind a Relinquishment.	Yes ☐ No ☐	Vol: Section: Page#:
354	IR	The CWS/Web shall have the capability to indicate the status of a relinquishment revocation or Relinquishment rescission at any time.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
355	IR	The CWS/Web shall have the capability to change the status a Relinquishment and restore parental rights.	Yes ☐ No ☐	Vol: Section: Page#:
359	IR	The CWS/Web shall allow the adoptions worker to enter the date, hour, and location when the child was returned to the parent.	Yes ☐ No ☐	Vol: Section: Page#:
446	FR	The CWS/Web shall guide the Home Study Provider through the process of completing the Home Study Report.	Yes ☐ No ☐	Vol: Section: Page#:
450	FR	The CWS/Web shall provide a standard process to guide the completion of the Home Study forms.	Yes ☐ No ☐	Vol: Section: Page#:
451	FR	The CWS/Web shall allow the Home Study Provider to enter free text comments.	Yes ☐ No ☐	Vol: Section: Page#:
453	FR	The CWS/Web shall allow the Home Study Provider to download, save or print out submitted Home Study Reports.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
457	FR	The CWS/Web shall enable an authorized Home Study Provider to log on and input identification information.	Yes ☐ No ☐	Vol: Section: Page#:
694	IR	The CWS/Web shall have the capability to allow the lifelong connection person to maintain contact information in the system.	Yes ☐ No ☐	Vol: Section: Page#:
700	IR	The CWS/Web shall have the capability to report on the search for persons of significant relation to the child (e.g., relatives, NREFMs, lifelong connections).	Yes ☐ No ☐	Vol: Section: Page#:
728	IR	The CWS/Web shall have the capability to provide tracking and reporting of Concurrent Planning prognosis, track outcomes and compare to prognosis.	Yes ☐ No ☐	Vol: Section: Page#:
2070	IR	The CWS/Web shall provide the capability to record Contact note attributes (e.g., Contact note creator ID, date and time, activity, location, text, specified entity ID, and type of services) related to the note.	Yes ☐ No ☐	Vol: Section: Page#:
2079	IR	The CWS Supervisor shall be provided with the capability to multi-select items for approval for multiple children.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2080	IR	The CWS Worker shall be provided with the capability to choose from the recommended services, those that best meet the client's needs.	Yes ☐ No ☐	Vol: Section: Page#:
2081	IR	The CWS Worker shall be provided with the capability to select multiple objectives or multiple clients.	Yes ☐ No ☐	Vol: Section: Page#:
2082	IR	The CWS Worker shall be provided with the capability to select multiple services for multiple clients.	Yes ☐ No ☐	Vol: Section: Page#:
2083	IR	The CWS Worker shall be provided with the capability to select multiple activities for multiple clients.	Yes ☐ No ☐	Vol: Section: Page#:
2084	IR	The CWS Worker shall be provided with the capability to select services for a single client.	Yes ☐ No ☐	Vol: Section: Page#:
2085	IR	The CWS Worker shall be provided with the capability to select multiple forms to include in the Case Plan.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2086	IR	The CWS Worker shall be provided with the capability to select information for development of a Case Plan from an existing Case Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2087	IR	The CWS Worker shall be provided with the capability to select specified profiles from within an open Referral, a closed Referral, and a Case summary.	Yes ☐ No ☐	Vol: Section: Page#:
2088	IR	The CWS Worker shall be provided with the capability to select specified profiles from within an open referral, a closed referral, and a case.	Yes ☐ No ☐	Vol: Section: Page#:
2089	IR	The CWS Worker shall be provided with the capability to select specific areas of data to be displayed in the Contact Notes report.	Yes ☐ No ☐	Vol: Section: Page#:
2092	IR	The CWS/Web shall have the capability to capture the Data to complete the ICPC standard forms to report placement progress.	Yes ☐ No ☐	Vol: Section: Page#:
2094	IR	The CWS Worker shall be provided the capability to select specific placement episodes for children from their placement history.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2095	IR	The Adoption Worker shall have the option to select criteria (e.g. age, behavioral needs) for the search for matching families.	Yes ☐ No ☐	Vol: Section: Page#:
2097	IR	The CWS Worker shall be provided with the capability to select applicable listing of resources of Service Providers to print.	Yes ☐ No ☐	Vol: Section: Page#:
2099	IR	The CWS Worker shall be provided with the capability to select services for multiple clients associated to a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2100	IR	The CWS Worker shall be provided with the capability to document any special considerations/rationales, for selecting a preferred Service Provider using pre-defined options.	Yes ☐ No ☐	Vol: Section: Page#:
2101	IR	The CWS Worker shall be provided with the capability to choose from the goods available through a Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
2121	IR	The CWS/Web shall provide the capability to allow storing of the signed placement agreements in the system.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2127	IR	The CWS Worker shall be provided with the capability to view a summary of any Case displayed and allow to drill down.	Yes ☐ No ☐	Vol: Section: Page#:
2141	IR	The Adoption Worker shall have the capability to associate scanned documents to a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2142	IR	The CWS/Web shall have the capability for the Home Study Worker to attach documents to the Home Study.	Yes ☐ No ☐	Vol: Section: Page#:
2144	IR	The CWS Worker shall be provided with the capability to associate electronic documents received from the Department of Justice, containing any criminal history for an individual to a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2146	IR	The CWS/Web shall have the capability to receive background check information electronically.	Yes ☐ No ☐	Vol: Section: Page#:
2147	IR	The CWS Worker shall be provided with the capability to associate background check results to a person.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2148	IR	The CWS Worker shall be provided with the capability to associate background check results to a Referral /Case.	Yes ☐ No ☐	Vol: Section: Page#:
2149	IR	The CWS/Web shall provide the capability to identify and match services to meet the client's case plan needs/objectives.	Yes ☐ No ☐	Vol: Section: Page#:
2150	IR	The CWS Worker shall be provided with the capability to link a case plan to the sustained petition allegations.	Yes ☐ No ☐	Vol: Section: Page#:
2151	IR	The CWS Worker shall be provided with the capability to establish a concurrent case plan (e.g. tasks, timelines, and milestones related to Case goals and objectives).	Yes ☐ No ☐	Vol: Section: Page#:
2152	IR	The CWS Worker shall be provided with the capability to link/associate a case plan to the sustained petition instead of the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2153	IR	The CWS Worker shall be provided with the capability to associate petitions to case plans.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2154	IR	The CWS Worker shall be provided with the capability to associate court reports to case plans.	Yes ☐ No ☐	Vol: Section: Page#:
2158	IR	The CWS/Web shall track associated birth parent information.	Yes ☐ No ☐	Vol: Section: Page#:
2159	IR	The CWS Worker shall be provided with the capability to associate a collateral to a client based on the relationship.	Yes ☐ No ☐	Vol: Section: Page#:
2160	IR	The CWS/Web shall provide the capability to require that contact notes associate to at least one entity (e.g., a client, a provider, a Case, a license, a Referral, or a facility complaint).	Yes ☐ No ☐	Vol: Section: Page#:
2175	IR	The CWS/Web shall allow the CWS Worker to attach documents such as police or medical reports to the ICPC Progress Report.	Yes ☐ No ☐	Vol: Section: Page#:
2177	IR	The CWS Worker shall have the ability to view, associate to other documents in the case, and print any letter associated to a client.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2178	IR	The CWS Worker shall be provided with the capability to associate a client to a scheduled meeting.	Yes ☐ No ☐	Vol: Section: Page#:
2179	IR	The CWS Worker shall be provided with the capability to match a child with a placement in the pool of placement facilities based on the child's needs.	Yes ☐ No ☐	Vol: Section: Page#:
2180	IR	The CWS/Web shall have the capability to display an overview of all previously collected information relevant for placement of the child (e.g., address information, language, ethnicity, and family tree diagram), based on existing information.	Yes ☐ No ☐	Vol: Section: Page#:
2181	IR	The CWS Worker shall be provided with the capability to attach forms to the relative/NREFM assessment (e.g., fingerprints, letter by relative relating to prior criminal acts, and relative personal references).	Yes ☐ No ☐	Vol: Section: Page#:
2185	IR	The CWS Worker shall be provided with the capability to link any service(s) offered to the recipient(s) of the service.	Yes ☐ No ☐	Vol: Section: Page#:
2186	IR	The CWS Worker shall be provided with the capability to attach documentation (e.g. case summary) to a request for services.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2191	IR	The CWS Worker shall be provided with the capability to view details relating to all forms sent (e.g., via mail, fax, hand delivery, email, or other electronic means).	Yes ☐ No ☐	Vol: Section: Page#:
2195	IR	The CWS/Web shall track a Home Study by specific type (e.g. Concurrent Planning).	Yes ☐ No ☐	Vol: Section: Page#:
2203	IR	The CWS Worker shall be provided with the capability to view a history of ICPC requests made in a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2205	IR	The CWS Worker shall be provided with the capability to view history of all previous Life Skills Assessments documented in the system for the youth / young adult.	Yes ☐ No ☐	Vol: Section: Page#:
2211	IR	The CWS Worker shall be provided with the capability to view a chronological history of a child's individual placement entry and exits.	Yes ☐ No ☐	Vol: Section: Page#:
2212	IR	The CWS/Web shall provide the capability to display a chronological history of events of a particular type (e.g., placement).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2213	IR	The CWS/Web shall provide the capability to track different episodes of post-adoption out-of home placements.	Yes ☐ No ☐	Vol: Section: Page#:
2243	IR	The Adoption Worker shall be notified if information is needed to generate the AD 512 form.	Yes ☐ No ☐	Vol: Section: Page#:
2244	IR	The Adoption Worker shall be notified if information is needed to generate the AD 67 and AD 67A forms.	Yes ☐ No ☐	Vol: Section: Page#:
2246	IR	The Adoption Worker shall be notified if information is needed to complete an AD 4320 form (AAP Agreement).	Yes ☐ No ☐	Vol: Section: Page#:
2248	IR	The Adoption Worker shall be notified if information is needed to complete an AD 558 form.	Yes ☐ No ☐	Vol: Section: Page#:
2257	IR	The CWS/Web shall provide the CWS Worker the capability, based on role, to print the entire Case with option to selectively redact information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2259	IR	Authorized CWS Workers shall have the capability to print information from a sealed record.	Yes ☐ No ☐	Vol: Section: Page#:
2260	IR	The CWS/Web shall allow the Home Study Worker to display and print out the Home study document checklist.	Yes ☐ No ☐	Vol: Section: Page#:
2261	IR	The CWS/Web shall provide the Adoption Worker with a checklist for the visit and allow the Adoption worker to print the checklist.	Yes ☐ No ☐	Vol: Section: Page#:
2263	IR	The CWS/Web shall provide the capability to generate requests for Child Abuse background checks from other states/territories.	Yes ☐ No ☐	Vol: Section: Page#:
2264	IR	The CWS Worker shall be provided with the capability to generate release of Information forms for all case plan participants.	Yes ☐ No ☐	Vol: Section: Page#:
2265	IR	The CWS Worker shall be provided with the capability to print the case plan by client.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2266	IR	The CWS Worker shall be provided with the capability to print a case plan at any point during development.	Yes ☐ No ☐	Vol: Section: Page#:
2267	IR	The CWS Worker shall be provided with the capability to arrange the order of compiled documents to be printed with the case plan.	Yes ☐ No ☐	Vol: Section: Page#:
2268	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to select sections of the case plan to omit from the final printed form to be sent to select audiences (e.g., caregiver, Service Provider, and child).	Yes ☐ No ☐	Vol: Section: Page#:
2269	IR	The CWS Worker shall be provided with the capability to separately print a visitation plan by each participant and child's caregiver.	Yes ☐ No ☐	Vol: Section: Page#:
2270	IR	The CWS Worker shall be provided with the capability to print Contact notes/comment fields using specified selection criteria (e.g., entity ID, type, activity, CWS Worker, create date, and activity date).	Yes ☐ No ☐	Vol: Section: Page#:
2271	IR	The CWS Worker shall be provided with the capability to print redacted Contact notes/comment fields.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2277	IR	The CWS/Web shall provide the CWS workers with the capability to print out a listing of relevant services and Service Providers in the geographical area of caregivers/clients.	Yes ☐ No ☐	Vol: Section: Page#:
2279	IR	The CWS/Web shall provide the capability to report on case plan milestones missed by a participant.	Yes ☐ No ☐	Vol: Section: Page#:
2280	IR	The CWS/Web shall have the capability to report on case plan milestones achieved by a participant.	Yes ☐ No ☐	Vol: Section: Page#:
2288	IR	The CWS/Web shall store an electronic copy of each sent ICPC report.	Yes ☐ No ☐	Vol: Section: Page#:
2290	IR	The CWS/Web shall provide the capability to save adoptive placement agreements.	Yes ☐ No ☐	Vol: Section: Page#:
2294	IR	The CWS Worker shall be provided with the capability to initiate a search of out of state criminal registries in accordance to PL 109-248 (Adam Walsh Child Protection and Safety Act of 2006).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2303	IR	The CWS Worker shall be provided the capability to view available and approved placement options based on different matching parameters (e.g., family relationship, location, school district, language, cultural/religious affiliation, sibling placements, special needs of child).	Yes ☐ No ☐	Vol: Section: Page#:
2304	IR	The CWS Worker shall be provided with the capability to change the weighting criteria for placement consideration.	Yes ☐ No ☐	Vol: Section: Page#:
2305	IR	The CWS Worker shall be provided with the capability to perform a criteria-based matching of children to placement, using criteria such as the child's gender, age, and special needs.	Yes ☐ No ☐	Vol: Section: Page#:
2306	IR	The CWS Worker shall be provided with the capability to perform criteria-based matching of children to all home types.	Yes ☐ No ☐	Vol: Section: Page#:
2307	IR	The CWS/Web shall provide the capability to search the available group of adoptive families and match the facilities with the child's needs.	Yes ☐ No ☐	Vol: Section: Page#:
2309	IR	The CWS/Web shall have the capability to automatically perform placement searches until there is a match or the status of a child changes.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2310	IR	The CWS/Web shall provide the capability to allow for the display of non-qualifying families in the search.	Yes ☐ No ☐	Vol: Section: Page#:
2311	IR	The CWS/Web shall have the capability to display all available homes for a child.	Yes ☐ No ☐	Vol: Section: Page#:
2312	IR	The CWS/Web shall allow the Adoption Worker to retrieve a listing of the prospective adoptive families and the associate scores/profiles.	Yes ☐ No ☐	Vol: Section: Page#:
2313	IR	The CWS/Web shall provide the capability to match a child with a placement from the available pool of placement facilities based on the child's needs.	Yes ☐ No ☐	Vol: Section: Page#:
2314	IR	The CWS/Web shall have the capability to display available and approved placement options based on different matching parameters.	Yes ☐ No ☐	Vol: Section: Page#:
2315	IR	The CWS/Web shall have the capability to allow the Adoption Worker to change the weighting criteria (e.g. age, behavioral needs) to match the child with an adoptive family.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2316	IR	The CWS/Web shall provide the capability of performing criteria-based matching of children to placement alternatives with regard to the child's sex, age and special needs.	Yes ☐ No ☐	Vol: Section: Page#:
2317	IR	The CWS/Web shall have the capability to display a list of potential adoptive homes.	Yes ☐ No ☐	Vol: Section: Page#:
2318	IR	The CWS/Web shall allow the Adoption Worker to initiate the matching process and match a child with potential adoptive families.	Yes ☐ No ☐	Vol: Section: Page#:
2319	IR	The CWS Worker shall be provided with the capability to search for services (e.g. by zip code, by county, by category, and by region).	Yes ☐ No ☐	Vol: Section: Page#:
2320	IR	The CWS Worker shall have the ability to search based upon predefined parameters to select a Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
2329	IR	The CWS Worker shall be provided with the capability to sort Contact notes/comment fields (e.g. by date, category, and person).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2333	IR	The CWS Worker shall be provided with the capability to sort by type of Contact, for reports on the time elapsed until the first in-person Contact.	Yes ☐ No ☐	Vol: Section: Page#:
2349	IR	The CWS/Web shall provide the capability to allow for electronic signature of the placement agreement.	Yes ☐ No ☐	Vol: Section: Page#:
2350	IR	The CWS Supervisor shall be provided with the capability to indicate approval of court reports via an electronic signature.	Yes ☐ No ☐	Vol: Section: Page#:
2368	IR	The CWS Worker shall be provided with the capability to update demographic information on each individual/organization identified in the Referral/Case.	Yes ☐ No ☐	Vol: Section: Page#:
2372	IR	The CWS Worker shall be provided with the capability to record that a Case is "highly confidential/sensitive."	Yes ☐ No ☐	Vol: Section: Page#:
2375	IR	The CWS Worker shall be provided with the capability to view a historical listing of all saved versions of documents, forms, reports and letters associated to a child's Case.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2376	IR	The CWS Worker shall be provided with the capability to record information about entities (e.g., clients, Referrals, pilot project cases, service providers) participating in special projects.	Yes ☐ No ☐	Vol: Section: Page#:
2377	IR	The CWS/Web shall have the capability to allow the CWS Worker to record the date of Case closure.	Yes ☐ No ☐	Vol: Section: Page#:
2378	IR	The CWS/Web shall have the capability to allow the CWS Worker to record the reason for Case closure.	Yes ☐ No ☐	Vol: Section: Page#:
2379	IR	The CWS Worker shall be provided with the capability to record the closure information for a Non-CWS child Case in discrete data elements.	Yes ☐ No ☐	Vol: Section: Page#:
2380	IR	The CWS/Web shall enable the input of data into a child's case.	Yes ☐ No ☐	Vol: Section: Page#:
2382	IR	The CWS Worker shall be provided with the capability to record a shared responsibility plan as specified in W&IC Section 16501.25.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2383	IR	The CWS Worker shall be provided with the capability to generate a shared responsibility plan.	Yes ☐ No ☐	Vol: Section: Page#:
2384	IR	The CWS Worker shall be provided with the capability to view a history of all pertinent dates associated with the release process.	Yes ☐ No ☐	Vol: Section: Page#:
2385	IR	The CWS Worker shall be provided with the capability to view the history of all pertinent dates associated with the re-opening of a suspended Case.	Yes ☐ No ☐	Vol: Section: Page#:
2387	IR	The CWS/Web shall be able to record the fact that the Case is closed, and the date of closure as part of the reminder checklist.	Yes ☐ No ☐	Vol: Section: Page#:
2395	IR	The CWS/Web shall have the capability to display which county, the region within county, and the address if a CWS Worker enters a zip code or address.	Yes ☐ No ☐	Vol: Section: Page#:
2396	IR	The CWS/Web shall provide the capability to enter, store and update prisoner information (e.g. prisoner number, name, mailing address, contact person, phone number, treatment programs offered).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2400	IR	The CWS Worker shall be provided with the capability to record Termination of Parental Rights information on behalf of a client.	Yes ☐ No ☐	Vol: Section: Page#:
2402	IR	The CWS/Web shall provide the capability to record whether a child is determined to be adoptable or not as a result of the adoptability assessment(s).	Yes ☐ No ☐	Vol: Section: Page#:
2406	IR	The CWS/Web shall allow for assigning an external adoption agency and documenting Contact information.	Yes ☐ No ☐	Vol: Section: Page#:
2409	IR	The CWS/Web shall enable the maintenance of potential adoptive applicants' demographic information as discrete data fields.	Yes ☐ No ☐	Vol: Section: Page#:
2411	IR	The Adoption Worker shall have the capability to modify information for the AD 90 form.	Yes ☐ No ☐	Vol: Section: Page#:
2412	IR	The Adoption Worker shall have the capability to modify information for the AD 551A form.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2413	IR	The CWS/Web shall have the capability to display the AD 90 form to the CDSS Adoption Support Unit Staff for review.	Yes ☐ No ☐	Vol: Section: Page#:
2414	IR	The Adoption Worker shall have the capability to modify information for the AD 67 and AD 67A forms.	Yes ☐ No ☐	Vol: Section: Page#:
2415	IR	The Adoption Worker shall have the capability to modify information for the child's adoptability assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2416	IR	The Adoption Worker shall have the capability to modify information for the AD 907 form.	Yes ☐ No ☐	Vol: Section: Page#:
2417	IR	The Adoption Worker shall have the capability to modify information for the AD 4320 form.	Yes ☐ No ☐	Vol: Section: Page#:
2418	IR	The Adoption Worker shall have the capability to modify information for the AAP 4 form.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2419	IR	The Adoption Worker shall have the capability to modify information for the AD 558 form.	Yes ☐ No ☐	Vol: Section: Page#:
2422	IR	The CWS Worker shall be provided with the capability to generate the AD 508 form (when Relinquishment was filed with CDSS).	Yes ☐ No ☐	Vol: Section: Page#:
2423	IR	The CWS Worker shall be provided with the capability to generate the AD 4317 form (when Relinquishment was not filed with CDSS).	Yes ☐ No ☐	Vol: Section: Page#:
2424	FR	The CWS/Web shall have the capability to generate a letter to the prospective applicant with information on the next orientation meetings (e.g. date, time, location).	Yes ☐ No ☐	Vol: Section: Page#:
2425	IR	The CWS Worker shall be provided with the capability to generate a letter to the adoption applicant to confirm that a complete application has been received.	Yes ☐ No ☐	Vol: Section: Page#:
2427	IR	The CWS Worker shall be provided with the capability to indicate if a child residing in the foster home has been adopted.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2443	IR	The CWS Worker shall be provided with the capability to view a summary of members in the family for whom a background check has been completed and is recorded in the system.	Yes ☐ No ☐	Vol: Section: Page#:
2445	IR	The CWS Worker shall be provided with the capability to record background check results.	Yes ☐ No ☐	Vol: Section: Page#:
2446	IR	The CWS Worker shall be provided with the capability to record that the background check results were received including date of the receipt.	Yes ☐ No ☐	Vol: Section: Page#:
2447	IR	The CWS Worker shall be provided with the capability to record if another state does not maintain a child abuse registry.	Yes ☐ No ☐	Vol: Section: Page#:
2448	IR	The CWS Worker shall be provided with the capability to record if another state does not maintain a criminal registry.	Yes ☐ No ☐	Vol: Section: Page#:
2449	IR	The CWS/Web shall provide the capability to record the date a response was received for a criminal record check, CAI (Child Abuse Index) and optional DMV information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2450	IR	The CWS/Web shall provide the capability to record a request for background information in the system.	Yes ☐ No ☐	Vol: Section: Page#:
2451	IR	The CWS Worker shall have the capability to indicate the reason a criminal record exemption is either granted or denied.	Yes ☐ No ☐	Vol: Section: Page#:
2459	IR	The CWS Worker shall be provided with the capability to enter information/notes to a Case at any point in time.	Yes ☐ No ☐	Vol: Section: Page#:
2460	IR	The CWS Worker shall be provided with the capability to create a case plan for a sibling group.	Yes ☐ No ☐	Vol: Section: Page#:
2461	IR	The CWS Worker shall be provided with the capability to view the case plan by individual.	Yes ☐ No ☐	Vol: Section: Page#:
2462	IR	The CWS Worker shall be provided with the capability to enter information (e.g. signature dates, approvals, reasons for refusal) regarding the case plan.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2463	IR	The CWS Worker shall be provided with the capability to record a description of appropriateness for planned services as specified in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
2464	IR	The CWS Worker shall be provided with the capability to record family strengths for each family member, as specified in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
2465	IR	The CWS Worker shall be provided with the capability to record contributing factors for each family member, as specified in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
2466	IR	The CWS Worker shall be provided with the capability to record family intervention reasons as specified in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
2467	IR	The CWS Worker shall be provided with the capability to create a case plan for a single client.	Yes ☐ No ☐	Vol: Section: Page#:
2468	IR	The CWS Worker shall be provided with the capability to create a single case plan for more than one client.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2469	IR	The CWS Worker shall be provided with the capability to record a case plan for an individual and families (e.g., issues needing to be addressed, significant activities to be completed and by whom, dates and time frames for referral, initiation and completion, outcomes for services provided, reasonable efforts to prevent placement within acceptable timeframes, reasonable efforts to finalize the permanency plan, aggravated circumstances that prevent child's release to parent, primary and optional alternate permanency planning goals, reunification assessments).	Yes ☐ No ☐	Vol: Section: Page#:
2470	IR	The CWS Worker shall be provided with the capability to record visitation plan information (e.g., who is authorized to visit a child, when visits occur, where visits occur, length of visits, other conditions, whether the visit was supervised or unsupervised).	Yes ☐ No ☐	Vol: Section: Page#:
2471	IR	The CWS Worker shall be provided with the capability to record delivery of services to a client (e.g., provider data, mental health, medical, educational, counseling and nonresidential services; completion dates; reports of observable and sustainable changes in behavior; childcare; service period start and end dates) for any person related to a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2472	IR	The CWS Worker shall be provided with the capability to indicate reasons for failure to meet objectives.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2473	IR	The CWS Worker and supervisor shall have the capability, when viewing concurrent plan milestones, to make adjustments to the concurrent plan in collaboration with any assigned secondary worker (s).	Yes ☐ No ☐	Vol: Section: Page#:
2474	IR	The CWS/Web shall provide the CWS Worker with a list of standardized status indications (e.g. on track, failed, complete).	Yes ☐ No ☐	Vol: Section: Page#:
2475	IR	The CWS/Web shall bring forward previous Case goals and plans as a basis for an updated case plan.	Yes ☐ No ☐	Vol: Section: Page#:
2476	IR	The CWS Worker shall be provided with the capability to make changes and additions to the data that was brought forward.	Yes ☐ No ☐	Vol: Section: Page#:
2477	IR	The CWS Worker shall be provided with the capability to enter data relating to the development, monitoring, and update of the case plan.	Yes ☐ No ☐	Vol: Section: Page#:
2478	IR	The CWS/Web shall provide the ability for a worker to develop and update a Case-specific concurrent plan.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2480	IR	The CWS/Web shall have the capability to allow the CWS Worker to document the risk factors and potential conditions associated with the identified risks, as determined by a physician, therapist, or Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
2481	IR	The CWS Worker shall be provided with the capability to document when the child/youth develops symptoms connected to the identified risks.	Yes ☐ No ☐	Vol: Section: Page#:
2482	IR	The CWS/Web shall provide the capability to generate letters to all participants regarding terms and conditions of services provided.	Yes ☐ No ☐	Vol: Section: Page#:
2483	IR	The CWS Worker shall be provided with the capability to view a Case/Referral summary profile.	Yes ☐ No ☐	Vol: Section: Page#:
2490	IR	The CWS Worker shall be provided with the capability to record a child's medical/dental/psychological health profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2491	IR	The CWS Worker shall be provided with the capability to record a child's education profile information in compliance with CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2492	IR	The CWS Worker shall be provided with the capability to view a child's education profile information in compliance with CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
2493	IR	The CWS Worker shall be provided with the capability to view selected forms, reports and letters from the client's document historical view.	Yes ☐ No ☐	Vol: Section: Page#:
2494	FR	The CWS/Web shall provide the capability for caregivers to submit information relating to the Health and Education Passport, sibling contact/visitation efforts, parental visits, and other updates and reports electronically.	Yes ☐ No ☐	Vol: Section: Page#:
2497	IR	The CWS Worker shall be provided with the capability to record the collateral profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2498	IR	The CWS Worker shall be provided with the capability to view the collateral profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2503	IR	The CWS Worker shall be provided with the capability to indicate specific tasks for which other agencies are responsible.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2504	IR	The CWS Worker shall be provided with the capability to document information about a collateral (e.g., background checks and income source).	Yes ☐ No ☐	Vol: Section: Page#:
2509	IR	The CWS Worker shall be provided with the capability to view the schedule of mandated Contacts for a client.	Yes ☐ No ☐	Vol: Section: Page#:
2511	IR	The CWS Worker shall be provided with the capability to view Contact profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2513	IR	The CWS/Web shall provide the capability to display all Contacts.	Yes ☐ No ☐	Vol: Section: Page#:
2575	IR	The CWS Worker shall be provided with the capability to record the Contact information of the worker assigned to provide service.	Yes ☐ No ☐	Vol: Section: Page#:
2576	IR	The CWS Worker shall be provided with the capability to record an out of state Contact for any ICPC children.	Yes ☐ No ☐	Vol: Section: Page#:

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2577	IR	The CWS/Web shall allow the CWS Worker to add additional notes and comments to the ICPC report.	Yes ☐ No ☐	Vol: Section: Page#:
2589	IR	The CWS Worker shall be provided with the capability to document the Life Skills Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2590	IR	The CWS Worker shall be provided with the capability to create/generate the ILP Assessment per CDSS Policy.	Yes ☐ No ☐	Vol: Section: Page#:
2591	IR	The CWS Worker shall be provided with the capability to document that the youth/young adult has received referrals to community resources, as needed for the W&IC 391 Hearing.	Yes ☐ No ☐	Vol: Section: Page#:
2592	IR	The CWS Worker shall be provided with the capability to document that the youth/young adult has been informed about resources available to them, as needed for the W&IC 391 Hearing.	Yes ☐ No ☐	Vol: Section: Page#:
2594	IR	The CWS Worker shall be provided with the capability to document a job-training plan as part of the TILP for a youth/young adult.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2595	IR	The CWS Worker shall be provided with the capability to document an educational plan or goal as part of the TILP for a youth/young adult.	Yes ☐ No ☐	Vol: Section: Page#:
2596	IR	The CWS Worker shall be provided with the capability to document if the youth/young adult client is enrolled in a post-secondary educational program.	Yes ☐ No ☐	Vol: Section: Page#:
2597	IR	The CWS Worker shall be provided with the capability to document that the youth/young adult client is no longer attending a post-secondary educational program, and why.	Yes ☐ No ☐	Vol: Section: Page#:
2598	IR	The CWS Worker shall be provided with the capability to indicate youth/young adults are receiving Aftercare Services and payments.	Yes ☐ No ☐	Vol: Section: Page#:
2599	IR	The CWS Worker shall be provided with the capability to discontinue or end date Aftercare Services.	Yes ☐ No ☐	Vol: Section: Page#:
2600	IR	The CWS Worker shall be provided with the capability to document the Voluntary Services Agreement.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2601	IR	The CWS Worker shall be provided with the capability to update the Voluntary Services Agreement.	Yes ☐ No ☐	Vol: Section: Page#:
2602	IR	The CWS Worker shall be provided with the capability to document a youth/young adult's eligibility for Transitional Living Services.	Yes ☐ No ☐	Vol: Section: Page#:
2603	IR	The CWS Worker shall be provided with the capability to document a youth/young adult's eligibility for Transitional Housing Placement Program.	Yes ☐ No ☐	Vol: Section: Page#:
2604	IR	The CWS Worker shall be provided with the capability to document the TILP.	Yes ☐ No ☐	Vol: Section: Page#:
2605	IR	The CWS Worker shall be provided with the capability to generate a letter that contains the amounts and billing instructions that will be provided to the post-secondary institution (for the purpose of tuition payment), and a copy sent to the student.	Yes ☐ No ☐	Vol: Section: Page#:
2606	IR	The CWS Worker shall be provided with the capability to document and print the youth/young adults Voluntary Service Agreement.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2607	IR	The CWS Worker shall be provided with the capability to document and print the youth/young adult's Transitional Living Plan and Independent Living Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2609	IR	The CWS Worker shall be provided with the capability to generate the SOC155B or equivalent form.	Yes ☐ No ☐	Vol: Section: Page#:
2610	IR	The CWS Worker shall be provided with the capability to create a discharge summary and include it in the discharge packet for probation, diversion, or aftercare youth.	Yes ☐ No ☐	Vol: Section: Page#:
2640	IR	The CWS Worker shall be provided with the capability to record information regarding multidisciplinary team meetings for future use in the Case document and reporting purposes.	Yes ☐ No ☐	Vol: Section: Page#:
2641	IR	The CWS Worker shall be provided with the capability to record details relating to scheduled meetings (e.g., date, time, purpose, participants and desired meeting outcome).	Yes ☐ No ☐	Vol: Section: Page#:
2642	IR	The CWS/Web shall provide the capability to allow meeting participants to accept/decline meetings.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2646	IR	The CWS Worker shall be provided with the capability to record all meeting outcomes.	Yes ☐ No ☐	Vol: Section: Page#:
2647	FR	The CWS Worker shall be provided with the capability to record and document all meetings in the system.	Yes ☐ No ☐	Vol: Section: Page#:
2648	IR	The CWS/Web shall provide the capability to track family conferences and multidisciplinary team meetings and resulting action plans as well as the implementation and success / outcome of the plans.	Yes ☐ No ☐	Vol: Section: Page#:
2649	IR	The CWS Worker shall be provided with the capability to document the information related to the custody/removal of a child.	Yes ☐ No ☐	Vol: Section: Page#:
2650	IR	The CWS Worker shall be provided with the capability to view an overview of all previously collected information relevant to placement of the child, based on existing information.	Yes ☐ No ☐	Vol: Section: Page#:
2651	IR	The CWS Worker shall be provided with the capability to view details regarding the placement episode (e.g., details relating to the placement facility, details relating to the child's placement in the facility during the placement episode).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2652	IR	The CWS Worker shall be provided with the capability to view a chronological display of the history of events of a particular type of placement.	Yes ☐ No ☐	Vol: Section: Page#:
2653	IR	The CWS Worker shall be provided with the capability to record and track all placements and facility types.	Yes ☐ No ☐	Vol: Section: Page#:
2654	IR	The CWS Worker shall be provided with the capability to record the date for a request a change in placement.	Yes ☐ No ☐	Vol: Section: Page#:
2655	IR	The CWS Worker shall be provided with the capability to record the reason for a request a change in placement.	Yes ☐ No ☐	Vol: Section: Page#:
2656	IR	The CWS Worker shall be provided with the capability to record temporary leave information from the placement facility.	Yes ☐ No ☐	Vol: Section: Page#:
2657	IR	The CWS/Web shall provide the capability to keep a record of and display children and adults in a placement home both current and historical.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2661	IR	The CWS Worker shall be provided with the capability to view all available matching criteria in the profile sheet of the child.	Yes ☐ No ☐	Vol: Section: Page#:
2662	IR	The CWS/Web shall provide the capability of presenting a chronological history of a child's individual placement entry and exits.	Yes ☐ No ☐	Vol: Section: Page#:
2663	IR	The CWS/Web shall provide the capability to capture the adoptive placement home approved preferences to assist in matching a home to a child.	Yes ☐ No ☐	Vol: Section: Page#:
2664	IR	The CWS/Web shall provide the capability for the Adoption Worker to indicate a reason why a potential adoptive home was selected.	Yes ☐ No ☐	Vol: Section: Page#:
2665	IR	The CWS/Web shall provide the capability for the Adoption Worker to indicate a reason why a potential adoptive home did not result in a placement.	Yes ☐ No ☐	Vol: Section: Page#:
2666	IR	The CWS/Web shall provide the capability to indicate if the adoptive placement is a foster home in which the child has been placed for a year or longer.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2667	IR	The CWS/Web shall provide the capability to allow for multiple episodes of post-adoption out-of home placements.	Yes ☐ No ☐	Vol: Section: Page#:
2670	IR	The CWS Worker shall be provided with the capability to record the approval of a relative/NREFM candidate.	Yes ☐ No ☐	Vol: Section: Page#:
2671	IR	The CWS Worker shall be provided with the capability to record the disapproval of a relative/NREFM candidate.	Yes ☐ No ☐	Vol: Section: Page#:
2672	IR	The CWS Worker shall be provided with the capability to record a reason for approval/disapproval of the relative/NREFM candidate.	Yes ☐ No ☐	Vol: Section: Page#:
2676	IR	The CWS Worker shall have the capability to enter data for the SOC 815, SOC 817 and SOC 818 forms.	Yes ☐ No ☐	Vol: Section: Page#:
2677	IR	The CWS/Web shall provide the capability to indicate a relative/NREFM home has met the standards.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2682	FR	The CWS/Web shall provide caregivers the capability to update emergency address, Contact information as well information about the condition, health and welfare of children under their care in case of disaster.	Yes ☐ No ☐	Vol: Section: Page#:
2683	IR	The CWS Worker shall be provided with the capability to generate a release from custody packet for a youth. (County-specific forms).	Yes ☐ No ☐	Vol: Section: Page#:
2718	IR	The CWS Worker shall be provided with the capability to record any service offered.	Yes ☐ No ☐	Vol: Section: Page#:
2719	IR	The CWS Worker shall have the capability to request services only with an existing Referral/Case.	Yes ☐ No ☐	Vol: Section: Page#:
2721	IR	The CWS Worker shall be provided with the capability to record services requested.	Yes ☐ No ☐	Vol: Section: Page#:
2723	IR	The CWS Worker shall be provided with the capability to record Contact with Service Providers regarding the acquisition of resources/services.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2725	IR	The CWS Worker shall be provided with the capability to record a request for services on behalf of the service recipient(s).	Yes ☐ No ☐	Vol: Section: Page#:
2726	IR	The CWS Worker shall be provided with the capability to document needed services for service recipient(s).	Yes ☐ No ☐	Vol: Section: Page#:
2727	IR	The CWS Worker shall be provided with the capability to indicate whether the request for services is an emergency.	Yes ☐ No ☐	Vol: Section: Page#:
2732	IR	The CWS Worker shall be provided with the capability to modify a request for goods/services if the submission authorization was denied by the CWS Supervisor.	Yes ☐ No ☐	Vol: Section: Page#:
2739	IR	The CWS Worker shall have the ability to create the request for goods.	Yes ☐ No ☐	Vol: Section: Page#:
2741	IR	The CWS/Web shall provide the capability to record the receipt of the request for an Inter-agency Service Request.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2742	IR	The CWS/Web shall provide the capability to record the service request information in discrete data elements.	Yes ☐ No ☐	Vol: Section: Page#:
2743	IR	The CWS/Web shall provide the capability to record the closed service request information in discrete data elements.	Yes ☐ No ☐	Vol: Section: Page#:
2744	IR	The CWS Worker shall be provided with the capability to arrange transportation for a child.	Yes ☐ No ☐	Vol: Section: Page#:
2745	IR	The CWS Worker shall be provided with the capability to record transportation details in the system (e.g., Name, Date and Time, to and from locations, Transport provider, Confirmation that child made it to placement).	Yes ☐ No ☐	Vol: Section: Page#:
2756	IR	The CWS Worker shall be provided with the capability to view an Adoption profile sheet for the child.	Yes ☐ No ☐	Vol: Section: Page#:
2757	IR	The CWS Worker shall be provided with the capability to create a concurrent case plan around the Case and assign tasks and deliverables to the participating workers.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2759	IR	The CWS/Web shall allow viewing all case information and add any additional notes, services, etc. provided to the child under his/her previous name.	Yes ☐ No ☐	Vol: Section: Page#:
2760	IR	The CWS/Web shall be able to record the closure information for a Non-CWS child Case in discrete data elements.	Yes ☐ No ☐	Vol: Section: Page#:
2761	IR	The CWS Worker shall be provided with the capability to create a Relinquishment for a child.	Yes ☐ No ☐	Vol: Section: Page#:
2762	IR	The CWS/Web shall have the capability to indicate and display if a family was previously reviewed but not selected.	Yes ☐ No ☐	Vol: Section: Page#:
2763	IR	The CWS/Web shall allow the Adoption Worker to temporarily flag an adoptive home that the worker has selected for review.	Yes ☐ No ☐	Vol: Section: Page#:
2765	IR	The CWS Worker shall be provided with the capability to record information relating to services provided for Transitional Living and Independent Living assistance for adolescents in compliance with the Chafee Act.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2798	IR	The CWS Worker shall be provided with the capability to generate a populated form letter to inform the child's county / agency that the Adoption has been finalized.	Yes ☐ No ☐	Vol: Section: Page#:
2799	IR	The CWS Worker shall be provided with the capability to populate parental data into the AD67 and AD67A.	Yes ☐ No ☐	Vol: Section: Page#:
2800	IR	The CWS/Web shall generate the populated AD56C form monthly, quarterly, by fiscal year and on a year-to-date basis.	Yes ☐ No ☐	Vol: Section: Page#:
2801	IR	The CWS/Web shall have the capability to generate a six month placement waiver.	Yes ☐ No ☐	Vol: Section: Page#:
2803	IR	The CWS Worker shall have the capability to record non-recurring expenses.	Yes ☐ No ☐	Vol: Section: Page#:
2806	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to combine the family assessment Information with other case plan forms, prior to printing, in order to create a single case plan form.	Yes ☐ No ☐	Vol: Section: Page#:

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2808	IR	The CWS/Web shall provide Transitional Independent Living Plan information for case plans.	Yes ☐ No ☐	Vol: Section: Page#:
2809	IR	The CWS/Web shall provide Safety Plan information for case plans.	Yes ☐ No ☐	Vol: Section: Page#:
2810	IR	The CWS/Web shall allow a case plan to be populated with existing data (e.g., demographic information, Case information such as relationships to mother, father, Guardian Ad Litem; information from other areas such as the investigative summary and findings).	Yes ☐ No ☐	Vol: Section: Page#:
2812	IR	The CWS/Web shall have the capability to generate a form for a new case plan that is populated with information from the existing case plan.	Yes ☐ No ☐	Vol: Section: Page#:
2813	IR	The CWS/Web shall have the capability to populate requests for services or referrals, when a case plan is updated.	Yes ☐ No ☐	Vol: Section: Page#:
2814	IR	The CWS/Web shall provide the capability to populate a new version of the case plan with updated data including but not limited to demographic, placement and legal information.	Yes ☐ No ☐	Vol: Section: Page#:

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2815	IR	The CWS Worker shall be provided with the capability to document the Transitional Independent Living Plan as a component of the youth's/young adult's case plan.	Yes ☐ No ☐	Vol: Section: Page#:
2828	IR	The CWS Worker shall be provided with the capability to generate the financial/medical plan to accompany the outgoing ICPC request.	Yes ☐ No ☐	Vol: Section: Page#:
2831	IR	The CWS/Web shall provide Transitional Independent Living Plan information for assessments.	Yes ☐ No ☐	Vol: Section: Page#:
2832	IR	The CWS Worker shall be provided with the capability to integrate the Life Skills Assessment as part of the Transitional Living Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2833	IR	The CWS Worker shall be provided with the capability to create a discharge packet for a child/youth who is in an active Probation, Diversion, or Aftercare episode.	Yes ☐ No ☐	Vol: Section: Page#:
2837	IR	The CWS Worker shall be provided with the capability to generate required placement agreements (e.g., Agency-Group Home Agreement, Voluntary Placement Agreement, and Agency-Foster Home Agreement).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2838	IR	The CWS Worker shall be provided with the capability to generate a Foster Child's Data Record (SOC 158).	Yes ☐ No ☐	Vol: Section: Page#:
2854	IR	The CWS/Web shall provide a form to capture a check-list of issues discussed with the proposed caregiver for a guardianship home study assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2855	IR	The CWS/Web shall have a checklist with all the information to be recorded during the relinquishment Contact.	Yes ☐ No ☐	Vol: Section: Page#:
2857	IR	The CWS/Web shall have a checklist with all the tasks, components completed and documents submitted to be completed in the stepparent investigation.	Yes ☐ No ☐	Vol: Section: Page#:
2869	IR	The CWS/Web shall provide the capability to generate a referral for finger printing services.	Yes ☐ No ☐	Vol: Section: Page#:
2919	IR	The CWS/Web shall provide an action alert every six months to the user to complete the TILP as long as the youth / young adult is in CWS custody.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2920	IR	The CWS/Web shall generate an action alert to the user when the youth / young adult is "x" days (county-configurable) from their 18th birthday.	Yes ☐ No ☐	Vol: Section: Page#:
2921	IR	The CWS Worker shall be alerted when the youth / young adult is "x" days from their birthday (county-configured) to include the goal of Independent Living to the Permanency Plan (based on federal regulations and county policy).	Yes ☐ No ☐	Vol: Section: Page#:
2922	IR	The CWS/Web shall generate an action alert to the user when the youth / young adult is "x" days from their 16th birthday develop an Independent Living Plan (based on Federal Regulations).	Yes ☐ No ☐	Vol: Section: Page#:
2923	IR	The CWS/Web shall provide a county configurable alert to the CWS Worker prior to a youth's emancipation to provide discharge information (e.g. TANF information, Social Security card, Birth Certificate, list of schools attended, medical records, immunization records, information on how to request documents).	Yes ☐ No ☐	Vol: Section: Page#:
2924	IR	The CWS/Web shall have the capability to provide an alert to the CWS Worker to provide proper legal notice when placement changes are made for the child, per 361.2 (g) of the Welfare Institute Code.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2927	IR	The CWS/Web shall provide the capability to prompt the CWS Worker to enter a Voluntary Service Agreement when the Case is open and there is no legal activity on the Case prior to the 60-day time limit.	Yes ☐ No ☐	Vol: Section: Page#:
2928	IR	The CWS Worker shall be alerted to determine eligibility for Independent Living Program for a child who is age 14 -18 (county-configurable) and in a removal episode.	Yes ☐ No ☐	Vol: Section: Page#:
2930	IR	The CWS/Web shall provide the capability to create ticklers based on events or activities identified in the case plan.	Yes ☐ No ☐	Vol: Section: Page#:
2933	IR	The CWS Worker shall be provided with the capability to identify the child's record as a confidential record to unauthorized users based on CDSS policy, once the adoption has been finalized.	Yes ☐ No ☐	Vol: Section: Page#:
2944	IR	The CWS/Web shall provide the capability to automatically update the child's primary address when the child moves while in placement.	Yes ☐ No ☐	Vol: Section: Page#:
2950	IR	The Adoption worker shall have the ability to enter the time and date of the signature of the Adoptive Placement Agreement in the system.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2963	IR	The CWS/Web shall provide the capability to indicate if a case plan is complete.	Yes ☐ No ☐	Vol: Section: Page#:
2967	IR	The CWS Worker shall have the capability to automatically update the child's primary address when the child is in placement.	Yes ☐ No ☐	Vol: Section: Page#:
2968	IR	The CWS/Web shall provide the capability to not allow processing of additional placement of children into the home if the home is on involuntary hold.	Yes ☐ No ☐	Vol: Section: Page#:
2977	IR	The CWS/Web shall provide a means for the user to develop the initial Transitional Independent Living Plan at a configurable age.	Yes ☐ No ☐	Vol: Section: Page#:
2999	IR	The CWS Worker shall have the capability to submit the case plan to a CWS Supervisor for review and approval.	Yes ☐ No ☐	Vol: Section: Page#:
3005	IR	The CWS Worker shall be provided with the capability to submit a court report for supervisor approval.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3006	IR	The CWS Worker shall have the ability to submit the request for goods for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3007	IR	The CWS Worker shall be provided with the capability to route the fee waiver to a supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3008	IR	The CWS Supervisor shall be provided with the capability to approve an adoptive placement.	Yes ☐ No ☐	Vol: Section: Page#:
3009	IR	The CWS/Web shall be able to route the waiver to supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3010	IR	The CWS/Web shall provide the capability to incorporate procedures for supervisory oversight and authorization related to Case review.	Yes ☐ No ☐	Vol: Section: Page#:
3025	IR	The CWS Worker shall be provided with the capability to resubmit a request for goods/services to the CWS Supervisor.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3026	IR	The CWS Worker shall have the ability to submit requests for services for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3034	IR	The CWS Supervisor/director shall have the ability to view all request for approval policy waiver for ILP Mentor applicants that are age 18 and up through 24 years of age, and approve the request.	Yes ☐ No ☐	Vol: Section: Page#:
3038	IR	The CWS Worker shall be provided with the capability to submit a request for supervisor's approval to extend Aftercare Services.	Yes ☐ No ☐	Vol: Section: Page#:
3044	IR	The CWS Worker shall have the capability to manage an assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3047	IR	The CWS/Web shall assist the Adoption Worker to assess adoptability: likelihood that child will be adopted by current caregiver or relative, child's needs profile (Health, Psychological, Education), eligibility for AAP, previous adoption home finding efforts or alternative permanent plan options for the child.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3050	IR	The CWS/Web shall provide the capability to provide case plan information for assessments.	Yes ☐ No ☐	Vol: Section: Page#:
3051	IR	The CWS Worker shall be provided with the capability to generate a multidisciplinary team assessment and placement recommendation to be submitted to court.	Yes ☐ No ☐	Vol: Section: Page#:
3052	IR	The CWS/Web shall provide the capability of the scoring of the Life Skills Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3079	IR	The CWS/Web shall provide the capability to send a notification to the Adoption Worker that the State has acknowledged/confirmed the freeing of a child.	Yes ☐ No ☐	Vol: Section: Page#:
3080	IR	The Adoption Worker shall have the capability to generate a notice to interested parties (e.g., judge, attorneys, birth parent) when the relinquishing parent revokes Relinquishment.	Yes ☐ No ☐	Vol: Section: Page#:
3081	IR	The Adoption Worker shall have the capability to generate a notice to interested parties (e.g., judge, attorneys, birth parent) when the relinquishing parent is allowed to rescind a Relinquishment.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3096	IR	The CWS Worker shall have the capability of notifying Service Providers to begin delivering services once the case plan has been approved/court-ordered.	Yes ☐ No ☐	Vol: Section: Page#:
3097	IR	The CWS/Web shall provide the capability for the CWS Worker to receive an alert to create a case plan as a result of re-opening a suspended Case.	Yes ☐ No ☐	Vol: Section: Page#:
3114	IR	The CWS Worker shall be provided with the capability to send a meeting notice to non-users.	Yes ☐ No ☐	Vol: Section: Page#:
3115	IR	The CWS Worker shall be provided with the capability to send and confirm meeting notices via email.	Yes ☐ No ☐	Vol: Section: Page#:
3116	IR	The CWS/Web shall have the capability to generate meeting notices to be sent via standard mail if no email address is available for the attendee.	Yes ☐ No ☐	Vol: Section: Page#:
3117	IR	The CWS Worker shall be provided with the capability to invite meeting participants through calendaring/meeting notices.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3118	IR	The CWS Worker shall be provided the capability to receive an alert if there is a pending placement for the placement facility.	Yes ☐ No ☐	Vol: Section: Page#:
3119	IR	The CWS/Web shall provide the capability for the CWS Worker to be notified if there is a change in the placement of a child.	Yes ☐ No ☐	Vol: Section: Page#:
3120	IR	The CWS/Web shall have the capability to notify the Service Provider that service has been approved.	Yes ☐ No ☐	Vol: Section: Page#:
3121	IR	The CWS/Web shall have the capability to notify the client that the service has been approved.	Yes ☐ No ☐	Vol: Section: Page#:
3122	IR	The CWS/Web shall provide the capability to send a notification to the Service Provider if services are suspended.	Yes ☐ No ☐	Vol: Section: Page#:
3133	IR	The Adoption Worker shall have the capability to electronically send the AD 90 to the State.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3134	IR	The CWS/Web shall have the capability to display the AD 551A to the CDSS Adoption Support Unit Staff for review.	Yes ☐ No ☐	Vol: Section: Page#:
3135	IR	The CWS/Web shall have the capability to send the AD 558 to the State electronically.	Yes ☐ No ☐	Vol: Section: Page#:
3152	IR	The CWS/Web shall provide the capability for the CWS Worker to file an appeal in regard to Special Immigrant Juvenile Status.	Yes ☐ No ☐	Vol: Section: Page#:
3154	IR	The CWS Worker shall be provided with the capability to electronically forward ICPC documents.	Yes ☐ No ☐	Vol: Section: Page#:
3155	IR	The CWS/Web shall allow the CWS Worker to route the ICPC package to the ICPC Liaison.	Yes ☐ No ☐	Vol: Section: Page#:
3156	IR	The CWS/Web shall have the capability to route the ICPC package electronically to the receiving state.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3157	IR	The CWS/Web shall have the capability for the receiving state to send a response to the ICPC 100A form electronically.	Yes ☐ No ☐	Vol: Section: Page#:
3158	IR	The CWS/Web shall have the capability to receive an electronic version of the ICPC 100B Placement Status form from the receiving state.	Yes ☐ No ☐	Vol: Section: Page#:
3159	IR	The CWS Worker to send electronically the ICPC 100B Placement Status form to the sending state.	Yes ☐ No ☐	Vol: Section: Page#:
3160	IR	The CWS/Web shall have the capability to route the report electronically to the ICPC Liaison in the sending state.	Yes ☐ No ☐	Vol: Section: Page#:
3161	IR	The CWS Worker shall be provided with the capability to send the report electronically to the ICPC Liaison in the sending state.	Yes ☐ No ☐	Vol: Section: Page#:
3162	IR	The CWS Worker shall be provided with the capability to refer a youth/young adult's for ILP services.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3167	FR	The CWS/Web shall have the capability to route the Home Study Report to the assigned CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
3176	IR	The Adoption Worker shall have the capability to initiate a referral for services for the child and/or the family.	Yes ☐ No ☐	Vol: Section: Page#:
3178	IR	The CWS Worker shall have the ability to reschedule visits (e.g., change the date for a scheduled visit).	Yes ☐ No ☐	Vol: Section: Page#:
3208	IR	The CWS/Web shall have the capability to display how much time there is left to place the child.	Yes ☐ No ☐	Vol: Section: Page#:
3209	IR	The CWS/Web shall provide automatic ticklers that must remind assigned CWS and Adoptions workers to update joint Adoptability Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3214	IR	The CWS/Web shall provide the worker/supervisor the capability to report on status and time for processing of the AD 551A.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3216	IR	The CWS/Web shall be able to record the completion of the photo listing process as part of the reminder checklist.	Yes ☐ No ☐	Vol: Section: Page#:
3224	IR	The CWS Worker shall be provided with the capability to select one or several family members and request a background check.	Yes ☐ No ☐	Vol: Section: Page#:
3225	IR	The CWS Worker shall be provided with the capability to send an electronic request to the DOJ and /or FBI for background check.	Yes ☐ No ☐	Vol: Section: Page#:
3240	IR	The CWS/Web shall have the capability to provide the comparison of actual family and client outcomes with the expected goals through the provision of tools for the CWS Worker to analyze individual Case data.	Yes ☐ No ☐	Vol: Section: Page#:
3241	IR	The CWS/Web shall have the capability to record and track changes to placement or permanency planning goals.	Yes ☐ No ☐	Vol: Section: Page#:
3245	IR	The CWS/Web shall have the capability to remind the CWS Worker of upcoming scheduled visits.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3272	FR	The CWS/Web shall allow external caregivers to enter progress reports into the system online.	Yes ☐ No ☐	Vol: Section: Page#:
3277	IR	The CWS/Web shall have the capability for the CWS Worker to coordinate activities and services under dual jurisdiction.	Yes ☐ No ☐	Vol: Section: Page#:
3283	IR	The CWS Worker shall be provided with the capability to close a case after all the CWS services are end dated.	Yes ☐ No ☐	Vol: Section: Page#:
3285	IR	The CWS Worker shall be provided with the capability to end a service episode.	Yes ☐ No ☐	Vol: Section: Page#:
3286	IR	The CWS Worker shall be provided with the capability to enter an end date and time for the service episode.	Yes ☐ No ☐	Vol: Section: Page#:
3287	IR	The CWS Worker shall be provided with the capability to document reason for ending service episode.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3288	IR	The CWS Worker shall be provided with the capability to select a new service episode type (e.g., Family Maintenance, Family Reunification, Permanency Placement, and Adoptions).	Yes ☐ No ☐	Vol: Section: Page#:
3289	IR	The CWS/Web shall provide the capability for the CWS Worker to enter a start date and time for the new service episode concurrent with the previous service episode end date and time.	Yes ☐ No ☐	Vol: Section: Page#:
3312	IR	The CWS/Web shall have the capability for the Adoption Worker to enter information through a mobile device while conducting the visit.	Yes ☐ No ☐	Vol: Section: Page#:
3320	FR	The CWS/Web shall provide a portal or access role for the youth/young adult to enter and access ILP related information up to a configurable age.	Yes ☐ No ☐	Vol: Section: Page#:
3321	IR	The CWS/Web shall allow for county-configurable Case and Referral activity based checklists.	Yes ☐ No ☐	Vol: Section: Page#:
3339	IR	The CWS/Web system shall have the capability for the child's placement needs assessment to populate the "Out of Home Care Information" section in the child's case plan.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3346	IR	The CWS Worker shall have the ability to request issuance of the inventory through submission of a request for goods.	Yes ☐ No ☐	Vol: Section: Page#:
3368	IR	The CWS/Web shall provide the capability to filter/sort authorization requests by, but not limited to: • Emergency need • Date submitted • Type of request • Authorization number • Invoice number • Service/good category • Service Provider • CWS Worker • Service recipients	Yes ☐ No ☐	Vol: Section: Page#:
3378	IR	The CWS Worker shall be alerted to track a submitted SSI application on behalf of a child according to CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
3379	IR	The CWS Worker shall have the ability to set a preset maximum for a child's trust fund.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3380	IR	The CWS Worker shall have the ability to request that a child's trust fund balance be disbursed in accordance with State and Federal laws regarding the funding source.	Yes ☐ No ☐	Vol: Section: Page#:
3382	IR	The CWS/Web shall have the capability to maintain and account for funds held in trust in accordance with State and Federal rules and regulations regarding representative payee.	Yes ☐ No ☐	Vol: Section: Page#:
3437	IR	The CWS Worker shall have the ability to document any special considerations/rationales, for selecting a preferred Service Provider using pre-defined options.	Yes ☐ No ☐	Vol: Section: Page#:
3438	IR	The CWS Worker shall be required to specify in detail why the Service Provider is preferred if the CWS Worker chooses 'Other' as the rationale for selecting a preferred Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
3439	IR	The CWS Worker shall have the ability to record a request for goods on behalf of the child(ren).	Yes ☐ No ☐	Vol: Section: Page#:
3440	IR	The CWS Worker shall have the ability to record a request for goods on behalf of caregivers.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3442	IR	The CWS Worker shall have the ability to indicate that the request for goods is an emergency.	Yes ☐ No ☐	Vol: Section: Page#:
3443	IR	The CWS Worker shall not have the ability to submit the request for goods for authorization if required fields are blank.	Yes ☐ No ☐	Vol: Section: Page#:
3444	IR	The CWS Worker shall have the ability to attach documentation (e.g. case summary) to a request for goods.	Yes ☐ No ☐	Vol: Section: Page#:
3445	IR	The CWS Worker shall have the ability to choose from the goods available in the county inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3446	IR	The CWS Worker shall be provided with the capability to filter the list of Service Providers by location.	Yes ☐ No ☐	Vol: Section: Page#:
3447	IR	The CWS Worker shall be provided with the capability to filter the list of Service Providers by units of goods remaining.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3448	IR	The CWS Worker shall be provided with the capability to sort the list of Service Providers by location.	Yes ☐ No ☐	Vol: Section: Page#:
3449	IR	The CWS Worker shall be provided with the capability to sort the list of Service Providers by units of goods remaining.	Yes ☐ No ☐	Vol: Section: Page#:
3450	IR	The CWS Worker shall have the ability to select multiple service recipients for a request for goods.	Yes ☐ No ☐	Vol: Section: Page#:
3451	IR	The CWS Worker shall have the ability to complete the request for goods.	Yes ☐ No ☐	Vol: Section: Page#:
3455	IR	The CWS/Web shall populate the request for goods with information already captured in the CWS/Web (e.g., name, DOB, person ID).	Yes ☐ No ☐	Vol: Section: Page#:
3456	IR	The CWS Worker shall have the ability to modify a request for goods if the authorization was denied.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3460	IR	The CWS Worker shall be provided with the capability to filter the list of Service Providers by units of services remaining.	Yes ☐ No ☐	Vol: Section: Page#:
3462	IR	The CWS Worker shall be provided with the capability to sort the list of Service Providers by units of services remaining.	Yes ☐ No ☐	Vol: Section: Page#:
3463	IR	The CWS Worker shall have the ability to complete the request for services with: • Services start date • Services end date • Unit of services requested • Service frequency • Rationale • Program code • Court-ordered • Configurable service codes • Other funding sources available to the service recipient(s) (county option).	Yes ☐ No ☐	Vol: Section: Page#:
3464	IR	The CWS Worker shall have the ability to release units of services that have been encumbered but were not used by the service recipient(s).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3465	IR	The CWS/Web shall have the capability to encumber the units of services indicated in the request once the request for services is completed.	Yes ☐ No ☐	Vol: Section: Page#:
3466	IR	The CWS/Web shall not allow a service provider to be selected if the Service Provider has a suspended license.	Yes ☐ No ☐	Vol: Section: Page#:
3467	IR	The CWS/Web shall not allow a Service Provider to be selected if the service provider has an invalid license.	Yes ☐ No ☐	Vol: Section: Page#:
3469	IR	The CWS Worker shall have the ability to modify a request for goods/services when additional services/goods are needed.	Yes ☐ No ☐	Vol: Section: Page#:
3470	IR	The CWS Worker shall have the ability to modify a request for goods/services when the requested services/goods needs to be reduced.	Yes ☐ No ☐	Vol: Section: Page#:
3471	IR	The CWS/Web shall have the capability to alert the CWS Worker to release units of services that have been encumbered but were not used by the service recipient(s).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3473	IR	The CWS Worker shall have the ability to save the data entered to complete the request for emergency shelter care payment without completing the entire process.	Yes ☐ No ☐	Vol: Section: Page#:
3474	IR	The CWS Worker shall have the ability to submit the request for emergency shelter care payment for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3475	IR	The CWS Worker shall have the ability to view a history of requests for emergency shelter care payment submitted for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3477	IR	The CWS Worker shall have the ability to attach documentation (e.g. case summary) to a request for emergency shelter care payment.	Yes ☐ No ☐	Vol: Section: Page#:
3478	IR	The CWS Worker shall have the ability to revise a request for emergency shelter care payment if the request was not authorized because modification is required.	Yes ☐ No ☐	Vol: Section: Page#:
3479	IR	The CWS Worker shall have the ability to record a request for emergency shelter care payment on behalf of the child(ren).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3480	IR	The CWS Worker shall have the ability to select the payee for the request for emergency shelter care payment from the caregivers/facility listed for the child(ren).	Yes ☐ No ☐	Vol: Section: Page#:
3481	IR	The CWS Worker shall have the ability to modify a request for emergency shelter care payment if the authorization was denied.	Yes ☐ No ☐	Vol: Section: Page#:
3504	IR	The CWS Worker shall have the capability to search for the existing requests for services.	Yes ☐ No ☐	Vol: Section: Page#:
3505	IR	The CWS Worker shall have the capability to select an existing request for services.	Yes ☐ No ☐	Vol: Section: Page#:
3506	IR	The CWS Worker shall have the capability to route the referral for services to the Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
3507	IR	The CWS Worker shall have the ability to route any attachments to the referral for services to the Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3508	IR	The CWS Worker shall have the ability to notify the service recipient(s) the referral for services has been completed.	Yes ☐ No ☐	Vol: Section: Page#:
3509	IR	The CWS Worker shall have the ability to notify the service recipient(s) of the detailed information and instructions to attend or obtain the services.	Yes ☐ No ☐	Vol: Section: Page#:
3511	IR	The CWS Worker shall have the capability to create a release of information.	Yes ☐ No ☐	Vol: Section: Page#:
3515	IR	The CWS Worker shall have the capability to create a referral for services.	Yes ☐ No ☐	Vol: Section: Page#:
3516	IR	The CWS/Web shall provide the capability to populate the referral for services with information already captured in the CWS/Web in the selected request for services.	Yes ☐ No ☐	Vol: Section: Page#:
3519	IR	The CWS Worker shall have the capability to search for the existing authorized request for goods.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3520	IR	The CWS Worker shall have the capability to select an existing authorized request for goods.	Yes ☐ No ☐	Vol: Section: Page#:
3521	IR	The CWS Worker shall have the capability to route the voucher to the Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
3522	IR	The CWS Worker shall have the capability to route any attachments to the voucher to the Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
3523	IR	The CWS Worker shall have the capability to notify the service recipient(s) that the voucher has been completed.	Yes ☐ No ☐	Vol: Section: Page#:
3524	IR	The CWS Worker shall have the capability to notify the service recipient(s) of the detailed information and instructions to obtain the goods.	Yes ☐ No ☐	Vol: Section: Page#:
3526	IR	The CWS Worker shall have the capability to route the voucher to the person handling the county inventory.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3527	IR	The CWS Worker shall have the capability to record when inventory has been purchased.	Yes ☐ No ☐	Vol: Section: Page#:
3528	IR	The CWS Worker shall have the capability to record the receipt of goods through case management activities.	Yes ☐ No ☐	Vol: Section: Page#:
3529	IR	The CWS Worker shall have the capability to issue a voucher.	Yes ☐ No ☐	Vol: Section: Page#:
3533	IR	The CWS Worker shall have the capability to route the voucher or other payment method to the service recipient.	Yes ☐ No ☐	Vol: Section: Page#:
3552	IR	The CWS/Web shall have the capability to populate the request for services with information already captured in CWS/Web (e.g., name, DOB, person ID).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3560	IR	The CWS Worker shall be provided with the capability to view a child's income information including but not limited to: • Type of income • Balance • Deposits • Deposit dates • Abatement amounts • Abatement dates	Yes ☐ No ☐	Vol: Section: Page#:
3561	IR	The CWS/Web shall provide the capability for the CWS Worker to receive an alert to determine if a SSI application should be initiated on behalf of a child according to CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
3569	IR	The CWS/Web shall have the capability to generate Form I-360, Petition for Amerasian, Widow(er) or Special Immigrant and track filing for special juvenile immigrant status.	Yes ☐ No ☐	Vol: Section: Page#:
3570	IR	The CWS Supervisor shall be provided with the capability to authorize a request submitted for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3587	IR	The CWS Worker shall be provided with the capability to use the permanency planning tool to conduct a Concurrent Planning prognosis (e.g. indicate the likelihood of successful reunification).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3588	IR	The CWS/Web shall provide the capability to auto-populate assessment information into a case plan.	Yes ☐ No ☐	Vol: Section: Page#:
3589	IR	The CWS/Web shall provide the capability to auto-populate screening tool information into a case plan.	Yes ☐ No ☐	Vol: Section: Page#:
3590	IR	The CWS/Web shall provide the capability to auto-populate diagnostic tool information into a case plan.	Yes ☐ No ☐	Vol: Section: Page#:
3591	IR	The CWS Worker shall be provided with the capability of a standard process to record information for Form I-360, Petition for Amerasian, Widow(er) or Special Immigrant and all supporting documentation.	Yes ☐ No ☐	Vol: Section: Page#:
3621	IR	The CWS/Web shall have the capability to track the county of jurisdiction for the finalized adoption.	Yes ☐ No ☐	Vol: Section: Page#:
3622	IR	The CWS/Web shall have the capability to track if the finalized adoption was out of state or out of country.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4741	IR	The CWS Worker shall be provided the capability to record a child's developed symptoms.	Yes ☐ No ☐	Vol: Section: Page#:
Resource Management				
Contract Support				
382	FR	The Licensing Worker shall be alerted if a placement of a child is attempted in a home before mandatory training has been completed and pre-licensing visit has been conducted.	Yes ☐ No ☐	Vol: Section: Page#:
468	IR	The CWS Administrator shall have the ability to enter multiple contracts/agreements for any one service provider.	Yes ☐ No ☐	Vol: Section: Page#:
490	IR	The CWS Administrator shall have the capability to select existing data for auto-population to a new contract/agreement relationship with existing service providers.	Yes ☐ No ☐	Vol: Section: Page#:
2622	IR	The CWS/Web shall have the capability to generate reports for Contract Licensing LIC 181 at the county level.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3356	IR	The CWS Worker shall not have the capability to select a service provider if the service provider does not have a valid contract for the service unless the service does not require a contract.	Yes ☐ No ☐	Vol: Section: Page#:
3554	IR	The CWS Administrator shall be provided with the capability to merge contracts/agreements.	Yes ☐ No ☐	Vol: Section: Page#:
		Facilities Support		
370	IR	The CWS/Web shall provide an alert to indicate if a home has more than one facility license.	Yes ☐ No ☐	Vol: Section: Page#:
423	FR	The CWS/Web shall have the capability to generate a Plan of Correction due dates or need for informal meeting, compliance plan or legal administrative action.	Yes ☐ No ☐	Vol: Section: Page#:
436	IR	The Licensing worker shall have the capability to revoke the license as a result of administrative action.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
437	IR	The Licensing Worker shall have the capability to place a license on probation for a specific period of time.	Yes ☐ No ☐	Vol: Section: Page#:
438	IR	The Licensing worker shall have the capability to record a Temporary Suspension Order (TSO).	Yes ☐ No ☐	Vol: Section: Page#:
439	IR	The CWS/Web shall have the ability to maintain the status/closure of County Foster Family Home or Family/Child Care Home or agency record and indicate the date and reason for the closure.	Yes ☐ No ☐	Vol: Section: Page#:
440	IR	The CWS/Web shall notify all CWS Workers with children in a placement home/facility, when a referral for abuse/neglect is received for a child in placement.	Yes ☐ No ☐	Vol: Section: Page#:
443	FR	The CWS/Web shall have the capability to notify a county of a probationary license or a revocation.	Yes ☐ No ☐	Vol: Section: Page#:
444	FR	The system shall be able to encode/classify reasons for revocation of license.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
462	IR	The CWS/Web shall have the capability to capture data regarding the service provider including, but not limited to: • Name of Service Provider • Tax ID • Location(s) of Service Providers. • Hours of operation • Referral process • Contact person • Category and subcategory of service (e.g. through a drop down menu). • Start and end date of the contract/agreement. • Funding source • Manager approval required for service. • Any other terms and conditions (e.g., Rates, Number of units under this contract).	Yes ☐ No ☐	Vol: Section: Page#:
483	IR	The CWS/Web shall be able to report on, including, but not limited to: • Services provided by a specific Service Provider. • Type of service • Specialty • Location	Yes ☐ No ☐	Vol: Section: Page#:
705	IR	The CWS Worker shall be provided the capability to report on outcomes of services by a Service Provider and allow ranking them.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2659	IR	The CWS Worker shall be provided with the capability to view if an unlicensed home is a Tribe-Specified Home and exempt from licensing.	Yes ☐ No ☐	Vol: Section: Page#:
2660	IR	The CWS Worker shall be provided with the capability to record if a teen parent is placed with the teen parent's child in a Whole Family Foster Home (WFFH).	Yes ☐ No ☐	Vol: Section: Page#:
2668	IR	The CWS Worker shall be provided with the capability to manage a Placement Home profile.	Yes ☐ No ☐	Vol: Section: Page#:
2669	IR	The CWS/Web shall provide the capability for counties to record additional characteristics of placement homes.	Yes ☐ No ☐	Vol: Section: Page#:
3340	IR	The CWS Administrator shall have the ability to set up inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3352	IR	The CWS Administrator shall have the capability to update the characteristics of a service provider.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3518	IR	The CWS Worker shall have the ability to modify the service recipient(s) address and phone number.	Yes ☐ No ☐	Vol: Section: Page#:
3555	IR	The CWS Administrator shall be provided with the capability to merge public/private agencies.	Yes ☐ No ☐	Vol: Section: Page#:
		Foster / Adoptive Home Support		
34	IR	The Licensing Worker shall be provided notification that a referral of abuse of a child in a licensed facility has been created.	Yes ☐ No ☐	Vol: Section: Page#:
367	FR	The CWS/Web shall have the capability to track and report on prospective foster or adoptive caregivers who are interested in attending an orientation meeting.	Yes ☐ No ☐	Vol: Section: Page#:
368	FR	The CWS/Web shall have the capability to track training (pre-post application/license) and amount of ongoing education hours received and from what source (e.g. conference, workshop).	Yes ☐ No ☐	Vol: Section: Page#:
369	IR	The CWS/Web system shall have the capability to update existing information with the data received through the LIS interface.	Yes ☐ No ☐	Vol: Section:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
				Page#:
373	IR	The CWS/Web shall provide the capability to generate reports on the outcomes of county licensing applications.	Yes ☐ No ☐	Vol: Section: Page#:
374	FR	The CWS/Web shall allow prospective Foster Caregivers to file an application online.	Yes ☐ No ☐	Vol: Section: Page#:
375	FR	The CWS/Web shall allow prospective Foster Caregivers to track the status of an application online.	Yes ☐ No ☐	Vol: Section: Page#:
376	FR	The CWS/Web shall have the capability to generate a notification indicating place and date of the next training sessions available (county option).	Yes ☐ No ☐	Vol: Section: Page#:
377	FR	The Licensing Worker shall be provided with the capability to generate the license (including addressing special health care needs/specialty areas in the comment section of the license).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
378	IR	The CWS Worker shall be provided with the capability to issue notifications to the foster caregiver.	Yes ☐ No ☐	Vol: Section: Page#:
380	FR	The CWS/Web shall provide the capability to generate reports on the status of county licensing applications.	Yes ☐ No ☐	Vol: Section: Page#:
381	FR	The CWS/Web shall provide the capability to record outcomes from multiple licensing visits.	Yes ☐ No ☐	Vol: Section: Page#:
383	FR	The CWS/Web shall have the capability for the Applicant to complete an application online.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
384	FR	The CWS/Web shall have the capability for Private Agencies, FFAs (Foster Family Agencies), County Shelters, Crisis Nurseries, GHOs (Group Home Organizations), THPPs (Transitional Housing Placement Program), Regional Centers, etc. to submit requests online to enter and update information into the system: • Bed availability • Preference • Specialties • Staff • Other • Current census	Yes ☐ No ☐	Vol: Section: Page#:
387	IR	The CWS/Web shall provide the capability to enter information regarding the placement home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
391	IR	The CWS/Web shall be able to report on the history of all licenses of a licensee.	Yes ☐ No ☐	Vol: Section: Page#:
392	IR	The CWS/Web shall provide the capability to indicate that a caregiver's home is licensed but not placement ready.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
393	IR	The CWS/Web shall provide the capability to indicate that a caregiver's home is placement ready but no children should be placed in the home.	Yes ☐ No ☐	Vol: Section: Page#:
394	IR	The CWS/Web shall provide the capability to record the reason that no children should be placed in a caregiver's home that is placement ready.	Yes ☐ No ☐	Vol: Section: Page#:
395	FR	The CWS/Web shall have the capability for Private Adoption Agencies to submit requests online to enter and update new homes into the system: • Family data • Reimbursement issues • Ongoing Adoption Assistance Program payments.	Yes ☐ No ☐	Vol: Section: Page#:
396	IR	The CWS/Web shall have the capability to automatically update the number of beds available for a home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
398	IR	The CWS/Web shall have the ability to use the indicator of a child having been adopted, in determining vacancies/bed availability for a home/facility.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
399	FR	A Private Agency Adoption request shall start a workflow process requiring review and approval before data is updated in the system.	Yes ☐ No ☐	Vol: Section: Page#:
400	FR	The CWS/Web shall have an algorithm to randomly select homes to be reviewed within a specified timeframe.	Yes ☐ No ☐	Vol: Section: Page#:
401	IR	The CWS/Web shall generate an alert when a periodic review of a Foster Family Home is due according to CDSS Manual of Policies and Procedures Division 42 Regulations.	Yes ☐ No ☐	Vol: Section: Page#:
402	IR	The CWS/Web shall have the capability to generate reminders of periodic reviews and visits that are due (frequency to be determined by the county).	Yes ☐ No ☐	Vol: Section: Page#:
403	IR	The CWS/Web shall provide the capability to place a caregiver's licensed home on hold.	Yes ☐ No ☐	Vol: Section: Page#:
404	IR	The CWS/Web shall have the capability to record the reason a caregiver's home has been placed on hold.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
405	FR	The CWS/Web shall be able to document all legal administrative actions and reason.	Yes ☐ No ☐	Vol: Section: Page#:
406	IR	The Licensing Worker shall have the capability to record Placement Holds.	Yes ☐ No ☐	Vol: Section: Page#:
408	IR	The CWS/Web shall provide the capability to capture free form Contact Notes/Comment Fields and a narrative associated with a license, facility driven.	Yes ☐ No ☐	Vol: Section: Page#:
409	IR	The CWS/Web shall provide the capability to flag a hold situation where no new children should be placed (but existing children may remain).	Yes ☐ No ☐	Vol: Section: Page#:
410	FR	The provider shall have the capability to document an incident report online.	Yes ☐ No ☐	Vol: Section: Page#:
411	IR	The Licensing worker shall have the capability to document an investigation regarding a complaint.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
412	IR	The Licensing Worker shall be provided the capability to search for a licensing case.	Yes ☐ No ☐	Vol: Section: Page#:
413	FR	The CWS/Web shall have the capability for the Licensing Worker to be notified when a complaint visit is due.	Yes ☐ No ☐	Vol: Section: Page#:
414	FR	The Licensing worker shall have the capability to change the due date of a complaint visit when imminent danger is identified.	Yes ☐ No ☐	Vol: Section: Page#:
415	FR	For 10 day visits, the CWS/Web shall allow for next business date as the due date when 10th day falls on weekend or holiday.	Yes ☐ No ☐	Vol: Section: Page#:
416	FR	For serious complaints such as physical/sexual abuse the CWS/Web shall allow for immediate visits due date.	Yes ☐ No ☐	Vol: Section: Page#:
417	FR	The Licensing Investigator shall be provided with the capability to classify the severity of a complaint against a Foster Home.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
418	FR	The CWS/Web shall be able to report on status, type, classification, disposition of a complaint.	Yes ☐ No ☐	Vol: Section: Page#:
420	FR	The CWS/Web shall have the capability to trigger the need to notify/consult with Community Care Licensing Division (CCLD) and Legal.	Yes ☐ No ☐	Vol: Section: Page#:
421	FR	The CWS/Web shall generate Legal Consultation for supervisory review to submit to CCLD prior to consultation.	Yes ☐ No ☐	Vol: Section: Page#:
422	FR	The CWS/Web shall allow for adherence to CCLD legal action due dates (Statement of Facts).	Yes ☐ No ☐	Vol: Section: Page#:
424	FR	The CWS Worker shall be provided the capability to file reports on unfounded complaints in a Case file, which is accessible based on role and privileges.	Yes ☐ No ☐	Vol: Section: Page#:
425	IR	The CWS/Web shall have the capability for the Licensing Worker to view the outcome of the child abuse investigation in the CWS Case.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
426	FR	The CWS/Web shall have the capability to create a public and a confidential file in the Licensing case.	Yes ☐ No ☐	Vol: Section: Page#:
427	IR	The CWS/Web shall capture information related to the status of a licensing complaint.	Yes ☐ No ☐	Vol: Section: Page#:
428	FR	The CWS/Web shall capture data relating to complaints about licensed, certified or state-owned care provider facilities including but not limited to corrective action plans, outcomes, license and certification status and types of services.	Yes ☐ No ☐	Vol: Section: Page#:
429	FR	The Licensing Worker shall be provided with the capability to record detailed data relating to complaints and findings (including copies of CWS licensing allegations and investigation results) for a licensed placement home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
430	FR	The Licensing Worker shall be provided with the capability to record detailed data relating to deficiencies for a licensed placement home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
431	FR	The Licensing Worker shall be provided with the capability to enter data regarding detailed citation of all applicable laws or licensing requirements violated for facility complaints.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
432	FR	The Licensing Worker shall be provided with the capability to enter data regarding conclusions, corrective actions, and corrective action plans (including action items and dates).	Yes ☐ No ☐	Vol: Section: Page#:
433	FR	The CWS Worker shall be provided with the capability to view detailed information regarding the history of reported incidents (such as complaints, accidents) for a licensed placement home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
435	FR	The CWS/Web shall allow entry of corrective action plans and track the progress of the plans.	Yes ☐ No ☐	Vol: Section: Page#:
441	FR	The CWS/Web shall have a standard process to guide the completion of the Statement of Facts (LIC 9029A).	Yes ☐ No ☐	Vol: Section: Page#:
442	FR	The CWS Worker shall be provided the capability to view case-specific timelines and dates around the appeal process of complaint findings.	Yes ☐ No ☐	Vol: Section: Page#:
445	FR	The CWS/Web shall be able to encode/classify reasons for exclusion of a person.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
611	IR	The CWS/Web shall have the capability to report on the status of applications.	Yes ☐ No ☐	Vol: Section: Page#:
612	IR	The CWS Administrator shall have the capability to enter their county's emergency shelter care rates.	Yes ☐ No ☐	Vol: Section: Page#:
668	IR	The CWS/Web shall have the capability to automatically request an investigation and track the Case to ensure its completion in situations where a CWS Worker enters information on an apparent problem of abuse or neglect in a foster home.	Yes ☐ No ☐	Vol: Section: Page#:
696	IR	The CWS Worker shall be provided with the capability to view the progress for a Home Study (e.g., status, percentage complete, duration).	Yes ☐ No ☐	Vol: Section: Page#:
697	IR	The CWS worker/supervisor shall have the ability to view a report for the status of all assigned/supervised Home Studies.	Yes ☐ No ☐	Vol: Section: Page#:
698	IR	The CWS worker/supervisor shall have the ability to view details of a selected Home Study, when reviewing report.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
716	IR	The CWS Worker shall be provided with the capability to view a report on reasons for holds on licensed facilities.	Yes ☐ No ☐	Vol: Section: Page#:
2209	IR	The CWS/Web shall track information relating to a licensed home (e.g., termination, extension, suspension, and corrective actions).	Yes ☐ No ☐	Vol: Section: Page#:
2210	IR	The CWS/Web shall have the capability to track complaints, substantiated serious incident reports and status of investigations by facility type for licensed child care homes.	Yes ☐ No ☐	Vol: Section: Page#:
2452	FR	The CWS/Web shall provide the capability to record reasons for delays (e.g. CACI, background check) in the processing of an application to become a licensed caregiver home.	Yes ☐ No ☐	Vol: Section: Page#:
2617	IR	The CWS Worker shall be provided with the capability to view information in the system relating to a licensed home (e.g., termination, extension, suspension, and corrective actions).	Yes ☐ No ☐	Vol: Section: Page#:
2618	IR	The CWS Worker shall be provided with the capability to annotate information for a placement (including, but not limited to termination, extension, suspension, and corrective actions).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2619	IR	The CWS/Web shall allow data to be entered, tracked, and displayed for placement, termination, extension, suspension, and correction.	Yes ☐ No ☐	Vol: Section: Page#:
2621	FR	The CWS Worker shall be provided with the capability to modify letters populated with licensing information to applicants and licensed foster caregivers.	Yes ☐ No ☐	Vol: Section: Page#:
2623	FR	The Licensing worker shall have the capability to record all reference requests.	Yes ☐ No ☐	Vol: Section: Page#:
2624	FR	The Licensing worker shall have the capability to record outcomes of all reference requests.	Yes ☐ No ☐	Vol: Section: Page#:
2625	FR	The CWS/Web shall log the LIC 802 to the main county complaint log with a control number.	Yes ☐ No ☐	Vol: Section: Page#:
2626	FR	The CWS/Web shall have the capability to generate a complaint response (LIC 856).	Yes ☐ No ☐	Vol: Section: Page#:

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2627	FR	The CWS/Web shall allow the Licensing supervisor/designee to classify the urgency of a complaint.	Yes ☐ No ☐	Vol: Section: Page#:
2628	FR	The CWS Worker shall be provided with the capability to view detailed information related to all incidents reported for a licensed placement home/facility by date.	Yes ☐ No ☐	Vol: Section: Page#:
2629	FR	The CWS Worker shall be provided with the capability to view detailed information related to all incidents reported for a licensed placement home/facility by type of report.	Yes ☐ No ☐	Vol: Section: Page#:
2630	FR	The CWS Worker shall be provided with the capability to view detailed information related to all incidents reported for a licensed placement home/facility by nature of report (e.g., accident, abuse, substantiated reports, information only report).	Yes ☐ No ☐	Vol: Section: Page#:
2631	FR	The CWS/Web shall capture and uniquely distinguish data such as accidents from abuse, founded report or information only report.	Yes ☐ No ☐	Vol: Section: Page#:
2632	IR	The CWS/Web shall display a history of children ever placed in a placement home.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2633	FR	The CWS/Web shall allow the Licensing Worker to record dates and outcomes of meetings and hearings in the system.	Yes ☐ No ☐	Vol: Section: Page#:
2634	FR	The Licensing worker shall have the capability to view training information of the foster family home.	Yes ☐ No ☐	Vol: Section: Page#:
2635	FR	The Licensing worker shall have the capability to view special certificates of the foster family home.	Yes ☐ No ☐	Vol: Section: Page#:
2636	FR	The Licensing worker shall have the capability to view level of capacity of the foster family home.	Yes ☐ No ☐	Vol: Section: Page#:
2637	FR	The Licensing worker shall have the capability to view level of strengths of the foster family home.	Yes ☐ No ☐	Vol: Section: Page#:
2638	FR	The Licensing worker shall have the capability to view level of concerns of the foster family home.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2639	IR	The CWS Worker shall have the capability to put a placement facility on hold.	Yes ☐ No ☐	Vol: Section: Page#:
2658	IR	The CWS Worker shall be provided with the capability to record the characteristics of children of foster caregivers.	Yes ☐ No ☐	Vol: Section: Page#:
2673	IR	The CWS/Web shall provide the CWS Worker the capability to conditionally approve a placement candidate and record the requirements to be fulfilled before a final approval can be made.	Yes ☐ No ☐	Vol: Section: Page#:
2674	IR	The CWS/Web shall provide the CWS Worker with the capability to identify deficiencies and initiate a Corrective Action Plan as needed.	Yes ☐ No ☐	Vol: Section: Page#:
2679	IR	The CWS Worker shall be provided with the capability to record post-application training the Resource Family has received.	Yes ☐ No ☐	Vol: Section: Page#:
2680	IR	The CWS Worker shall be provided with the capability to record ongoing education hours the Resource Family has received.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2681	FR	The CWS/Web shall allow caregivers to enter, edit and store caregiver's emergency plans and allow the county / State to report and / or develop a continuity plan (e.g. track special needs, identify caregiver and address information) in anticipation of and in the event of catastrophic event.	Yes ☐ No ☐	Vol: Section: Page#:
2771	FR	The CWS Worker shall be provided with the capability to record detailed data relating to Incident reports for a licensed placement home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
2965	IR	The CWS/Web shall allow for indicators on homes that are not placement-ready.	Yes ☐ No ☐	Vol: Section: Page#:
3021	IR	The CWS Worker shall be provided with the capability to request approval of relative/NREFM assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3125	IR	The CWS/Web shall notify the assigned CWS Worker when a serious incident report is received or a complaint has been created against a licensed facility or caregiver where a child on the CWS Worker's caseload is in care or has been in care (county-configurable).	Yes ☐ No ☐	Vol: Section: Page#:
3164	IR	The CWS Worker shall be provided with the capability to cross-report the approved Referral to law enforcement and the assigned Licensing Worker.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3165	FR	The CWS/Web shall have the capability to submit the LIC 9029A electronically to the State legal department responsible.	Yes ☐ No ☐	Vol: Section: Page#:
3266	IR	The Licensing worker shall be provided with County Licensing status (e.g., pending applications, home studied, licensed homes, placement ready, periodic visits).	Yes ☐ No ☐	Vol: Section: Page#:
3267	FR	The Licensing worker shall be provided with a listing of License Visits due.	Yes ☐ No ☐	Vol: Section: Page#:
3268	IR	The Licensing worker shall be provided with a listing of License Visits past due.	Yes ☐ No ☐	Vol: Section: Page#:
		Resource Directory		
379	IR	The CWS Worker shall be provided with the capability to add a home to the pool of placement options in the system.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
386	IR	The CWS/Web shall provide the capability to record county licensed placement homes.	Yes ☐ No ☐	Vol: Section: Page#:
397	IR	The CWS/Web shall provide the capability to view the vacancies/bed availability for a caregiver's home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
459	IR	The CWS Administrator shall have the capability to set up a new service provider.	Yes ☐ No ☐	Vol: Section: Page#:
460	IR	The CWS Worker shall be provided the capability to search for existing contractual relationships with a service provider.	Yes ☐ No ☐	Vol: Section: Page#:
461	IR	The CWS/Web shall have the capability to guide the CWS Administrator through the process to set up a service provider.	Yes ☐ No ☐	Vol: Section: Page#:
463	IR	The CWS/Web shall provide service provider statistics by service provider.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
464	IR	The CWS/Web shall provide service provider statistics by type of service.	Yes ☐ No ☐	Vol: Section: Page#:
465	IR	The CWS/Web shall provide service provider statistics by service location.	Yes ☐ No ☐	Vol: Section: Page#:
466	IR	The CWS/Web shall allow the CWS Administrator to save the date entered even if the service provider set up process is only partially completed.	Yes ☐ No ☐	Vol: Section: Page#:
469	IR	The CWS/Web shall have the capability to manage variable rates for services.	Yes ☐ No ☐	Vol: Section: Page#:
470	IR	The CWS Administrator shall have the capability to assign multiple funding sources for a particular service. (e.g. Title IV-E, SB 3632 Special Education services).	Yes ☐ No ☐	Vol: Section: Page#:
473	IR	The CWS/Web shall have the capability to track the number of service units available.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
484	IR	The CWS/Web shall store a directory of other private and public agencies, organizations, entities and individuals.	Yes ☐ No ☐	Vol: Section: Page#:
486	IR	The CWS Administrator shall have the capability to merge public/private agencies.	Yes ☐ No ☐	Vol: Section: Page#:
488	IR	The CWS Administrator shall have the capability to merge organizations.	Yes ☐ No ☐	Vol: Section: Page#:
489	IR	The CWS Administrator shall have the capability to merge entities.	Yes ☐ No ☐	Vol: Section: Page#:
491	IR	The CWS Administrator shall have the ability to add service providers to the catalog of services with an indicator if a service can be delivered without a contract.	Yes ☐ No ☐	Vol: Section: Page#:
504	FR	The CWS/Web shall notify the Service Provider via e-mail or U.S. Postal Service that the online account was established.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
613	IR	The CWS Administrator shall have the capability to enter their county's clothing allowance rates.	Yes ☐ No ☐	Vol: Section: Page#:
614	IR	The CWS/Web shall provide counties the capability to search for other counties specialized care rates.	Yes ☐ No ☐	Vol: Section: Page#:
2098	IR	The CWS Worker shall be provided with the capability to access a catalog of services unique to a specific county.	Yes ☐ No ☐	Vol: Section: Page#:
2720	IR	The CWS Worker shall be provided with the capability to view the service catalog by county.	Yes ☐ No ☐	Vol: Section: Page#:
2724	IR	The CWS Worker shall be provided with the capability to view a list with resources and service providers (e.g. food bank, mental health) within a specified distance of a client (range/list to be configured by county).	Yes ☐ No ☐	Vol: Section: Page#:
2740	IR	The CWS/Web shall have the capability to record a list of goods (e.g., car seats, fire extinguishers).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2769	IR	The system will support creation of joint report by CWS Workers of children in the home (including CWS workers in other counties).	Yes ☐ No ☐	Vol: Section: Page#:
3303	IR	The CWS/Web shall provide the ability for ICPC Administrator to be added through Resource Management.	Yes ☐ No ☐	Vol: Section: Page#:
3341	IR	The CWS Administrator shall be guided to complete the required information to set up the inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3342	IR	The CWS/Web shall have the capability to populate the inventory information from the authorized request to purchase inventory.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3343	IR	The CWS Administrator shall have the ability to enter data regarding the inventory including, but not limited to: • Goods category • Quantity • Funding source • Rates • Program specifics for issuing (e.g. goods for caregivers based on funding source). • Location(s) of inventory • Hours of operation • Contact person • Authorization required	Yes ☐ No ☐	Vol: Section: Page#:
3344	IR	The CWS Administrator shall have the ability to save the data entered to set up inventory without completing the entire set up process.	Yes ☐ No ☐	Vol: Section: Page#:
3345	IR	The CWS Worker shall not have the ability to access the inventory for issuance until all the required information is entered.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3347	IR	The CWS Administrator shall have the ability to search for specific goods by: • Goods category • Quantity • Funding source • Rates • Program specifics for issuing (e.g. goods for caregivers based on funding source). • Location(s) of inventory	Yes ☐ No ☐	Vol: Section: Page#:
3348	IR	The CWS/Web shall have the ability to track the number of units available.	Yes ☐ No ☐	Vol: Section: Page#:
3349	IR	The CWS/Web shall have the ability to track the inventory category.	Yes ☐ No ☐	Vol: Section: Page#:
3350	IR	The CWS/Web shall have the ability to track the program of the inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3351	IR	The CWS/Web shall have the ability to track the inventory subcategory.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3353	IR	The CWS Worker shall have the capability to search for an existing service provider by: • Service Provider number • Start date • End date • Address (location and billing). • Rationale for Service Provider end date. • License/certification number • License status • License type • Service subcategory • Type of goods • End date of contract/agreement. • Contract/agreement Number • Release of information not required. • Payment method • Rates • Number of units • Specialty • Payee information	Yes ☐ No ☐	Vol: Section: Page#:
3354	IR	The CWS/Web shall have the ability to track the funds available.	Yes ☐ No ☐	Vol: Section: Page#:
3355	IR	The CWS/Web shall have the ability to track the units of goods available.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3375	IR	When a payment for goods or services is authorized, CWS/Web shall have the capability to decrement the units of services or goods from the service provider.	Yes ☐ No ☐	Vol: Section: Page#:
3574	IR	The CWS Supervisor shall be provided with the capability to check the authorization request against available funding sources.	Yes ☐ No ☐	Vol: Section: Page#:
3579	IR	The CWS/Web shall capture data necessary to process authorizations and subsequent payments including but not limited to service descriptions, units of cost and source of funding.	Yes ☐ No ☐	Vol: Section: Page#:
Court Processing				
Court Documents				
41	IR	The CWS Worker shall be provided the capability to record the submission date of a JV 210 form.	Yes ☐ No ☐	Vol: Section: Page#:
2090	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to select participants to a hearing from a predefined list of legally required participants.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2091	IR	The CWS Worker shall be provided with the capability to select participants for a Court Hearing from participants identified in the Case Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2161	IR	The CWS Worker shall be provided with the capability to associate the petition with the custody court order.	Yes ☐ No ☐	Vol: Section: Page#:
2162	IR	The CWS/Web shall have the capability to allow the CWS Worker to indicate related Cases/referrals.	Yes ☐ No ☐	Vol: Section: Page#:
2163	IR	The CWS/Web shall have the capability to allow the CWS Worker to associate forms or files to the court report in the system.	Yes ☐ No ☐	Vol: Section: Page#:
2164	IR	The CWS Worker shall be provided with the capability to associate petitions to hearings.	Yes ☐ No ☐	Vol: Section: Page#:
2165	IR	The CWS Worker shall be provided with the capability to associate court reports to hearings.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2166	IR	The CWS/Web shall have the capability to allow court Case data to be associated with multiple persons and families.	Yes ☐ No ☐	Vol: Section: Page#:
2169	IR	The CWS/Web shall have the capability to allow the Court Officer to attach a pdf file of the minute order to the report.	Yes ☐ No ☐	Vol: Section: Page#:
2170	IR	The CWS Worker shall be provided with the capability to associate the due diligence search result profile to one or more children.	Yes ☐ No ☐	Vol: Section: Page#:
2171	IR	The CWS Worker shall be provided with the capability to associate a saved search result profile to a Declaration of Due Diligence.	Yes ☐ No ☐	Vol: Section: Page#:
2172	IR	The CWS Worker shall be provided with the capability to associate the Declaration of Due Diligence to one or more children.	Yes ☐ No ☐	Vol: Section: Page#:
2272	IR	The CWS/Web shall have the capability to generate a summary of the court report recommendations for caregivers.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2273	IR	The CWS Worker shall be provided with the capability to print the search result profile.	Yes ☐ No ☐	Vol: Section: Page#:
2274	IR	The CWS/Web shall have the capability to print the Declaration of Due Diligence with or without the search report profile.	Yes ☐ No ☐	Vol: Section: Page#:
2287	IR	The CWS Worker shall be provided with the capability to save the Declaration of Due Diligence.	Yes ☐ No ☐	Vol: Section: Page#:
2295	IR	The CWS/Web shall have the capability to allow the CWS Worker to conduct a standard Due Diligence search for locating individuals.	Yes ☐ No ☐	Vol: Section: Page#:
2296	IR	The CWS/Web shall have the capability to search multiple systems as part of the Due Diligence search.	Yes ☐ No ☐	Vol: Section: Page#:
2297	IR	The CWS/Web shall have the capability to record search results in a search result profile.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2298	IR	The CWS/Web shall have the capability to include which systems have been searched, in the search report profile.	Yes ☐ No ☐	Vol: Section: Page#:
2299	IR	The CWS/Web shall have the capability to include the date on which a systems search was initiated, in the search report profile.	Yes ☐ No ☐	Vol: Section: Page#:
2300	IR	The CWS/Web shall have the capability to include the date on which a systems search was completed, in the search report profile.	Yes ☐ No ☐	Vol: Section: Page#:
2301	IR	The CWS/Web shall have the capability to include time of the search, in the search report profile.	Yes ☐ No ☐	Vol: Section: Page#:
2302	IR	The CWS/Web shall have the capability to include in the search report profile, the results from all systems queried, including matches, potential matches, and no records located.	Yes ☐ No ☐	Vol: Section: Page#:
2514	IR	The CWS Worker shall have the capability to view termination of parental rights information on behalf of a client.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2515	IR	The CWS Worker shall have the capability to document the disposition of custody petitions.	Yes ☐ No ☐	Vol: Section: Page#:
2516	IR	The CWS Worker shall have the capability to document the court's dismissal of a petition.	Yes ☐ No ☐	Vol: Section: Page#:
2517	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to document the court's modification of a petition.	Yes ☐ No ☐	Vol: Section: Page#:
2523	IR	The CWS Worker shall be provided with the capability to edit the list of recipients for all reports prior to report generation.	Yes ☐ No ☐	Vol: Section: Page#:
2526	IR	The CWS/Web shall have the capability to generate required court documents.	Yes ☐ No ☐	Vol: Section: Page#:
2527	IR	The CWS/Web shall have the capability to provide a means for the user to record a prospective court hearing date for a child/youth's discharge packet.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2528	IR	The CWS/Web shall have the capability for the user to record the court's approval/denial of a youth's discharge from probation, diversion, or aftercare.	Yes ☐ No ☐	Vol: Section: Page#:
2530	IR	The CWS/Web shall have the capability for the user to record a prospective court hearing date for a child/youth's release packet.	Yes ☐ No ☐	Vol: Section: Page#:
2531	IR	The CWS/Web shall have the capability to allow the CWS Worker to choose one or more Welfare & Institutions Code (WI &C) sections that a petition is filed under.	Yes ☐ No ☐	Vol: Section: Page#:
2532	IR	The CWS/Web shall have the capability to allow the CWS Worker to add additional participants.	Yes ☐ No ☐	Vol: Section: Page#:
2533	IR	The CWS/Web shall have the capability to allow the CWS Worker to add the detention status.	Yes ☐ No ☐	Vol: Section: Page#:
2535	IR	The CWS/Web shall have the capability to allow the CWS Worker to indicate the method used to send Court documents for each participant.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2547	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to update all available information for the Petition (JV-100 and JV-101).	Yes ☐ No ☐	Vol: Section: Page#:
2548	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to review all available information for the Petition (JV-100 and JV-101).	Yes ☐ No ☐	Vol: Section: Page#:
2549	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record the date and submittal of a JV 215.	Yes ☐ No ☐	Vol: Section: Page#:
2550	IR	The CWS/Web shall have the capability to provide the Court Officer with the ability to add the court hearing number and a URL address to the minute order.	Yes ☐ No ☐	Vol: Section: Page#:
2564	IR	The CWS/Web shall have the capability to provide the Adoption Worker with the ability to modify information for the VS 44.	Yes ☐ No ☐	Vol: Section: Page#:
2565	IR	The CWS/Web shall have the capability to provide the Adoption Worker with the ability to modify information for the AD 824.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2566	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to update the Adoption Court Report and add/modify additional comments.	Yes ☐ No ☐	Vol: Section: Page#:
2569	IR	The CWS/Web shall record information regarding locating clients as evidenced in a Declaration of Due Diligence.	Yes ☐ No ☐	Vol: Section: Page#:
2570	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record the procedure of the Due Diligence search.	Yes ☐ No ☐	Vol: Section: Page#:
2571	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record the outcome of the Due Diligence search.	Yes ☐ No ☐	Vol: Section: Page#:
2572	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to view the search results profile.	Yes ☐ No ☐	Vol: Section: Page#:
2573	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to initiate a Due Diligence search for missing parents.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2822	IR	The CWS/Web shall have the capability to populate any court report and/or court hearing form with existing information.	Yes ☐ No ☐	Vol: Section: Page#:
2825	IR	The CWS/Web shall have the capability to populate any Adoption Court Report and/or Adoption specific form with existing information.	Yes ☐ No ☐	Vol: Section: Page#:
2873	IR	The CWS/Web shall have the capability to provide each county with consistent forms for Court Reports that will be populated with Case information.	Yes ☐ No ☐	Vol: Section: Page#:
2874	IR	The CWS/Web shall provide the court report templates currently in CWS/CMS.	Yes ☐ No ☐	Vol: Section: Page#:
2881	IR	The CWS/Web shall have the capability to provide standard forms for the court reports with variations permitted for local county court rules.	Yes ☐ No ☐	Vol: Section: Page#:
2976	IR	The CWS/Web shall have the capability to not allow modification to any court document after supervisor approval, except as an addendum.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3100	IR	The CWS/Web shall have the capability to notify the adoption worker if information is needed to complete a court report.	Yes ☐ No ☐	Vol: Section: Page#:
3101	IR	The CWS/Web shall have the capability to notify the adoption worker if information is needed to complete a Court Report of Adoption VS 44.	Yes ☐ No ☐	Vol: Section: Page#:
3102	IR	The CWS/Web shall have the capability to notify the adoption worker if information is needed to complete a Consent and Joinder AD 824.	Yes ☐ No ☐	Vol: Section: Page#:
3103	IR	The Adoption Worker shall be notified if information is needed to complete an Adoption Court Report.	Yes ☐ No ☐	Vol: Section: Page#:
3149	IR	The CWS Worker shall be provided with the capability to electronically file petitions.	Yes ☐ No ☐	Vol: Section: Page#:
3150	IR	The CWS/Web shall have the capability to electronically send documents to hearing participants over a secure connection.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3151	IR	The CWS/Web shall have the capability to route the Status Review Hearing Court Report electronically to the court and to hearing participants over a secure connection.	Yes ☐ No ☐	Vol: Section: Page#:
3233	IR	The CWS/Web shall have the capability to allow only authorized CWS Workers to provide an addendum to documents approved by a supervisor.	Yes ☐ No ☐	Vol: Section: Page#:
3248	IR	The CWS/Web shall have the capability to provide CWS Workers ability to generate and manage subpoenas, court citations, and minute orders.	Yes ☐ No ☐	Vol: Section: Page#:
3249	IR	The CWS Worker shall be provided with the capability to record all legal actions (e.g., petitions, orders, dismissals, revised orders, vacated orders).	Yes ☐ No ☐	Vol: Section: Page#:
3298	IR	The CWS/Web shall allow the Adoption Worker to access the court system to view the 366.26 Hearing Report.	Yes ☐ No ☐	Vol: Section: Page#:
4396	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to select participants for a report from a predefined list of participants.	Yes ☐ No ☐	Vol: Section: Page#:

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4397	IR	The CWS Worker shall be provided with the capability to select participants for a report from participants identified in the Case Plan.	Yes ☐ No ☐	Vol: Section: Page#:
		Indian Child Welfare Act		
205	FR	The CWS/Web shall have the capability for the Bureau of Indian Affairs (BIA) and/or Tribe to have the ability to update BIA and/or Tribal Information in the CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
206	FR	The BIA and/or Tribe shall have the option to add additional free text notes to the form.	Yes ☐ No ☐	Vol: Section: Page#:
208	FR	The CWS/Web shall have the capability to provide the BIA and/or Tribe with a history of all previously submitted documentation.	Yes ☐ No ☐	Vol: Section: Page#:
2119	IR	The CWS/Web shall have the capability to save a response letter received from the Tribe and/or BIA.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2193	IR	The CWS/Web shall have the capability to track and display each tribe notified.	Yes ☐ No ☐	Vol: Section: Page#:
2289	IR	The CWS/Web shall have the capability to store the ICWA 010(a).	Yes ☐ No ☐	Vol: Section: Page#:
2579	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to indicate that a child may be of Native American ancestry, with ICWA provisions available throughout the life of a referral/case. (Indian Child Welfare Act of 1978).	Yes ☐ No ☐	Vol: Section: Page#:
2580	IR	The CWS/Web shall have the capability to prompt the CWS Worker to indicate if a child is of Native American heritage.	Yes ☐ No ☐	Vol: Section: Page#:
2581	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record the response from the tribe as a result of notification.	Yes ☐ No ☐	Vol: Section: Page#:
2582	IR	The CWS/Web shall enable CWS Workers with the capability to track a client's enrollment in an Indian tribe in order to conform to the tenets of the Indian Child Welfare Act.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2583	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record tribe information.	Yes ☐ No ☐	Vol: Section: Page#:
2584	IR	The CWS/Web shall have the capability to automatically generate an indicator of whether a child is covered by the Indian Child Welfare Act (ICWA).	Yes ☐ No ☐	Vol: Section: Page#:
2585	IR	The CWS/Web shall have the capability to capture associated dates, to indicator(s) of ICWA determination for a child.	Yes ☐ No ☐	Vol: Section: Page#:
2586	IR	The CWS/Web shall have the capability to track and display date of tribal notification.	Yes ☐ No ☐	Vol: Section: Page#:
2587	IR	The CWS/Web shall have the capability to track and display client's tribal enrollment status (e.g. pending, enrolled, not eligible).	Yes ☐ No ☐	Vol: Section: Page#:
2588	IR	The CWS/Web shall have the capability to track and display client's tribal status date.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2829	IR	The CWS/Web shall have the capability to auto-populate the ICWA 010(a) with existing information.	Yes ☐ No ☐	Vol: Section: Page#:
2830	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to generate an ICWA 010(a) and Proof of Service to notify Indian Tribal Organizations.	Yes ☐ No ☐	Vol: Section: Page#:
3106	IR	If the CWS Worker indicates the child is of Native American heritage, the CWS Worker shall be prompted to document the tribal affiliation of the child.	Yes ☐ No ☐	Vol: Section: Page#:
3260	IR	The CWS Worker shall be provided with the capability to manage notification to and from Indian Tribal Organizations.	Yes ☐ No ☐	Vol: Section: Page#:
3261	IR	The CWS/Web shall have the capability to report on ICWA determination activities (e.g. reports sent, reports received back).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Notifications		
2168	IR	The CWS/Web shall have the capability to attach Proof of Service to the Notice.	Yes ☐ No ☐	Vol: Section: Page#:
2286	IR	The CWS/Web shall have the capability to allow court notices to be saved in the system.	Yes ☐ No ☐	Vol: Section: Page#:
2518	IR	The CWS Worker shall be provided with the capability to record the date the parents were notified of detention.	Yes ☐ No ☐	Vol: Section: Page#:
2519	IR	The CWS Worker shall be provided with the capability to record the date the other parties (e.g., attorney, child) were notified of detention.	Yes ☐ No ☐	Vol: Section: Page#:
2520	IR	The CWS Worker shall be provided with the capability to record the time the other parties (e.g., attorney, child) were notified of detention.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2521	IR	The CWS Worker shall be provided with the capability to record the manner the parents were notified of detention.	Yes ☐ No ☐	Vol: Section: Page#:
2522	IR	The CWS Worker shall be provided with the capability to record the manner the other parties (e.g., attorney, child) were notified of detention.	Yes ☐ No ☐	Vol: Section: Page#:
2524	IR	The CWS Worker shall be provided with the capability to edit the list of recipients for all notices prior to notice generation.	Yes ☐ No ☐	Vol: Section: Page#:
2525	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to update contact information for an address, if a change is required, prior to generating the hearing notice.	Yes ☐ No ☐	Vol: Section: Page#:
2543	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record court notice information.	Yes ☐ No ☐	Vol: Section: Page#:
2544	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record administrative notice information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2816	IR	The CWS/Web shall have the capability to generate and save a standardized Proof of Service form for each notice sent out for each hearing, which must be included with each court report.	Yes ☐ No ☐	Vol: Section: Page#:
2818	IR	The CWS/Web shall have the capability to use legal and court activity information in the CWS/Web to populate and generate automated forms and notices.	Yes ☐ No ☐	Vol: Section: Page#:
3148	IR	The CWS Worker shall be provided with the capability to send notices of hearings electronically over a secure connection (SSL).	Yes ☐ No ☐	Vol: Section: Page#:
		Tracking		
280	IR	If cases are finalized out-of-State, the CWS/Web shall have the capability to record the finalization court orders.	Yes ☐ No ☐	Vol: Section: Page#:
2167	IR	The CWS/Web shall have the capability to link all subsequent related court orders to the order that originated the court referral.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2202	IR	The CWS/Web shall have the capability to track an individual's role in relation to a court proceeding.	Yes ☐ No ☐	Vol: Section: Page#:
2428	IR	The CWS/Web shall have the capability to record de facto parent status (status granted by the court) and prospective adoptive caregiver status.	Yes ☐ No ☐	Vol: Section: Page#:
2534	IR	The CWS/Web shall have the capability for the Court Officer to enter hearing outcomes.	Yes ☐ No ☐	Vol: Section: Page#:
2536	IR	The CWS/Web shall have the capability to allow court hearing data, court orders, and data on shared Cases to be entered, tracked, and displayed online.	Yes ☐ No ☐	Vol: Section: Page#:
2537	IR	The CWS/Web shall have the capability to record each court appearance and outcome for a child.	Yes ☐ No ☐	Vol: Section: Page#:
2538	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record the representation of a client by an attorney.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2539	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to view the history of representation of a client by an attorney.	Yes ☐ No ☐	Vol: Section: Page#:
2540	IR	The CWS/Web shall have the capability to provide the CWS Worker the ability to record an individual's role with a court proceeding.	Yes ☐ No ☐	Vol: Section: Page#:
2541	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record court case identifiers to court cases.	Yes ☐ No ☐	Vol: Section: Page#:
2542	IR	The CWS/Web shall use a defined set of court orders and hearing types.	Yes ☐ No ☐	Vol: Section: Page#:
2545	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record court order or hearing types, set for the same date.	Yes ☐ No ☐	Vol: Section: Page#:
2546	IR	The CWS/Web shall have the capability to capture a child's juvenile court number.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2551	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record all dispositions.	Yes ☐ No ☐	Vol: Section: Page#:
2552	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record whether guardianship has been ordered by the Probate Court.	Yes ☐ No ☐	Vol: Section: Page#:
2553	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record whether guardianship has been ordered.	Yes ☐ No ☐	Vol: Section: Page#:
2554	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record whether dependency is terminated and if non-court services are continued.	Yes ☐ No ☐	Vol: Section: Page#:
2556	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record whether dependency is continued.	Yes ☐ No ☐	Vol: Section: Page#:
2557	IR	The CWS/Web shall have the capability for the CWS Worker to record the process of a Legal Guardianship being vacated.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2558	IR	The CWS Worker shall be provided with the capability to record the decision in regard to the Petition for Amerasian, Widow(er) or Special Immigrant.	Yes ☐ No ☐	Vol: Section: Page#:
2559	IR	The CWS/Web shall have the capability to track any decision regarding a Petition for Amerasian, Widow(er) or Special Immigrant.	Yes ☐ No ☐	Vol: Section: Page#:
2560	IR	The CWS/Web shall have the capability to display upcoming regulatory deadlines and hearing dates.	Yes ☐ No ☐	Vol: Section: Page#:
2561	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record the status of a Case that has a court hearing/order under appeal and record the reason.	Yes ☐ No ☐	Vol: Section: Page#:
2567	IR	The CWS/Web shall have the capability for the CWS Worker to enter and track adverse Court decisions by courtroom, judge or commissioner.	Yes ☐ No ☐	Vol: Section: Page#:
2764	IR	The CWS/Web shall allow the CWS Worker to indicate that the child has changed jurisdiction from 601 or 602 status (Probation) to 300 status (Child Welfare).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2766	IR	The CWS/Web shall allow the CWS Worker to indicate that the child has changed jurisdiction from 300 status (Child Welfare) to 601 or 602 status (Probation).	Yes ☐ No ☐	Vol: Section: Page#:
3099	IR	The CWS/Web shall have the capability to alert the CWS Worker to schedule a Hearing as a result of re-opening a suspended Case.	Yes ☐ No ☐	Vol: Section: Page#:
3179	IR	The CWS/Web shall allow the CWS Worker to schedule an Interim Hearing with the court.	Yes ☐ No ☐	Vol: Section: Page#:
3180	IR	The CWS Worker shall be provided with the capability to electronically request a hearing be calendared.	Yes ☐ No ☐	Vol: Section: Page#:
3181	IR	The CWS/Web shall have the capability to record designated timeframes for all court reviews.	Yes ☐ No ☐	Vol: Section: Page#:
3184	IR	The CWS/Web shall have the capability to track court order or hearing types set for the same date.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3185	IR	The CWS/Web shall allow the CWS Worker to record and schedule outcomes of meetings and hearings and reasons for request in the CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
3247	IR	The CWS/Web shall have the capability to generate a reminder for the CWS Worker to schedule and coordinate transportation for hearing participants.	Yes ☐ No ☐	Vol: Section: Page#:
3250	IR	The CWS/Web shall have the capability to track court notice information.	Yes ☐ No ☐	Vol: Section: Page#:
3252	IR	The CWS/Web shall have the capability to track the status of a Case that has a court hearing/order under appeal.	Yes ☐ No ☐	Vol: Section: Page#:
3254	IR	The CWS/Web shall have the capability to track petitions filed by type and indicate what information on the Case has been released to external parties.	Yes ☐ No ☐	Vol: Section: Page#:
3255	IR	The CWS/Web shall have the capability to track settlement conferences and report on the outcome.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3256	IR	The CWS/Web shall provide the capability to conduct due diligence searches for lifelong connection person and track outcome(s).	Yes ☐ No ☐	Vol: Section: Page#:
3262	IR	The CWS/Web shall have the capability to enable CWS Workers to track a client's affiliation to an Indian tribe.	Yes ☐ No ☐	Vol: Section: Page#:
Financial Management				
Accounts Payable				
133	IR	The CWS Worker shall be provided with the capability to discontinue or end date Aftercare Services payments.	Yes ☐ No ☐	Vol: Section: Page#:
135	IR	The CWS Worker shall be provided with the capability to re-instate Aftercare Services payments.	Yes ☐ No ☐	Vol: Section: Page#:
237	IR	The CWS/Web shall have the capability to generate an invoice (full or reduced amount) for the home study fees.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
276	IR	The Adoption Worker shall be provided with the capability to reduce a home study fee with the rationale.	Yes ☐ No ☐	Vol: Section: Page#:
287	IR	The CWS/Web shall provide the capability to record if adoptive caregivers request a deferral of Adoption Assistance Program payments.	Yes ☐ No ☐	Vol: Section: Page#:
288	IR	The CWS/Web shall provide the capability to record if a family accepts Medi-Cal only on the behalf of the adoptive child.	Yes ☐ No ☐	Vol: Section: Page#:
315	IR	The CWS/Web shall provide the capability to document the date a Notice of Action (NOA) is sent to the caregiver.	Yes ☐ No ☐	Vol: Section: Page#:
350	IR	The CWS/Web shall have the ability to create a notification in advance that a child has been in out-of-home care for 18 months and generate Notice of Action (NOA).	Yes ☐ No ☐	Vol: Section: Page#:
351	IR	The Adoption Worker shall be provided with the capability to suspend Adoption Assistance Program payments.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2730	IR	The CWS/Web shall provide the capability to authorize a request for authorization if the cost exceeds a predetermined amount.	Yes ☐ No ☐	Vol: Section: Page#:
2738	IR	The CWS Worker shall be provided with the capability to indicate whether a cash payment or a voucher is being requested.	Yes ☐ No ☐	Vol: Section: Page#:
3361	IR	The CWS/Web shall provide the capability to record the decisions and the decision rationales for the authorization requests.	Yes ☐ No ☐	Vol: Section: Page#:
3367	IR	The CWS/Web shall provide the capability to record the specific program code(s) for a requested authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3374	IR	The CWS/Web shall have the capability to allow the authorization request to proceed to the next level of authorization only if the Supervisor authorizes the request.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3386	IR	The Accounting Worker shall have the ability to search for the authorized services/goods by searching for but not limited to: • Purchase order/voucher number. • Name of Service Provider • Name of service recipient(s) • Name of CWS Worker • Type of service • Amount of service • Time period of service delivery.	Yes ☐ No ☐	Vol: Section: Page#:
3387	IR	The Accounting Worker shall have the ability to submit a request for authorization for payment.	Yes ☐ No ☐	Vol: Section: Page#:
3388	IR	The Accounting Worker shall have the ability to revise a request to purchase inventory if the request was not authorized because modification is required.	Yes ☐ No ☐	Vol: Section: Page#:
3389	IR	The Accounting Worker shall have the ability to view the previously submitted requests for payment.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3390	IR	The Accounting Worker shall be guided through the process to review the following but not limited to: • Payment instructions • Authorized services/goods • Service rate/cost of goods • Units of services/goods	Yes ☐ No ☐	Vol: Section: Page#:
3391	IR	The Accounting Worker shall have the ability to correct the inaccurate information.	Yes ☐ No ☐	Vol: Section: Page#:
3392	IR	The CWS/Web shall have the capability to perform a match before allowing the submission for authorization including: • Requested services/goods authorization • Service rate/cost of goods • Units of services/goods	Yes ☐ No ☐	Vol: Section: Page#:
3394	IR	The Accounting Worker shall have the ability to modify a request to purchase inventory if the authorization was denied.	Yes ☐ No ☐	Vol: Section: Page#:
3395	IR	The Accounting Worker shall not have the ability to submit a request for authorization if the request is not complete.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3396	IR	The CWS/Web shall have the capability to guide the Accounting Worker through the entry of the invoice information.	Yes ☐ No ☐	Vol: Section: Page#:
3398	IR	The Accounting Worker shall have the ability to revise a request for payment if the request was not authorized because modification is required.	Yes ☐ No ☐	Vol: Section: Page#:
3400	IR	The CWS/Web shall have the capability to identify discrepancies between service authorizations, vouchers and invoices.	Yes ☐ No ☐	Vol: Section: Page#:
3401	IR	The CWS/Web shall have the capability to identify if service/goods have not been delivered as invoiced and verified by the CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
3404	IR	The Accounting Worker shall have the ability to submit a request for authorization to pay the invoice.	Yes ☐ No ☐	Vol: Section: Page#:
3405	IR	The Accounting Worker shall have the ability to reject an invoice.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3406	IR	The Accounting Worker shall have the ability to record the rationale for rejecting an invoice.	Yes ☐ No ☐	Vol: Section: Page#:
3408	IR	The Accounting Worker shall have the ability to modify a request for authorization to pay the invoice.	Yes ☐ No ☐	Vol: Section: Page#:
3409	FR	The CWS/Web shall have the capability to receive electronic submission of invoices.	Yes ☐ No ☐	Vol: Section: Page#:
3410	FR	The CWS/Web shall have the capability to alert the Accounting Worker that an invoice has been received electronically and processed.	Yes ☐ No ☐	Vol: Section: Page#:
3411	IR	The Accounting Worker shall have the ability to modify a request for payment inventory if the authorization was denied.	Yes ☐ No ☐	Vol: Section: Page#:
3412	IR	The Accounting Worker shall have the ability to view a history of requests submitted for authorization.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3413	IR	The Accounting Worker shall have the ability to search CWS/Web for the authorized invoice by: • Authorization number • Invoice number • Service provider • Service category • Dates of service • Amount • CWS Worker	Yes ☐ No ☐	Vol: Section: Page#:
3417	IR	The Accounting Worker shall have the ability to view the existing authorized invoice with authorized payment detail information.	Yes ☐ No ☐	Vol: Section: Page#:
3418	IR	The Accounting Worker shall have the ability to record the correct payment amount.	Yes ☐ No ☐	Vol: Section: Page#:
3419	IR	The Accounting Worker shall have the ability to record the rationale for the discrepancy.	Yes ☐ No ☐	Vol: Section: Page#:
3421	IR	The Accounting Worker shall have the ability to submit the amended invoice information for authorization.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3422	IR	The CWS/Web shall have the capability to issue payment instructions to pay an underpayment if authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3429	IR	The CWS/Web shall provide the capability to view the existing authorized invoice detailed information.	Yes ☐ No ☐	Vol: Section: Page#:
3452	IR	The CWS Worker shall have the ability to release units of goods that have been encumbered but were not used by the child(ren).	Yes ☐ No ☐	Vol: Section: Page#:
3453	IR	The CWS Worker shall have the ability to release units of goods that have been encumbered but were not used by the caregiver.	Yes ☐ No ☐	Vol: Section: Page#:
3454	IR	The CWS/Web shall have the ability to encumber the units of goods indicated in request once the request for goods is completed.	Yes ☐ No ☐	Vol: Section: Page#:
3472	IR	The CWS Worker shall have the ability to complete the request for emergency shelter care payment with: • Rationale • Court detention date	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3482	IR	The Accounting Worker shall have the ability to document any special considerations/rationales, for selecting a preferred service provider using pre-defined options.	Yes ☐ No ☐	Vol: Section: Page#:
3483	IR	The CWS/Web shall have the capability to capture any special considerations/rationales, for selecting a preferred service provider using pre-defined options.	Yes ☐ No ☐	Vol: Section: Page#:
3484	IR	The Accounting Worker shall have the ability to search for past requests to purchase inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3485	IR	The Accounting Worker shall have the ability to copy past requests to purchase inventory information to a new request to purchase inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3486	IR	The Accounting Worker shall have the ability to create a request to purchase inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3487	IR	The Accounting Worker shall have the ability to select the service provider for the request to purchase inventory.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3488	IR	The Accounting Worker shall have the ability to filter the list of service providers by location.	Yes ☐ No ☐	Vol: Section: Page#:
3489	IR	The Accounting Worker shall have the ability to filter the list of service provider's goods.	Yes ☐ No ☐	Vol: Section: Page#:
3490	IR	The Accounting Worker shall have the ability to sort the list of service providers by location.	Yes ☐ No ☐	Vol: Section: Page#:
3491	IR	The Accounting Worker shall have the ability to sort the list of service provider's goods.	Yes ☐ No ☐	Vol: Section: Page#:
3492	IR	The Accounting Worker shall have the ability to list the goods in the request to purchase inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3493	IR	The Accounting Worker shall have the ability to indicate a funding source for the requested purchases.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3494	IR	The Accounting Worker shall have the ability to capture data regarding the request to purchase inventory including, but not limited to: • Goods category • Quantity • Funding source • Fiscal year • Rates	Yes ☐ No ☐	Vol: Section: Page#:
3495	IR	The Accounting Worker shall have the ability to save the data entered to complete the request to purchase inventory without completing the entire process.	Yes ☐ No ☐	Vol: Section: Page#:
3496	IR	The Accounting Worker shall have the ability to submit the request to purchase inventory for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3497	IR	The Accounting Worker shall not have the ability to submit the request to purchase inventory for authorization if required fields are blank.	Yes ☐ No ☐	Vol: Section: Page#:
3498	IR	The Accounting Worker shall have the ability to attach documentation (e.g. case summary) to a request to purchase inventory.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3499	IR	The Accounting Worker shall have the ability to revise a request to purchase inventory if the request was not authorized because modification is required.	Yes ☐ No ☐	Vol: Section: Page#:
3500	IR	The Accounting Worker shall have the ability to indicate whether the request to purchase inventory is an emergency.	Yes ☐ No ☐	Vol: Section: Page#:
3501	IR	The Accounting Worker shall have the ability to view a history of requests to purchase inventory submitted for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3502	IR	The Accounting Worker shall have the ability to modify a request to purchase inventory if the authorization was denied.	Yes ☐ No ☐	Vol: Section: Page#:
3503	IR	The Accounting Worker shall have the ability to proceed to issue a voucher if the request to purchase inventory is authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3532	IR	The CWS/Web shall have the ability to notify the CWS Administrator when inventory has been purchased.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3541	IR	The Accounting Worker shall have the ability to create a stop payment request.	Yes ☐ No ☐	Vol: Section: Page#:
3542	IR	The CWS/Web shall have the capability to populate the stop payment request with the information from the authorized invoice including the detailed warrant information.	Yes ☐ No ☐	Vol: Section: Page#:
3543	IR	The Accounting Worker shall have the ability to submit a stop payment request for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3544	IR	The CWS/Web shall have the capability to issue instructions to the county/State payment system to stop payment if authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3546	IR	The CWS/Web shall provide the capability to record the rationale for payment being reissued.	Yes ☐ No ☐	Vol: Section: Page#:
3547	IR	The CWS/Web shall provide the capability to submit an authorization to reissue a payment.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3548	IR	The CWS/Web shall provide the capability to request to lift a stop payment.	Yes ☐ No ☐	Vol: Section: Page#:
3549	IR	The CWS/Web shall have the capability to issue payment instructions to the county/State payment systems to lift the stop payment if authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3557	IR	The CWS Worker shall be provided with the capability to search for an existing authorization or voucher.	Yes ☐ No ☐	Vol: Section: Page#:
3571	IR	The CWS/Web shall have the capability to generate an authorization number for each request authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3572	IR	The CWS Worker that submitted a request for authorization shall be notified when their request is authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3573	IR	The CWS/Web shall have the capability to generate payment instructions when an authorization requesting payment to a service provider or emergency shelter caregiver/facility is authorized.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3575	IR	The CWS/Web shall have the capability to send payment instructions to the county/state payment systems in a generic format.	Yes ☐ No ☐	Vol: Section: Page#:
3580	IR	The CWS/Web shall provide the ability to calculate payments based on the number of units of services received by the service recipient.	Yes ☐ No ☐	Vol: Section: Page#:
3583	IR	The CWS/Web shall have the capability to process payments outside of the normal payment process (e.g. one-time payment for emergency needs).	Yes ☐ No ☐	Vol: Section: Page#:
3584	IR	The CWS/Web shall retain a history of authorizations.	Yes ☐ No ☐	Vol: Section: Page#:
4881	IR	The CWS/Web shall provide the capability to send instructions for Eligibility Notice of Actions to Statewide Automated Welfare Systems.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4887	IR	The CWS/Web shall provide the capability to maintain current and historical rate tables for Aid to Families with Dependent Children - Foster Care program, the Kinship Guardianship Assistance Payment program and the Adoption Assistance Program.	Yes ☐ No ☐	Vol: Section: Page#:
		Accounts Receivable		
3370	IR	The CWS/Web shall have the capability to notify the Accounting Worker when a request to amend an invoice determining an overpayment has been authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3376	IR	When the goods selected in the request for goods are from the inventory, CWS/Web decrement the items from the inventory upon authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3381	IR	The CWS/Web shall have the capability to generate a report on trust funds by child.	Yes ☐ No ☐	Vol: Section: Page#:
3383	IR	The CWS/Web shall have the capability to generate a report on trust funds by the balance.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3415	IR	The CWS/Web shall provide the capability to record a reported overpayment.	Yes ☐ No ☐	Vol: Section: Page#:
3416	IR	The Accounting Worker shall have the ability to record a reported underpayment.	Yes ☐ No ☐	Vol: Section: Page#:
3420	IR	The CWS/Web shall have the capability to calculate the overpayment or underpayment.	Yes ☐ No ☐	Vol: Section: Page#:
3426	IR	The CWS/Web shall provide the capability to allow an overpayment to be recouped by decreasing future payments.	Yes ☐ No ☐	Vol: Section: Page#:
3427	IR	The CWS/Web shall provide the capability to document that an overpayment is uncollectible.	Yes ☐ No ☐	Vol: Section: Page#:
3430	IR	The CWS/Web shall provide the capability to generate a notice to the caregiver/service provider in regard to the overpayment.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3431	IR	The CWS/Web shall provide the capability to generate an invoice to notify the caregiver/service provider in regard to the overpayment.	Yes ☐ No ☐	Vol: Section: Page#:
3432	IR	The CWS/Web shall provide the capability to record that the overpayment has been recouped.	Yes ☐ No ☐	Vol: Section: Page#:
3433	IR	The CWS/Web shall provide the capability to record that the repayment of the overpayment has been deposited in the corresponding account.	Yes ☐ No ☐	Vol: Section: Page#:
3435	IR	The CWS/Web shall provide the capability to record the rationale for decreasing future payments to recoup an overpayment.	Yes ☐ No ☐	Vol: Section: Page#:
3436	IR	The CWS/Web shall provide the capability to recalculate payments to recoup an overpayment.	Yes ☐ No ☐	Vol: Section: Page#:
3562	IR	The CWS/Web shall have the capability to capture if a child has a trust fund.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3563	IR	The CWS/Web shall have the capability to notify the CWS Worker that a child has a trust fund.	Yes ☐ No ☐	Vol: Section: Page#:
3564	IR	The CWS Worker shall be provided with the capability to submit a request for funds from a child's trust fund for authorization through the request for services or request for goods processes.	Yes ☐ No ☐	Vol: Section: Page#:
3566	IR	The CWS/Web shall have the capability to capture different types of trust funds.	Yes ☐ No ☐	Vol: Section: Page#:
3567	IR	The CWS/Web shall have the capability to provide an alert to the CWS Worker to request a child's trust fund balance be released if the child is no longer in placement.	Yes ☐ No ☐	Vol: Section: Page#:
3568	IR	The CWS/Web shall have the capability to generate a report on trust funds by type of trust fund.	Yes ☐ No ☐	Vol: Section: Page#:
4885	IR	The CWS/Web shall provide the capability to process adjustments to previously issued Benefits.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4886	IR	The CWS/Web shall provide the capability to calculate abatement to offset the foster care placement costs based on the income received for child recipient.	Yes ☐ No ☐	Vol: Section: Page#:
		Claims		
3371	IR	The CWS/Web shall have the capability to receive payment information from the county/State payment systems.	Yes ☐ No ☐	Vol: Section: Page#:
3372	IR	The CWS/Web shall have the capability to receive payment information including, but not limited to: • Warrant number • Warrant issuance date • Warrant amount	Yes ☐ No ☐	Vol: Section: Page#:
3397	IR	The CWS/Web shall have the capability to notify the Accounting Worker if the invoice matches the services/goods as authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3399	IR	The CWS/Web shall have the capability to notify the Accounting Worker if the invoice matches the services/goods as delivered as verified by the CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3407	IR	The Accounting Worker shall have the capability to generate a letter to the service provider with the rationale for the rejection of the invoice.	Yes ☐ No ☐	Vol: Section: Page#:
3424	IR	The CWS/Web shall have the capability to generate a letter to notify the service provider that the issued payment was correct.	Yes ☐ No ☐	Vol: Section: Page#:
3534	IR	The Accounting Worker shall have the ability to issue the Request to Replace Lost, Destroyed or Stolen Warrant Affidavit.	Yes ☐ No ☐	Vol: Section: Page#:
3535	IR	The Accounting Worker shall have the ability to search CWS/Web for the authorized payment by: • Authorization number • Invoice number • Service provider • Service category • Dates of service • Amount • CWS Worker	Yes ☐ No ☐	Vol: Section: Page#:
3536	IR	The Accounting Worker shall be able to indicate if a service provider is being investigated for fraud.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3537	IR	The Accounting Worker shall have the ability to record that a signed Request to Replace Lost, Destroyed or Stolen Warrant Affidavit has been submitted.	Yes ☐ No ☐	Vol: Section: Page#:
3538	IR	The Accounting Worker shall have the ability to view the existing authorized payment information with the warrant #.	Yes ☐ No ☐	Vol: Section: Page#:
3539	IR	The Accounting Worker shall have the ability to request information from the county/State payment system to verify if the warrant has been cashed.	Yes ☐ No ☐	Vol: Section: Page#:
3540	IR	The Accounting Worker shall have the ability to route a Request to Replace Lost, Destroyed or Stolen Warrant Affidavit to start a fraud investigation.	Yes ☐ No ☐	Vol: Section: Page#:
3545	IR	The CWS/Web shall have the capability to link the signed Request to Replace Lost, Destroyed or Stolen Warrant Affidavit to the authorized invoice.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3559	IR	The CWS/Web shall have the capability to match the submitted invoice to the following: • Confirm receipt of services • Requested services/goods authorization. • The service rate/cost of goods. • Units of services/goods.	Yes ☐ No ☐	Vol: Section: Page#:
		Administration		
		Administrative Support		
458	FR	The CWS/Web shall authenticate the online user.	Yes ☐ No ☐	Vol: Section: Page#:
492	IR	The CWS/Web shall enable user to input identification information.	Yes ☐ No ☐	Vol: Section: Page#:
494	FR	The CWS/Web shall prompt the Service Provider to create an online password.	Yes ☐ No ☐	Vol: Section: Page#:
495	FR	The CWS/Web shall prompt the Service Provider to create an online user ID.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
496	FR	The CWS/Web shall create an online configuration for the Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
497	FR	The CWS/Web shall store the Service Provider user ID.	Yes ☐ No ☐	Vol: Section: Page#:
498	FR	The CWS/Web shall store the Service Provider password.	Yes ☐ No ☐	Vol: Section: Page#:
499	FR	The system shall display selected options/preferences for the online configuration of the Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
500	FR	The Service Provider shall have the capability to confirm the selected options/preferences.	Yes ☐ No ☐	Vol: Section: Page#:
501	FR	The Service Provider shall have the capability to change options/preferences.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
502	FR	The CWS/Web shall prompt the Service Provider to configure mail correspondence preference (e.g., electronic vs. paper mail).	Yes ☐ No ☐	Vol: Section: Page#:
503	FR	The CWS/Web shall provide the Service Provider the option to block access to any other channel.	Yes ☐ No ☐	Vol: Section: Page#:
522	IR	For each role, the CWS/Web shall automatically assign authorization and security.	Yes ☐ No ☐	Vol: Section: Page#:
525	IR	Configuration of a user shall allow for assignment of more than one role.	Yes ☐ No ☐	Vol: Section: Page#:
526	IR	The role to assign/transfer work shall have a separate security role/specification.	Yes ☐ No ☐	Vol: Section: Page#:
544	IR	The CWS Administrator shall have the capability to establish notifications/ticklers for time sensitive activities.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
578	IR	The CWS/Web shall authenticate user using randomly changing scripts based on user pre-recorded questions and answers.	Yes ☐ No ☐	Vol: Section: Page#:
579	IR	The CWS/Web shall authenticate an online user via the CWS authentication system.	Yes ☐ No ☐	Vol: Section: Page#:
580	IR	The CWS/Web shall allow the user to create a new password.	Yes ☐ No ☐	Vol: Section: Page#:
581	IR	The CWS/Web shall store the new password.	Yes ☐ No ☐	Vol: Section: Page#:
582	IR	When a new password is created, the CWS/Web shall update the user configuration.	Yes ☐ No ☐	Vol: Section: Page#:
583	IR	The CWS/Web shall provide real-time confirmation that the password was successfully reset.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
584	IR	The CWS/Web shall provide real-time confirmation that the user ID was successfully reset.	Yes ☐ No ☐	Vol: Section: Page#:
585	IR	The CWS/Web shall notify the user that the user ID and/or password have been reset.	Yes ☐ No ☐	Vol: Section: Page#:
586	IR	The CWS/Web shall allow user to change password.	Yes ☐ No ☐	Vol: Section: Page#:
587	IR	The user shall be required to validate their new password by re-entering it again to ensure that it is correctly entered.	Yes ☐ No ☐	Vol: Section: Page#:
588	IR	The CWS/Web shall describe allowable password characteristics.	Yes ☐ No ☐	Vol: Section: Page#:
589	IR	The CWS/Web shall check the password for allowable characteristics and prompt the user if unallowable characters are entered.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
590	IR	The CWS/Web shall prompt the user if the password entered does not meet allowable characteristics.	Yes ☐ No ☐	Vol: Section: Page#:
591	IR	Once the new password has been verified, the user configuration shall be updated.	Yes ☐ No ☐	Vol: Section: Page#:
592	IR	When a new password is created, the CWS/Web shall update the user configuration.	Yes ☐ No ☐	Vol: Section: Page#:
593	IR	The user shall be provided with real-time confirmation that the password has been changed.	Yes ☐ No ☐	Vol: Section: Page#:
594	IR	The CWS Worker shall be notified that a password change has been requested.	Yes ☐ No ☐	Vol: Section: Page#:
595	IR	The CWS/Web shall integrate with the CWS security system for password change.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
596	IR	The CWS/Web shall log all account administration.	Yes ☐ No ☐	Vol: Section: Page#:
597	IR	The CWS/Web shall notify the user's supervisor of all account administration activities.	Yes ☐ No ☐	Vol: Section: Page#:
598	IR	The CWS Administrator shall have the capability to view a summary of user accounts that have not been used in a configurable number of days.	Yes ☐ No ☐	Vol: Section: Page#:
599	IR	The CWS/Web shall have the capability to automatically disable access to accounts that have not been used for over a configurable number of days.	Yes ☐ No ☐	Vol: Section: Page#:
600	IR	The Account Administrator shall be provided with the capability to manage accounts.	Yes ☐ No ☐	Vol: Section: Page#:
601	IR	The CWS Administrator shall be notified when an account is changed.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
602	IR	The CWS Worker's supervisor shall be notified when the worker's account is changed.	Yes ☐ No ☐	Vol: Section: Page#:
603	IR	The CWS/Web shall log all account-related information.	Yes ☐ No ☐	Vol: Section: Page#:
604	IR	The CWS/Web shall track all account-related information.	Yes ☐ No ☐	Vol: Section: Page#:
610	IR	The CWS/Web shall disable a user account after a configurable number of logon attempts.	Yes ☐ No ☐	Vol: Section: Page#:
729	IR	The CWS Worker shall have the capability to identify the cases counted in the State caseload statistical reports.	Yes ☐ No ☐	Vol: Section: Page#:
732	IR	The CWS/Web shall have the capability to alert the CWS Worker when a criminal or protective custody warrant is outstanding.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
733	IR	The CWS/Web shall have the capability to alert the CWS Worker when criminal and child abuse background results are received.	Yes ☐ No ☐	Vol: Section: Page#:
1186	IR	The CWS/Web shall provide an integrated and comprehensive help function.	Yes ☐ No ☐	Vol: Section: Page#:
2123	IR	The CWS/Web shall provide the ability to encrypt client demographic information prior to reporting.	Yes ☐ No ☐	Vol: Section: Page#:
2184	FR	The CWS/Web shall link progress reports for a placement facility (completed as part of an investigation/corrective action) to the Safety Risk Assessment for any children remaining in the facility during the course of an investigation.	Yes ☐ No ☐	Vol: Section: Page#:
2187	IR	The CWS Worker shall be provided with the capability to establish a confidential record between an existing adoption Case and a new CWS/CMS Case opened for the same family in which the adoptive child is a member.	Yes ☐ No ☐	Vol: Section: Page#:
2226	IR	The CWS/Web shall track user profile history.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2454	IR	The CWS Worker shall be provided with the capability to view events within the calendar related to their assigned role.	Yes ☐ No ☐	Vol: Section: Page#:
2455	IR	The CWS Worker shall be provided with the capability to adjust the view of the calendar to display different time periods (e.g., day, week, month).	Yes ☐ No ☐	Vol: Section: Page#:
2456	IR	The CWS Worker shall be provided with the capability to adjust the preferences of the calendar (for example, type of events to display, adjusting reminders, view, etc).	Yes ☐ No ☐	Vol: Section: Page#:
2457	IR	The CWS/Web shall maintain a calendar with events, milestones and triggers related to a referral/Case.	Yes ☐ No ☐	Vol: Section: Page#:
2845	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to print selected form content.	Yes ☐ No ☐	Vol: Section: Page#:
2850	IR	The CWS Worker shall be provided with forms to facilitate the completion of workflow activities.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2851	IR	The CWS/Web shall provide the capability for forms to auto-generate based on user role.	Yes ☐ No ☐	Vol: Section: Page#:
2909	IR	The CWS Administrator shall have the capability to define notification configuration rules.	Yes ☐ No ☐	Vol: Section: Page#:
2910	IR	The CWS/Web shall automatically deactivate reminders once required action by the CWS Worker has been taken.	Yes ☐ No ☐	Vol: Section: Page#:
2912	IR	The CWS/Web shall terminate/deactivate an alert when configured criteria have been satisfied.	Yes ☐ No ☐	Vol: Section: Page#:
2914	IR	The CWS/Web shall provide action alerts/reminders to the CWS Worker configurable by the State for federal and mandated time frames.	Yes ☐ No ☐	Vol: Section: Page#:
2915	IR	The CWS/Web shall have the capability for configurable reminders.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2916	IR	The CWS/Web shall have the capability for configurable alerts.	Yes ☐ No ☐	Vol: Section: Page#:
2926	IR	The CWS Worker shall be provided with the capability to configure reminders for tasks.	Yes ☐ No ☐	Vol: Section: Page#:
2931	IR	The County and State Form Administrators shall have the capability to define form specific business rules.	Yes ☐ No ☐	Vol: Section: Page#:
2932	IR	The CWS/Web shall include a data control and security component that can lock narrative text once it is marked as complete and saved in the system.	Yes ☐ No ☐	Vol: Section: Page#:
2939	IR	Automated escalation of rerouted information shall be based on county-configurable timeframes.	Yes ☐ No ☐	Vol: Section: Page#:
2941	IR	The CWS Worker shall be provided with the capability to exit a workflow process without loss of information entered prior to the point of exit.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2943	IR	The CWS/Web shall have the capability to escalate overdue responses using workflow or similar capability.	Yes ☐ No ☐	Vol: Section: Page#:
2947	IR	The CWS/Web shall have the capability to create county-configured contacts.	Yes ☐ No ☐	Vol: Section: Page#:
2958	IR	The CWS/Web shall automatically provide acknowledgement that a CWS Worker has received an assigned referral/case.	Yes ☐ No ☐	Vol: Section: Page#:
2959	IR	The CWS/Web shall populate the CWS Worker's calendar with upcoming visits.	Yes ☐ No ☐	Vol: Section: Page#:
2960	IR	The CWS Worker shall be provided with a configurable calendar.	Yes ☐ No ☐	Vol: Section: Page#:
2961	IR	The CWS/Web shall populate a Case calendar with milestones of the Case.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2962	IR	All scheduled activities and milestones shall be removed from the CWS Workers' calendar as a result of suspended Case activities.	Yes ☐ No ☐	Vol: Section: Page#:
2966	FR	The CWS/Web shall have the capability to populate the License Worker's calendar with upcoming visits and generate reminders.	Yes ☐ No ☐	Vol: Section: Page#:
2984	IR	The CWS Worker shall be provided with the capability to copy information from one user interface element to another user interface element within the same user interface element.	Yes ☐ No ☐	Vol: Section: Page#:
2985	IR	The CWS Worker shall be provided with the capability to copy information from one user interface element to another user interface element in another user interface.	Yes ☐ No ☐	Vol: Section: Page#:
3169	IR	The CWS Worker shall be provided with the capability to schedule a meeting on their calendar.	Yes ☐ No ☐	Vol: Section: Page#:
3170	IR	The CWS Worker shall be provided with the capability to schedule a meeting on other user calendars.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3183	IR	The CWS Worker shall be provided with the capability to record designated timeframes for all administrative actions.	Yes ☐ No ☐	Vol: Section: Page#:
3188	IR	The CWS/Web shall allow the CWS Worker to schedule a multidisciplinary meeting.	Yes ☐ No ☐	Vol: Section: Page#:
3189	IR	The CWS/Web shall have the capability to notify meeting participants through calendaring or meeting notices.	Yes ☐ No ☐	Vol: Section: Page#:
3190	IR	The CWS Worker shall be provided with the capability to plan and schedule meetings through calendaring functionality.	Yes ☐ No ☐	Vol: Section: Page#:
3191	IR	The CWS Worker shall be provided with the capability to schedule interviews and meetings.	Yes ☐ No ☐	Vol: Section: Page#:
3203	IR	The CWS/Web shall have the capability to display critical dates (e.g. upcoming deadlines, hearing).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3204	IR	The CWS/Web shall have the capability to remind line, supervisory and management staff at the point a required action is delayed beyond a Federal, State, or court mandated time frame.	Yes ☐ No ☐	Vol: Section: Page#:
3205	IR	The CWS/Web shall have workflow capability to ensure all tasks are properly assigned to the CWS Worker and that critical actions delayed or incomplete will be brought to the attention of the CWS Supervisor assigned to the CWS Worker charged with completing.	Yes ☐ No ☐	Vol: Section: Page#:
3230	IR	The CWS/Web shall provide the capability to track and view upcoming tasks, events and deadlines.	Yes ☐ No ☐	Vol: Section: Page#:
3231	IR	The CWS/Web shall have the capability to generate reminders and ticklers for the worker based on calendar entries and pre-set deadlines for activities and tasks.	Yes ☐ No ☐	Vol: Section: Page#:
3251	IR	The CWS/Web shall track administrative notice information.	Yes ☐ No ☐	Vol: Section: Page#:
3296	IR	The CWS Administrator shall be provided with the capability to define user access based on the CWS Worker role.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3301	IR	The CWS Administrator shall be provided with the capability to define user roles.	Yes ☐ No ☐	Vol: Section: Page#:
3302	IR	The CWS Administrator shall be provided with the capability to configure the workflow for the Role to which a CWS Worker is assigned.	Yes ☐ No ☐	Vol: Section: Page#:
3304	IR	The CWS/Web shall allow the counties/CDSS to assign a CWS Worker to a defined role.	Yes ☐ No ☐	Vol: Section: Page#:
3305	IR	The CWS/Web shall allow the counties / CDSS to assign staff to the role of Home Study Worker and configure workflow of Cases to those workers.	Yes ☐ No ☐	Vol: Section: Page#:
3306	IR	The CWS/Web shall allow the counties to assign staff to the role of Licensing Worker and configure workflow of Case to those workers.	Yes ☐ No ☐	Vol: Section: Page#:
3373	IR	The CWS Administrator shall have the ability to configure a hierarchy of levels of authorization.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4888	IR	The CWS/Web shall provide calendar alerts to facilitate increased compliance with Federal, State and local regulations and policies related to time requirements.	Yes ☐ No ☐	Vol: Section: Page#:
		Reporting		
147	IR	The CWS Worker shall have the capability to generate a report of National Youth in Transition Database data.	Yes ☐ No ☐	Vol: Section: Page#:
229	IR	The CWS/Web shall be able to statistically track the volume of Adoptability Assessments performed for subsequent workload related reporting.	Yes ☐ No ☐	Vol: Section: Page#:
273	IR	The system shall have the capability to create a report to track progress against post supervision requirements.	Yes ☐ No ☐	Vol: Section: Page#:
390	IR	The CWS/Web shall provide the capability to generate a monthly report identifying the children receiving foster care payments that will have a birthday in 3 months requiring an increase in the foster care rate.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
536	IR	The CWS/Web shall have the ability to report on caseload by State mandated service components pursuant to CDSS Division 31 regulations: Emergency Response, Family Maintenance, Family Reunification, and Permanent Placement.	Yes ☐ No ☐	Vol: Section: Page#:
537	IR	Each county shall have the option and ability to assign a point score to subcomponents of the service components and generate reports as needed.	Yes ☐ No ☐	Vol: Section: Page#:
538	IR	Each county shall have the administrative capability to modify the scores of the subcomponents.	Yes ☐ No ☐	Vol: Section: Page#:
605	IR	The CWS/Web shall have the capability to report on all account-related activities.	Yes ☐ No ☐	Vol: Section: Page#:
606	IR	The CWS Administrator shall have the capability to report on all account-related information.	Yes ☐ No ☐	Vol: Section: Page#:
615	IR	The CWS/Web shall have the capability to report on disrupted guardianships and reasons (probate vs. JC (Juvenile Court) guardianship, relative (KinGAP) vs. non relative).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
616	IR	The CWS/Web shall have the capability to report on types of petitions filed.	Yes ☐ No ☐	Vol: Section: Page#:
617	IR	The CWS/Web shall have the capability to report on continuance notice by reason.	Yes ☐ No ☐	Vol: Section: Page#:
618	IR	The CWS/Web shall have the capability to report on timeliness on court report filing (who, what, when, where, why) and court report due dates.	Yes ☐ No ☐	Vol: Section: Page#:
619	IR	The CWS/Web shall have the capability to report on impact of dependency mediation (e.g., through CBO, pro bono attorneys) though not always reported on court reports.	Yes ☐ No ☐	Vol: Section: Page#:
620	IR	The CWS Worker shall be provided with the capability to view Referral statistics by response type.	Yes ☐ No ☐	Vol: Section: Page#:
621	IR	The CWS Worker shall be provided the capability to view statistics of referrals entered as duplicate reports of abuse.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
622	IR	The CWS Worker shall be provided with the capability to view statistics on client marital/cohabitation information.	Yes ☐ No ☐	Vol: Section: Page#:
623	IR	The CWS Worker shall be provided with the capability to view statistics on the Client Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
624	IR	The CWS Worker shall be provided with the capability to view statistics on the Reporter Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
625	IR	The CWS Worker shall be provided with the capability to view statistics on Safely Surrendered Baby information.	Yes ☐ No ☐	Vol: Section: Page#:
627	IR	The CWS Worker shall be provided with the capability to view referral status statistics for Referrals/Investigations not yet assigned.	Yes ☐ No ☐	Vol: Section: Page#:
628	IR	The CWS Worker shall be provided with the capability to view referral status statistics for Referrals/Investigations assigned to an Assigner but not to a Referral Investigator.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
629	IR	The CWS Worker shall be provided with the capability to view referral status statistics for Referrals/Investigations assigned to a Referral Investigator.	Yes ☐ No ☐	Vol: Section: Page#:
631	IR	The CWS Worker shall be provided with the capability to view historical demographic information on each individual/organization identified in the referral/case.	Yes ☐ No ☐	Vol: Section: Page#:
634	IR	The CWS Worker shall have the capability to generate reports on the status of Referrals by type of referral.	Yes ☐ No ☐	Vol: Section: Page#:
635	IR	The CWS Worker shall have the capability to generate reports on the status of Referrals by Response Type.	Yes ☐ No ☐	Vol: Section: Page#:
636	IR	The CWS Worker shall have the capability to generate reports on the status of Referrals by date range.	Yes ☐ No ☐	Vol: Section: Page#:
637	IR	The CWS Worker shall have the capability to generate reports on the status of Referrals received by intake worker.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
638	IR	The CWS Worker shall have the capability to generate reports on the status of Referrals.	Yes ☐ No ☐	Vol: Section: Page#:
647	IR	The CWS Worker shall have the capability to generate reports on the Differential Response Path.	Yes ☐ No ☐	Vol: Section: Page#:
648	IR	The CWS Worker shall be provided with the capability to generate reports regarding the state/status of Case Plans at any point in time.	Yes ☐ No ☐	Vol: Section: Page#:
649	IR	The CWS Worker shall be provided the capability to generate reports on different types of services based on origin of Case (e.g., court-ordered, voluntary, from FR, from ER).	Yes ☐ No ☐	Vol: Section: Page#:
650	IR	The CWS Worker shall be provided the capability to generate reports on outcomes of services by service provider.	Yes ☐ No ☐	Vol: Section: Page#:
656	IR	The CWS Worker shall be provided with the capability to view all status information as of a specified date for Case audit.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
658	IR	The CWS/Web shall provide workload reporting at every stage including, but not limited to, the following reports/query: • Cases open but not yet assigned • Cases assigned to an Assigner but not to a worker • Cases assigned to an Assigner and a worker	Yes ☐ No ☐	Vol: Section: Page#:
664	IR	The CWS/Web shall have the capability to establish, track and report on outcome measures and performance measures, including trend analysis, as defined by the State and the federal CFSR.	Yes ☐ No ☐	Vol: Section: Page#:
665	IR	The CWS/Web shall be able to generate summary management reports on client demographics and needs.	Yes ☐ No ☐	Vol: Section: Page#:
666	IR	The CWS/Web shall have the capability to produce reports on the length of time in foster care categorized by identified service needs and services provided.	Yes ☐ No ☐	Vol: Section: Page#:
671	IR	The CWS/Web shall have the capability to report on non-approved home study assessments and ICPC reports that are court ordered.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
672	IR	The CWS Worker shall be provided with the capability to view statistics on the time elapsed until the first in-person contact has taken place.	Yes ☐ No ☐	Vol: Section: Page#:
674	IR	The CWS/Web shall have the capability to track and report on the time and date the referral is received with ability to sort by family or victim.	Yes ☐ No ☐	Vol: Section: Page#:
675	IR	The CWS/Web shall have the capability to measure and report on outcomes based on referral disposition.	Yes ☐ No ☐	Vol: Section: Page#:
676	IR	The CWS/Web shall have the capability to track and report on Referrals Evaluated Out with indication of reason (e.g. differential response, transfer to other jurisdiction) and the specific entity the referral is routed to, if indicated.	Yes ☐ No ☐	Vol: Section: Page#:
677	IR	The CWS/Web shall have the capability to track and report on allegations.	Yes ☐ No ☐	Vol: Section: Page#:
679	IR	The CWS Worker /supervisor shall have the capability to view a report on referrals and Cases (e.g. status, office, group, unit, function, type of allegation.).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
680	IR	The CWS/Web shall have the capability to report on open referrals by duration.	Yes ☐ No ☐	Vol: Section: Page#:
681	IR	The CWS/Web shall have the capability to track and report on law enforcement removals.	Yes ☐ No ☐	Vol: Section: Page#:
682	IR	The CWS/Web shall have the capability to report on Referrals that are evaluated out (EO), substantiated, inconclusive, petitions filed, common allegations, response determination, referral determination, and determination by zip code, county, city and / or State.	Yes ☐ No ☐	Vol: Section: Page#:
686	IR	The CWS/Web shall have the capability to track different types of contacts.	Yes ☐ No ☐	Vol: Section: Page#:
687	IR	The CWS/Web shall have the capability to track family engagement or visitation activities to outside providers and report on outcomes.	Yes ☐ No ☐	Vol: Section: Page#:
689	IR	The CWS Worker shall be provided with the capability to view statistics on service delivery by child, recipient, service provider, service type and intervention type (e.g. parental substance abuse by type of substance).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
690	IR	The CWS/Web shall have the capability to track multiple referrals prior to case opening (i.e., number of referrals made for a child to hotline before requiring a case being opened) for trend and risk analysis.	Yes ☐ No ☐	Vol: Section: Page#:
701	IR	The CWS/Web shall have the capability to report on open Emergency Response (ER) Cases by duration (e.g. remind/alert at 25 days to change program component).	Yes ☐ No ☐	Vol: Section: Page#:
702	IR	The CWS/Web shall have the capability to provide longitudinal reports.	Yes ☐ No ☐	Vol: Section: Page#:
703	IR	The CWS Worker shall be provided the capability to report on different types of FM services based on origin of Case (e.g. court-ordered, voluntary, from FR, from ER.).	Yes ☐ No ☐	Vol: Section: Page#:
704	IR	The CWS Worker shall be provided the capability to report on different services offered to the child and distinguish between voluntary and court-ordered.	Yes ☐ No ☐	Vol: Section: Page#:
706	IR	The CWS Worker shall be provided with the capability to view a report on service delivery by child.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
707	IR	The CWS Worker shall be provided with the capability to view a report on service delivery by service provider.	Yes ☐ No ☐	Vol: Section: Page#:
708	IR	The CWS Worker shall be provided with the capability to view a report on service delivery by service type.	Yes ☐ No ☐	Vol: Section: Page#:
709	IR	The CWS Worker shall be provided with the capability to view a report on service delivery by dates of service.	Yes ☐ No ☐	Vol: Section: Page#:
710	IR	The CWS Worker shall be provided with the capability to view a report on service delivery by completion status.	Yes ☐ No ☐	Vol: Section: Page#:
711	IR	The CWS Worker shall be provided with the capability to view a report on service delivery by nexus of service to assessed need of child or parent.	Yes ☐ No ☐	Vol: Section: Page#:
712	IR	The CWS Worker shall be provided the capability to view a report on repeat maltreatment children that remain at home.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
713	IR	The CWS Worker shall be provided with the capability to view statistics for re-entry/recidivism data based on voluntary and court ordered programs.	Yes ☐ No ☐	Vol: Section: Page#:
714	IR	The CWS Worker shall have the capability to view a report on re-entry/recidivism data based on voluntary and court ordered programs with indicators (e.g., indication of reason, contributing factor or allegation type, change of household composition, etc).	Yes ☐ No ☐	Vol: Section: Page#:
715	IR	The CWS Worker shall be provided with the capability to view and sort data for reports on reentry/recidivism by indicators.	Yes ☐ No ☐	Vol: Section: Page#:
717	IR	The CWS/Web shall have the capability to track and report reasons and justifications for criminal exemptions whether granted or denied.	Yes ☐ No ☐	Vol: Section: Page#:
718	IR	The CWS/Web shall have the capability to track and report on the distance between a removal home and a placement and siblings placed together and placed apart by distance.	Yes ☐ No ☐	Vol: Section: Page#:
720	IR	The CWS/Web shall have the capability to track and report on characteristics (observed behaviors, dangerous propensities) of children already placed/residing in a specific home considered for placement.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
721	IR	The CWS/Web shall have the capability to track and report on history of placements in a specific facility (list of children, duration).	Yes ☐ No ☐	Vol: Section: Page#:
722	IR	The CWS/Web shall have the flexibility to accommodate changes in CWS, ASFA and other federal and State outcome goals (measures and requirements as monitored through the Children and Family Services Reviews, Title IV-E eligibility Reviews, the Adoption and Foster Care Analysis Reporting System (AFCARS), and the Statewide Automated Child Welfare Information System (SACWIS) Assessment Reviews) reporting requirements.	Yes ☐ No ☐	Vol: Section: Page#:
723	IR	The CWS/Web shall have the capability to track and report on incarcerated parents (e.g. visitation policy, services offered in institutions).	Yes ☐ No ☐	Vol: Section: Page#:
724	IR	The CWS/Web shall have the capability to track and report on outcomes from voluntary foster care.	Yes ☐ No ☐	Vol: Section: Page#:
726	IR	The CWS/Web shall have the capability to report on referrals and cases by CWS Service Component: Emergency Response (ER), Family Maintenance (FM), Family Reunification (FR), and Permanent Placement (PP), including movement between Service Components.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
727	IR	The CWS/Web shall have the capability to generate State caseload statistical reports, including those that drive the Child Welfare Services allocations of funding for the counties.	Yes ☐ No ☐	Vol: Section: Page#:
730	IR	The CWS/Web shall have the capability to report on the duration of each child's Placement within each Placement Episode.	Yes ☐ No ☐	Vol: Section: Page#:
731	IR	The CWS/Web shall have the capability to report on families that have been through multiple court systems (e.g. dual-jurisdiction Cases, dependency drug courts, adult criminal court, family court).	Yes ☐ No ☐	Vol: Section: Page#:
1791	IR	The CWS/Web shall have the capability for historical reporting (reports that do not need up to the minute data) and operational reporting.	Yes ☐ No ☐	Vol: Section: Page#:
1802	IR	The CWS/Web shall have the capability to integrate data from new program initiatives and pilot projects (e.g., Differential Response) for analysis and reporting purpose.	Yes ☐ No ☐	Vol: Section: Page#:
1817	IR	The CWS/Web shall have the ability to provide to all report creators (e.g. CDSS, counties, UC Berkeley) a single source for all reporting.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1818	IR	The CWS/Web shall format and run ad hoc reports to any internal or external inquiry (e.g., requests for information, point in time information on specific items such as how many children from an area are in foster homes).	Yes ☐ No ☐	Vol: Section: Page#:
1819	IR	The CWS/Web shall have the ability to recreate/share ad hoc report queries so they can be leveraged across all counties.	Yes ☐ No ☐	Vol: Section: Page#:
1820	IR	The CWS/Web shall provide the capability to document, record and store ad hoc report queries and standard query language (SQL) logic for access by users.	Yes ☐ No ☐	Vol: Section: Page#:
1821	IR	All standard reports must be accessible through the BI tool to leverage for the creation of custom reports.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1825	IR	The CWS/Web shall have the capability to provide reports to view data and facts by dimensions. The reports shall be designed to allow viewing based on dimensions, e.g.: • By call type: # calls, date of calls, time of day of call. • By worker: type of referral, date of calls, time of day of call, # calls. • By priority designation: call type, date of calls, time of day of call. • By time of day/day of week: # calls, call type, priority designation. • By referral source: # calls, call type, priority, date and time of call. • From date to date • By group • By Office • By City/Community, Zip Code • By County • By Service Component • By program, in aggregate form, by month, quarter and year	Yes ☐ No ☐	Vol: Section: Page#:
1828	IR	The CWS/Web shall provide a methodology to simplify or automate the migration of existing reports to the new solution to minimize the impact on the State and counties.	Yes ☐ No ☐	Vol: Section: Page#:
1830	IR	All existing reports currently in use by counties and CDSS must be able to continue to run during implementation.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1831	IR	The reporting solution must support queries on all non-narrative data elements collected in the application.	Yes ☐ No ☐	Vol: Section: Page#:
1832	IR	The CWS/Web shall reconstruct data for reports to yield the same result despite timing of when reports were originally constructed.	Yes ☐ No ☐	Vol: Section: Page#:
1834	IR	The CWS/Web shall have the ability to run scheduled reports on a daily, weekly, monthly, quarterly and annual basis.	Yes ☐ No ☐	Vol: Section: Page#:
2189	IR	The CWS/Web shall have the capability to report on federal Title IV-E penetration rate (ratio of federal to State foster care cases).	Yes ☐ No ☐	Vol: Section: Page#:
2197	IR	The CWS/Web shall have the capability to track how many Cases were routed/assigned by the Assigner by date or time period.	Yes ☐ No ☐	Vol: Section: Page#:
2217	IR	The CWS/Web shall have the capability to report on the number of placements a child has been in.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2224	IR	The CWS/Web shall have the capability to track the funding source for all services and goods.	Yes ☐ No ☐	Vol: Section: Page#:
2278	IR	The CWS Worker shall be provided with the capability to generate reports.	Yes ☐ No ☐	Vol: Section: Page#:
2811	IR	The CWS/Web shall integrate components (e.g. assessments, legal, Service Provider, person, financial, case plan) to establish, identify and report outcome measures (e.g., stability of placement, duration of placement, recidivism of placement, reassessment of placement).	Yes ☐ No ☐	Vol: Section: Page#:
2834	IR	The CWS Worker shall be provided with the capability to generate a report to provide Referral and/or Case-specific information regarding the surrender as well as any attempts to resume care of the child and the outcome.	Yes ☐ No ☐	Vol: Section: Page#:
3215	IR	The CWS/Web shall be able to report on children that have been freed but not finalized.	Yes ☐ No ☐	Vol: Section: Page#:
3219	IR	The CWS/Web shall have the capability to report on adoption Cases that cannot be finalized as a result of an appeal or other judicial determination.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3276	IR	The CWS/Web shall have the capability to report on relative/non-relative extended family member (NREFM) approvals.	Yes ☐ No ☐	Vol: Section: Page#:
3402	IR	The CWS/Web shall have the capability to generate a report of discrepancies.	Yes ☐ No ☐	Vol: Section: Page#:
3403	IR	The Accounting Worker shall have the ability to view the report of discrepancies.	Yes ☐ No ☐	Vol: Section: Page#:
4403	IR	The CWS/Web shall have the capability to report on outcomes of contacts.	Yes ☐ No ☐	Vol: Section: Page#:
4751	IR	The CWS/Web shall provide the capability to report on all data relating to Children and Family Services Reviews, Title IV E eligibility Reviews, the Adoption and Foster Care Analysis Reporting System (AFCARS), National Youth Transition Database (NYTD), and the Statewide Automated Child Welfare Information System (SACWIS) Assessment Reviews.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Staff Management		
385	FR	The CWS/Web shall request a workflow process requiring review and approval before data is updated in the system.	Yes ☐ No ☐	Vol: Section: Page#:
505	IR	The CWS/Web shall have a workflow to guide the CWS Administrator through the process of creating a new user.	Yes ☐ No ☐	Vol: Section: Page#:
506	IR	The CWS/Web shall prompt the CWS Administrator to enter employee demographics: • Name • Phone number(s) • Work location • Office address • Supervisor • Language • Specialty skills • Classification and title • Unique ID • Email address • Work hours • Caseload • Other • Authorities and privileges • Program • Continuity planning • Emergency contact	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
507	IR	Upon completion of the user profile, the CWS/Web shall have the capability to generate a user ID.	Yes ☐ No ☐	Vol: Section: Page#:
508	IR	Upon completion of the user profile, the CWS/Web shall have the capability to generate a temporary password.	Yes ☐ No ☐	Vol: Section: Page#:
509	IR	The CWS Administrator shall have the capability to assign a role or roles to a user.	Yes ☐ No ☐	Vol: Section: Page#:
510	IR	If a user exists in the system with an inactive user ID, the CWS Administrator shall have the capability to activate the user ID.	Yes ☐ No ☐	Vol: Section: Page#:
511	IR	The CWS Administrator shall have the capability to view user profile history.	Yes ☐ No ☐	Vol: Section: Page#:
513	IR	The CWS Administrator shall have the capability to assign one or multiple caseloads to a user ID.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
514	IR	The CWS Administrator shall have the capability to assign a user ID to one or more offices.	Yes ☐ No ☐	Vol: Section: Page#:
515	IR	The CWS Administrator shall have the capability to assign a user ID to one or more units.	Yes ☐ No ☐	Vol: Section: Page#:
516	IR	The CWS Administrator shall have the capability to assign a user ID to a location.	Yes ☐ No ☐	Vol: Section: Page#:
517	IR	The CWS Administrator shall have the capability to assign a user ID to a region.	Yes ☐ No ☐	Vol: Section: Page#:
518	IR	The CWS Administrator shall have the capability to assign a user ID to a county.	Yes ☐ No ☐	Vol: Section: Page#:
519	IR	The directory of users shall include a list of current caseload.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
520	IR	The directory of users shall include a list of current caseload cap.	Yes ☐ No ☐	Vol: Section: Page#:
521	IR	The directory of users shall include a list of availability.	Yes ☐ No ☐	Vol: Section: Page#:
523	IR	The CWS Worker shall not have the capability to assign roles to their own user ID.	Yes ☐ No ☐	Vol: Section: Page#:
524	IR	The CWS/Web shall have the capability to restrict a CWS Worker's view of caseloads.	Yes ☐ No ☐	Vol: Section: Page#:
527	IR	The Role Assigner shall have the capability to administer user roles.	Yes ☐ No ☐	Vol: Section: Page#:
528	IR	The Role Assigner shall have the capability to view the all roles assigned to a user.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
529	IR	The Role Assigner shall have the capability to assign caseloads to roles.	Yes ☐ No ☐	Vol: Section: Page#:
530	IR	The Role Assigner shall have the capability to assign caseloads to users.	Yes ☐ No ☐	Vol: Section: Page#:
531	IR	The CWS/Web shall maintain a history of all changes to a user profile (including who changed and why).	Yes ☐ No ☐	Vol: Section: Page#:
532	IR	The CWS Administrator shall be provided with the capability to report on users.	Yes ☐ No ☐	Vol: Section: Page#:
533	IR	The CWS Administrator shall be provided with the capability to report on privileges.	Yes ☐ No ☐	Vol: Section: Page#:
534	IR	The CWS Administrator shall be provided with the capability to report on authorizations.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
535	IR	The CWS Administrator shall be provided with the capability to report on offices/units.	Yes ☐ No ☐	Vol: Section: Page#:
539	IR	The CWS/Web shall provide reporting capability to monitor workload.	Yes ☐ No ☐	Vol: Section: Page#:
540	IR	The CWS/Web shall have a “dashboard” to display current operating conditions in the caseload.	Yes ☐ No ☐	Vol: Section: Page#:
541	IR	The CWS/Web shall allow a supervisor to move cases between caseloads.	Yes ☐ No ☐	Vol: Section: Page#:
542	IR	The CWS/Web shall allow a supervisor to assign/remove staff to caseload.	Yes ☐ No ☐	Vol: Section: Page#:
543	IR	The CWS Administrator shall have the capability to establish thresholds for time sensitive activities.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
545	IR	The CWS Administrator shall have the capability to establish triggers in workflow for time sensitive activities.	Yes ☐ No ☐	Vol: Section: Page#:
548	IR	The CWS/Web shall be able to manage multiple caseloads.	Yes ☐ No ☐	Vol: Section: Page#:
549	IR	The CWS Administrator shall have the capability to associate a user with a caseload.	Yes ☐ No ☐	Vol: Section: Page#:
550	IR	The CWS Administrator shall have the capability to associate a user with more than one caseload.	Yes ☐ No ☐	Vol: Section: Page#:
551	IR	The CWS/Web shall monitor user workloads based on configurable parameters.	Yes ☐ No ☐	Vol: Section: Page#:
552	IR	The CWS/Web shall alert a CWS Administrator to reroute/escalate assigned work if the workload exceeds configured parameters.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
553	IR	The CWS Administrator shall be provided with the capability to transfer/relocate caseloads between regions at a granular level from one to multiple numbers of cases.	Yes ☐ No ☐	Vol: Section: Page#:
554	IR	The CWS Administrator shall be provided with the capability to transfer/relocate caseloads between offices at a granular level from one to multiple numbers of cases.	Yes ☐ No ☐	Vol: Section: Page#:
555	IR	The CWS Administrator shall be provided with the capability to transfer/relocate caseloads between programs at a granular level from one to multiple numbers of cases.	Yes ☐ No ☐	Vol: Section: Page#:
556	IR	The CWS Administrator shall be provided with the capability to transfer/relocate caseloads between units at a granular level from one to multiple number of cases.	Yes ☐ No ☐	Vol: Section: Page#:
557	IR	The CWS Administrator shall have the capability to view a list of users.	Yes ☐ No ☐	Vol: Section: Page#:
558	IR	The CWS Administrator shall have the capability to sort the list of users.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
559	IR	The CWS Administrator shall have the capability to select a user and assign one or more roles.	Yes ☐ No ☐	Vol: Section: Page#:
560	IR	The CWS Administrator shall be notified if a user needs to be assigned a role.	Yes ☐ No ☐	Vol: Section: Page#:
561	IR	The CWS Administrator shall be notified if a role has been changed.	Yes ☐ No ☐	Vol: Section: Page#:
562	IR	The CWS/Web shall allow a Role Assigner to administer user roles including assignment and removal of roles.	Yes ☐ No ☐	Vol: Section: Page#:
563	IR	The CWS Administrator shall have the capability to search for an office/unit by location.	Yes ☐ No ☐	Vol: Section: Page#:
564	IR	The CWS Administrator shall have the capability to search for an office/unit by region.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
565	IR	The CWS Administrator shall have the capability to search for an office/unit by type.	Yes ☐ No ☐	Vol: Section: Page#:
566	IR	The CWS Administrator shall have the capability to create an office/unit.	Yes ☐ No ☐	Vol: Section: Page#:
567	IR	The CWS Administrator shall have the capability to update an office/unit.	Yes ☐ No ☐	Vol: Section: Page#:
568	IR	The CWS Administrator shall have the capability to set an office/unit as inactive and hidden from view of users.	Yes ☐ No ☐	Vol: Section: Page#:
569	IR	The CWS Administrator shall have the capability to update office/unit information based on a hierarchy of (1) State, (2) County, (3) Division/Bureau/Region, (4) Office, (5) Program, (6) Assignment Unit, (7) Individual worker.	Yes ☐ No ☐	Vol: Section: Page#:
570	IR	The CWS/Web shall allow the CWS Administrator to enter information regarding a new office (e.g., address/location, name, function, contact information, service desk, service areas by zip code, jurisdiction).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
571	IR	The CWS Administrator shall have the capability to add new work units.	Yes ☐ No ☐	Vol: Section: Page#:
572	IR	The CWS/Web shall allow the CWS Administrator to create new units.	Yes ☐ No ☐	Vol: Section: Page#:
573	IR	The CWS Administrator shall be provided with the capability to display all staff and allow the Administrator to sort the list by name, office, supervisor, county, region and location.	Yes ☐ No ☐	Vol: Section: Page#:
574	IR	The CWS/Web shall have the capability to automatically assign a new office to a county and Division/Bureau/Region based on zip code of the office.	Yes ☐ No ☐	Vol: Section: Page#:
575	IR	The CWS Administrator shall be provided with the capability to move multiple staff, caseloads, Referrals and Cases to a new office.	Yes ☐ No ☐	Vol: Section: Page#:
576	IR	The CWS Administrator shall be provided with the capability to assign one or multiple workers to a new Office, Unit, Program, Supervisor, or Manager.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
607	IR	The CWS Administrator shall not be provided the capability to delete an account unless created in error.	Yes ☐ No ☐	Vol: Section: Page#:
608	IR	The CWS Administrator shall have the capability to restore accounts that have been suspended.	Yes ☐ No ☐	Vol: Section: Page#:
609	IR	The CWS Administrator shall have the capability to restore accounts that have been terminated.	Yes ☐ No ☐	Vol: Section: Page#:
632	IR	The CWS Worker shall be provided with the capability to view the status of key required tasks.	Yes ☐ No ☐	Vol: Section: Page#:
2196	IR	The CWS/Web shall track the number of referrals that were routed/assigned to a CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
2251	IR	The CWS/Web shall have the capability to notify a CWS Worker of tasks to be performed.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2323	IR	The CWS Worker shall be provided with the capability to sort/group the CWS Workers.	Yes ☐ No ☐	Vol: Section: Page#:
2325	IR	The CWS/Web shall have the ability to sort/group the Adoption Workers.	Yes ☐ No ☐	Vol: Section: Page#:
2326	IR	The CWS/Web shall have the ability to sort/group the Home Study Workers.	Yes ☐ No ☐	Vol: Section: Page#:
2328	IR	The CWS Worker shall be provided with the capability to sort/group the Cases.	Yes ☐ No ☐	Vol: Section: Page#:
2330	IR	The CWS Administrator shall have the capability to sort/group CWS Workers by service function/role.	Yes ☐ No ☐	Vol: Section: Page#:
2331	IR	The CWS/Web shall have the ability to sort/group the Licensing Workers.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2334	IR	The CWS Worker shall be provided with the capability to sort by dates of referral receipt, for reports on the time elapsed until the first in-person contact.	Yes ☐ No ☐	Vol: Section: Page#:
2370	IR	The CWS Worker shall be provided with the capability to review their Case load and to see all Cases in their Case load.	Yes ☐ No ☐	Vol: Section: Page#:
2391	IR	The CWS Worker shall be provided with the capability to view all Cases assigned to the worker.	Yes ☐ No ☐	Vol: Section: Page#:
2397	IR	The CWS Worker shall be provided with the capability to display all referrals currently assigned to a particular CWS Worker, Unit and Region/Office.	Yes ☐ No ☐	Vol: Section: Page#:
2398	IR	The CWS Worker shall be provided with the capability to view a directory of all CWS Workers.	Yes ☐ No ☐	Vol: Section: Page#:
2399	IR	The CWS/Web shall maintain a directory of all CWS Workers.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2403	IR	The CWS/Web shall display all the Referrals/Cases assigned to an Adoption Worker in a single view.	Yes ☐ No ☐	Vol: Section: Page#:
2405	IR	The CWS/Web shall maintain a directory of all Adoption Workers.	Yes ☐ No ☐	Vol: Section: Page#:
2408	IR	The CWS/Web shall maintain a directory of all Home Study Workers.	Yes ☐ No ☐	Vol: Section: Page#:
2436	IR	The CWS Worker shall be provided with the capability to view the history of all CWS Worker assignments to a referral/case.	Yes ☐ No ☐	Vol: Section: Page#:
2437	IR	The CWS Worker shall be provided with the capability to view a history of CWS Supervisors for each CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
2438	IR	The CWS Worker shall be provided with the capability to view the current/last worker assigned to the referral/case (including contact information), within the case/referral summary.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2439	IR	The CWS Worker shall be provided with the capability to view a listing of all available persons to assign as secondary CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
2440	IR	The CWS/Web shall provide a view to list all CWS Workers assigned to a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2441	IR	The CWS/Web shall be able to display all Cases assigned to a particular Assigner / Office.	Yes ☐ No ☐	Vol: Section: Page#:
2442	IR	The CWS/Web shall have the capability to track and report on multiple workers working on the same Referral / Case.	Yes ☐ No ☐	Vol: Section: Page#:
2484	IR	The CWS/Web shall display the caseload by the CWS Worker indicating type of Case.	Yes ☐ No ☐	Vol: Section: Page#:
2496	IR	The CWS/Web shall provide the capability to display other agencies/workers who are involved in this the Case.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2620	IR	The CWS/Web shall maintain a directory of all county Licensing Workers.	Yes ☐ No ☐	Vol: Section: Page#:
2643	IR	The CWS/Web shall provide the capability for virtual meeting and to allow multiple authorized workers to view Case information and plans during a virtual meeting.	Yes ☐ No ☐	Vol: Section: Page#:
2748	IR	The CWS/Web shall display the workload by the CWS Worker indicating type of Case.	Yes ☐ No ☐	Vol: Section: Page#:
2753	IR	The CWS Worker shall be provided with the capability to view the workload associated to the cases assigned to the worker.	Yes ☐ No ☐	Vol: Section: Page#:
2754	IR	The CWS/Web shall allow a worker/supervisor to view the workload.	Yes ☐ No ☐	Vol: Section: Page#:
2934	IR	The CWS Administrator shall have the capability to define workflow business rules.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2935	IR	The CWS Administrator shall have the capability to define workflow routing business rules.	Yes ☐ No ☐	Vol: Section: Page#:
2936	IR	The CWS Administrator shall have the capability to define workflow assignment business rules.	Yes ☐ No ☐	Vol: Section: Page#:
2937	IR	The CWS Administrator shall have the capability to define workflow approval business rules.	Yes ☐ No ☐	Vol: Section: Page#:
2938	IR	The CWS Administrator shall have the capability to define workflow status management business rules.	Yes ☐ No ☐	Vol: Section: Page#:
2942	IR	The CWS/Web shall update Case load information for workers assigned to these Cases.	Yes ☐ No ☐	Vol: Section: Page#:
2946	IR	The CWS Administrator shall be provided with the capability to administer and assign a number representing the number of units of work associated with a specific work task/assignment in their county.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2948	IR	The CWS/Web shall allow the ability for counties to update/change authorization to assign secondary workers.	Yes ☐ No ☐	Vol: Section: Page#:
2949	IR	The CWS/Web shall allow the counties or the State to designate either an inbox or person to receive a request for assignment of an adoption worker.	Yes ☐ No ☐	Vol: Section: Page#:
2952	IR	The CWS/Web shall have the ability to automatically assign a case to a CWS Worker (assigned to specified Role) based on county-configurable criteria.	Yes ☐ No ☐	Vol: Section: Page#:
2953	IR	The CWS/Web shall require that an active CWS Worker be assigned as a primary worker to a Referral until closed.	Yes ☐ No ☐	Vol: Section: Page#:
2954	IR	The CWS/Web shall require that an active CWS Worker be assigned as a primary worker to a Case until closed.	Yes ☐ No ☐	Vol: Section: Page#:
2955	IR	The CWS/Web shall allow one or more active CWS Workers to be assigned as secondary workers to a Referral.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2956	IR	The CWS/Web shall allow one or more active CWS Workers to be assigned as secondary workers to a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2957	IR	The CWS/Web shall only require an active CWS Worker to be assigned as a secondary worker for incoming ICPC cases.	Yes ☐ No ☐	Vol: Section: Page#:
2969	IR	The CWS Worker's workload shall be updated as a result of suspended Case activities.	Yes ☐ No ☐	Vol: Section: Page#:
2970	IR	The CWS Worker's workload shall be updated as a result of re-opening a suspended Case.	Yes ☐ No ☐	Vol: Section: Page#:
2971	IR	The administrative user shall have the capability to define a workflow process.	Yes ☐ No ☐	Vol: Section: Page#:
2972	IR	The CWS/Web shall have the capability to route the Progress Report to the assigned CWS Worker for review and approval prior to system update.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2973	IR	The CWS Administrator shall have the capability to define workflow configuration rules.	Yes ☐ No ☐	Vol: Section: Page#:
3061	IR	The CWS Worker shall be provided with the capability to assign tasks within a workflow to themselves.	Yes ☐ No ☐	Vol: Section: Page#:
3062	IR	The CWS Worker shall be provided with the capability to assign an Adoption Worker to the case.	Yes ☐ No ☐	Vol: Section: Page#:
3063	IR	The CWS Worker shall be provided with the capability to assign tasks within a workflow to another user.	Yes ☐ No ☐	Vol: Section: Page#:
3064	IR	The CWS/Web shall have the ability to automatically assign a referral to a CWS Worker (assigned to specified Role) based on county-configurable criteria.	Yes ☐ No ☐	Vol: Section: Page#:
3065	IR	The CWS Supervisor shall have the capability to assign workload to a CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3066	IR	The CWS/Web shall allow reassigning of a CWS Worker at any time.	Yes ☐ No ☐	Vol: Section: Page#:
3067	IR	The CWS Supervisor shall have the capability to monitor the workload assigned to a CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
3068	IR	The CWS/Web shall allow the ICPC Liaison to assign an ICPC Case to a CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
3069	IR	The CWS/Web shall document the assignment from the Family Law (Probate) to CWS when a Guardianship home study is requested.	Yes ☐ No ☐	Vol: Section: Page#:
3070	IR	The CWS/Web shall have the capability to track workload for worker as tasks are assigned to a worker (e.g. Investigate Referral, Family Maintenance, Family Reunification, Permanent Placement, Adoption).	Yes ☐ No ☐	Vol: Section: Page#:
3071	IR	The CWS/Web shall have the capability to route the SCAR to the assigned CWS Worker or a designated inbox.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3072	IR	The CWS/Web shall have the capability to automatically route a Case to an Assigner based on address/Zip Code.	Yes ☐ No ☐	Vol: Section: Page#:
3073	IR	The CWS/Web shall have the capability to automatically route a Case to an Assigner based on county-configured criteria.	Yes ☐ No ☐	Vol: Section: Page#:
3074	IR	The CWS/Web shall have the capability to automatically forward Cases to a CWS Worker based on predefined criteria (e.g., type of Case, location of child, location of office).	Yes ☐ No ☐	Vol: Section: Page#:
3075	IR	The CWS/Web shall have the capability to automatically forward Cases to an office based on predefined criteria (e.g., type of Case, location of child, location of office).	Yes ☐ No ☐	Vol: Section: Page#:
3076	IR	The CWS Worker shall be provided with the capability to display all Cases assigned to a particular Assigner/Office.	Yes ☐ No ☐	Vol: Section: Page#:
3077	IR	The CWS Worker shall be provided with the capability to view how many Cases were routed/assigned by the Assigner.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3083	IR	The system shall have the capability to notify a CWS Worker and their supervisor of an assignment.	Yes ☐ No ☐	Vol: Section: Page#:
3084	IR	If assignment to a CWS Worker is automatically created, the associated CWS Supervisor shall be notified of the assignment.	Yes ☐ No ☐	Vol: Section: Page#:
3085	IR	The CWS/Web shall have the capability to notify a CWS Worker of an assignment.	Yes ☐ No ☐	Vol: Section: Page#:
3086	IR	The CWS Worker shall be provided with the capability to notify the supervisor or designated staff person that a secondary worker is required.	Yes ☐ No ☐	Vol: Section: Page#:
3087	IR	The CWS/Web shall have the capability to notify an Adoption worker of an assignment.	Yes ☐ No ☐	Vol: Section: Page#:
3088	IR	The CWS/Web shall have the capability to notify a Home Study worker of an assignment.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3112	IR	The CWS/Web shall have the capability to notify a Licensing worker of a case assignment.	Yes ☐ No ☐	Vol: Section: Page#:
3123	IR	The CWS Worker shall be provided with the capability to generate a notification to another user.	Yes ☐ No ☐	Vol: Section: Page#:
3126	IR	The CWS Worker shall be provided with the capability to route information collections to another user.	Yes ☐ No ☐	Vol: Section: Page#:
3127	IR	The CWS Worker shall be provided with the capability to route in-process-work to another user.	Yes ☐ No ☐	Vol: Section: Page#:
3129	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to monitor the action status of a routed form.	Yes ☐ No ☐	Vol: Section: Page#:
3130	IR	The CWS Worker shall be provided with the capability to electronically forward the shared responsibility plan.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3131	IR	The CWS/Web shall have the capability to send hearing outcomes to the CWS Worker electronically.	Yes ☐ No ☐	Vol: Section: Page#:
3139	IR	The CWS Worker shall be provided with the capability to route in-process-work to another user.	Yes ☐ No ☐	Vol: Section: Page#:
3141	IR	The CWS/Web shall be able to automatically route a Referral to a CWS Worker based on address/Zip Code, and time of the day.	Yes ☐ No ☐	Vol: Section: Page#:
3142	IR	The CWS/Web shall have the capability to automatically forward a referral based on county-configurable criteria.	Yes ☐ No ☐	Vol: Section: Page#:
3143	IR	The CWS Supervisor shall be provided with the capability to reassign a referral/case to another CWS Worker at any point in time.	Yes ☐ No ☐	Vol: Section: Page#:
3144	IR	The CWS/Web shall be able to automatically forward Cases to a particular person or office based on predefined criteria (e.g. type of Case, location of child, location of office).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3145	IR	The CWS/Web shall be able to automatically route a Case to an Assigner based on address/zip code/city/community.	Yes ☐ No ☐	Vol: Section: Page#:
3146	IR	The CWS/Web shall provide for each county to have an inbox for Cases that are routed from another county.	Yes ☐ No ☐	Vol: Section: Page#:
3147	IR	The CWS/Web shall provide for each county to have an outbox for referrals that are routed to another county.	Yes ☐ No ☐	Vol: Section: Page#:
3166	IR	The CWS Worker shall be provided with the capability to electronically forward required placement agreements (e.g., Agency-Group Home Agreement, Voluntary Placement Agreement, and Agency-Foster Home Agreement).	Yes ☐ No ☐	Vol: Section: Page#:
3168	IR	The CWS Worker shall be provided with the capability to monitor the action status of a workflow activity that succeeds one to which they are assigned.	Yes ☐ No ☐	Vol: Section: Page#:
3195	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to monitor the action status of a routed form.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3196	IR	The CWS Worker shall be provided with the capability to monitor the action status of a workflow activity that precedes one to which they are assigned.	Yes ☐ No ☐	Vol: Section: Page#:
3197	IR	The CWS Worker shall be provided with the capability to track the action status of a workflow activity that succeeds one to which they are assigned.	Yes ☐ No ☐	Vol: Section: Page#:
3200	IR	The CWS Worker shall be provided with the capability to view the status of rerouted information.	Yes ☐ No ☐	Vol: Section: Page#:
3223	IR	A CWS Worker shall have the capability to route work to another caseload.	Yes ☐ No ☐	Vol: Section: Page#:
3271	IR	The CWS/Web shall allow Licensing to have its own Caseload.	Yes ☐ No ☐	Vol: Section: Page#:
3290	IR	The CWS Worker shall be provided with the capability to view their workload.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3291	IR	The CWS Supervisor shall be provided with the capability to view the workload of their CWS Workers.	Yes ☐ No ☐	Vol: Section: Page#:
3293	IR	The CWS/Web shall display the workload by the CWS Worker indicating type of Case.	Yes ☐ No ☐	Vol: Section: Page#:
3294	IR	The CWS/Web shall be able to display all Cases assigned to a particular Assigner/Office.	Yes ☐ No ☐	Vol: Section: Page#:
3377	IR	The Supervisor shall have the ability to submit the request for authorization for higher approval.	Yes ☐ No ☐	Vol: Section: Page#:
3558	IR	The CWS/Web shall have a county-configurable capability to assign approval authority to CWS Supervisors.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Interfaces		
		Administration		
1708	IR	The CWS/Web shall provide an Interface with CA Department of Child Support Services - California Child Support Automation System (CCSAS) for the purpose of exchanging information including but not limited to Child support Collections Information, Due Diligence for custodial and non-custodial individuals information and Title IV-D information.	Yes ☐ No ☐	Vol: Section: Page#:
1710	IR	The CWS/Web shall provide an interface with the Administration for Children and Families (ACF) for the purpose of supporting data file formats specified by ACF.	Yes ☐ No ☐	Vol: Section: Page#:
		Case Management (Court Services)		
1704	IR	The CWS/Web shall have the capability to interface with the Administrative Office of the Courts (AOC) -CCMS system for the purpose of exchanging hearing calendar, court case and hearing outcome data as well as submission and receipt of documents.	Yes ☐ No ☐	Vol: Section: Page#:
1706	IR	The CWS/Web shall have the capability to interface with the San Bernardino County - Department of Public Social Services/Probation Department J NET system(s) for the purpose of exchanging client demographic, staff information and court information.	Yes ☐ No ☐	Vol: Section: Page#:
		Case Management (Family Maintenance & Reunification)		
1726	FR	The CWS/Web shall have the capability to interface with the CA Department of Corrections and Rehabilitation (CDCR) for the purpose of exchanging requests for client and collateral demographics as well as inmate information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1741	FR	The CWS/Web shall provide an interface with the CA Employment Development Department (EDD) for the purpose of exchanging information including but not limited to client demographic (such as SSN, Name), wage information, disability information and benefit information.	Yes ☐ No ☐	Vol: Section: Page#:
1751	FR	The CWS/Web shall have the capability to interface with CA Department of Alcohol and Drugs Programs - CalOMS system for the purpose of exchanging client treatment and demographic information.	Yes ☐ No ☐	Vol: Section: Page#:
Case Management (Permanency Placement & Adoptions)				
1664	IR	The CWS/Web shall have the capability to interface with the CA Department of Education (CDE) for the purpose of exchanging school demographics.	Yes ☐ No ☐	Vol: Section: Page#:
1665	FR	The CWS/Web shall have the capability to interface with the CA Department of Education (CDE) for the purpose of exchanging child client education demographics.	Yes ☐ No ☐	Vol: Section: Page#:
1681	FR	The CWS/Web shall have the capability to interface with CA Department of Public Health - Office of Vital Records (OVR) - Birth Information Database for the purpose of exchanging birth certificate information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1687	FR	The CWS/Web shall provide an interface with the CA Department of Public Health - Office of Vital Records (OVR) - CA Electronic Death Registration System (CA-EDRS) for the purpose of exchanging death certificate information.	Yes ☐ No ☐	Vol: Section: Page#:
		Eligibility		
1744	IR	The CWS/Web shall have the capability to interface with Welfare Case Management Information System (WCMIS) for the purpose of requesting, reactivating, Search and/or create client state ID Number, Client State ID and retrieve WCMIS abstract data.	Yes ☐ No ☐	Vol: Section: Page#:
		Eligibility Determination		
1639	IR	The CWS/Web shall have the capability to interface with CA Department of Social Services- Statewide Automated Welfare Systems (SAWS) for the purpose of exchanging information including but not limited to Medi-Cal eligibility information, benefit payment instructions, Notice of Action instructions and benefit payment information.	Yes ☐ No ☐	Vol: Section: Page#:
1653	IR	The CWS/Web shall have the capability to interface with CA Department of Social Services - Statewide Automated Welfare Systems (SAWS) for the purpose of exchanging mutual client benefit information and demographics.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1719	FR	The CWS/Web shall have the capability to interface with the CA Department of Public Health - Women Infants and Children (WIC) system for the purposes of exchanging Women, Infants and Children eligibility information for the client.	Yes ☐ No ☐	Vol: Section: Page#:
1755	IR	The CWS/Web shall have the capability to interface with CA Department of Health Care Services - Medi-Cal Eligibility Determination System (MEDS) for the purpose of retrieving Medi-Cal eligibility information, abstract data and family demographics.	Yes ☐ No ☐	Vol: Section: Page#:
1779	IR	The CWS/Web shall have the capability to interface with the CA Department of Health Care Services - Statewide Client Index (SCI) System for the purpose of exchanging client information and the Client Identification Number (CIN).	Yes ☐ No ☐	Vol: Section: Page#:
1789	IR	The CWS/Web shall have the capability to interface with CA Department of Social Services - Statewide Automated Welfare Systems (SAWS) for the purpose of exchanging CW 25 Supplemental Statement of Facts - Minor Parent information.	Yes ☐ No ☐	Vol: Section: Page#:
		Financial Management		
1644	IR	The CWS/Web shall have the capability to interface with Los Angeles County Department of Public Social Services - Automated Provider Payment System (APPS) for the purpose of exchanging payment information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1698	FR	The CWS/Web shall provide the capability to interface with Social Security Administration (SSA) for the purpose of exchanging information including but not limited to requests for Social Security Benefits, Social Security Number and benefit/eligibility data and to obtain client and collateral information.	Yes ☐ No ☐	Vol: Section: Page#:
1713	IR	The CWS/Web shall have the capability to interface with the California Department of Social Services Community Care Licensing Division - Licensing Information System (LIS) for the purpose of exchanging licensed foster caregiver/licensed facility status, violations and information.	Yes ☐ No ☐	Vol: Section: Page#:
1730	IR	The CWS/Web shall have the capability to interface with CA State Controller's Office payment system for the purpose of exchanging payment instruction and payment information using uniform file format.	Yes ☐ No ☐	Vol: Section: Page#:
1782	IR	The CWS/Web shall have the capability to interface with the California Child Support Automation System (CCSAS) for the purpose of exchanging Adoptions and Foster Care Automated Reporting System (AFCARS) data elements, benefits and demographics.	Yes ☐ No ☐	Vol: Section: Page#:
3385	IR	The CWS/Web shall have the capability to interface with County Auditor/Controller's Office payment systems for the purpose of exchanging payment instruction and payment information using uniform file format.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Intake		
1658	IR	The CWS/Web shall have the capability to interface with CA Department of Health Care Services - Medical Management Information System, Decision Support System (MMISDSS) for the purpose of exchanging health records and demographics.	Yes ☐ No ☐	Vol: Section: Page#:
1660	IR	The CWS//Web shall have the capability to interface with LexisNexis system for the purpose of exchanging requests for demographics.	Yes ☐ No ☐	Vol: Section: Page#:
1667	IR	The CWS/Web shall have the capability to interface with Department of Justice (DOJ) - system(s) such as CA Law Enforcement Telecommunication Systems (CLETS) for the purpose of exchanging criminal and child abuse background information including subsequent updates.	Yes ☐ No ☐	Vol: Section: Page#:
1672	IR	The CWS/Web shall have the capability to interface with CA Department of Justice (DOJ) - Child Abuse Central Index (CACI) system for the purpose of exchanging initial and subsequent modified Child Abuse Investigation Summary (SS 8583) information.	Yes ☐ No ☐	Vol: Section: Page#:
1676	IR	The CWS/Web shall have the capability to interface with the Local Law Enforcement Agencies for the purpose of exchanging Suspected Child Abuse Report (SCAR) information.	Yes ☐ No ☐	Vol: Section: Page#:

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1678	IR	The CWS/Web shall allow the CWS Worker to create a SCAR report.	Yes ☐ No ☐	Vol: Section: Page#:
1723	IR	The CWS/Web shall have the capability to interface with CA Department of Motor Vehicle (DMV) system for the purpose of information including but not limited to DMV license/identification, Vehicle Registration Information and demographic information.	Yes ☐ No ☐	Vol: Section: Page#:
1785	IR	The CWS/Web shall have the capability to interface with CA Department of Justice (DOJ) systems for the purpose of exchanging emergency requests for criminal and child abuse background information and subsequent updated information.	Yes ☐ No ☐	Vol: Section: Page#:
4755	IR	The CWS/Web shall have the ability to automatically distribute results for criminal history background checks.	Yes ☐ No ☐	Vol: Section: Page#:
Quality Assurance				
Quality Assurance Features				
8	IR	The CWS/Web shall have the capability to identify a Referral as a duplicate report of abuse.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
18	IR	The CWS Worker shall be provided the capability to select the information to be transferred into a new Referral, if a previous Referral exists within the CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
19	IR	The CWS Worker shall be provided the capability to select the information to be transferred into a new Referral, if a previous case record exists within the CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
33	IR	The CWS Worker shall be provided the capability to rout a Referral for investigation without being required to duplicate data entry.	Yes ☐ No ☐	Vol: Section: Page#:
53	IR	The CWS/Web shall have the capability to calculate the investigation due date within specified timeframes (currently 30 calendar days), beginning with the date of the first face-to-face contact with one or more of the alleged victims.	Yes ☐ No ☐	Vol: Section: Page#:
56	IR	The CWS/Web shall have the capability to prompt a CWS Worker to provide a reason when a Referral is not closed within the predefined time period.	Yes ☐ No ☐	Vol: Section: Page#:
57	IR	The CWS/Web shall not allow the Referral's received date to be modified once saved.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
79	IR	The CWS/Web shall provide the capability to identify or remove the identification that a child is eligible for Emergency Assistance.	Yes ☐ No ☐	Vol: Section: Page#:
116	IR	The CWS/Web shall have the capability to track information relating to services provided to youth for Transitional Living and Independent Living assistance programs, in compliance with the Chafee Act.	Yes ☐ No ☐	Vol: Section: Page#:
125	IR	The CWS Worker shall be provided with the capability to document the justification for any missing items on the discharge checklist (JV 365) with the action plan to complete.	Yes ☐ No ☐	Vol: Section: Page#:
150	IR	The CWS/Web shall have the capability to track youths on deferred enrollment due to physical and/or mental disability and redetermine every 6 months.	Yes ☐ No ☐	Vol: Section: Page#:
158	IR	The CWS Worker shall have the capability to review and update the TILP while maintaining a history and the integrity of the previous TILP.	Yes ☐ No ☐	Vol: Section: Page#:
159	IR	The CWS/Web shall have the capability to track the status of incoming ICPC requests.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
160	IR	The CWS/Web shall have the capability to track the status of outgoing ICPC requests.	Yes ☐ No ☐	Vol: Section: Page#:
161	IR	The CWS/Web shall have the capability to track the date of the incoming ICPC request.	Yes ☐ No ☐	Vol: Section: Page#:
162	IR	The CWS/Web shall have the capability to track the date of the outgoing ICPC request.	Yes ☐ No ☐	Vol: Section: Page#:
174	IR	The CWS/Web shall have the capability to track placements per the Interstate Compact on the Placement of Children (ICPC).	Yes ☐ No ☐	Vol: Section: Page#:
177	IR	The CWS/Web shall have the capability to support tracking the completion of a Home Study within the number of days required by federal law.	Yes ☐ No ☐	Vol: Section: Page#:
179	IR	The CWS/Web shall have the capability to track the identity of the sending or receiving state's ICPC State Administrator/Liaison.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
223	IR	The CWS/Web shall have the capability to allow for cases to be tracked as "Relinquished" Cases.	Yes ☐ No ☐	Vol: Section: Page#:
224	IR	The CWS/Web shall have the capability to track all activities performed throughout the life of the relinquished Case.	Yes ☐ No ☐	Vol: Section: Page#:
233	IR	The CWS/Web shall have the capability to track the status of a Home Study (e.g. components completed, documents submitted).	Yes ☐ No ☐	Vol: Section: Page#:
234	IR	The CWS/Web shall have the capability to track all applications for Home Studies regardless of the outcome.	Yes ☐ No ☐	Vol: Section: Page#:
235	IR	The Adoption Worker shall be provided with the capability to view the status of a Home Study including identification of the documents that are missing.	Yes ☐ No ☐	Vol: Section: Page#:
240	IR	The CWS/Web shall have the capability to record the receipt of inquiry information on a Case reminder checklist which tracks progress made against each step of the adoption process.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
243	IR	The CWS/Web shall provide the capability to record the date medical information was received for an applicant.	Yes ☐ No ☐	Vol: Section: Page#:
258	IR	The CWS/Web shall have the capability to display all relinquishment documents and indicate if there are documents missing.	Yes ☐ No ☐	Vol: Section: Page#:
269	IR	The CWS Worker shall be provided the capability that displays Cases where there is a risk for missing key dates, appointments, hearings, etc.	Yes ☐ No ☐	Vol: Section: Page#:
272	IR	The CWS/Web shall have the capability to track remaining visits and time left for the post-placement supervision visits.	Yes ☐ No ☐	Vol: Section: Page#:
277	IR	The CWS/Web shall provide capability to remind the adoption worker to collect/waive/reduce adoption fee prior to finalizing the adoption.	Yes ☐ No ☐	Vol: Section: Page#:
281	IR	The CWS/Web shall have the capability to track which county the adoption was finalized.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
293	IR	The CWS/Web shall provide the capability to track the reassessment and redetermination time periods for the Benefits programs.	Yes ☐ No ☐	Vol: Section: Page#:
303	IR	The CWS/Web shall provide the capability to track all Adoption Assistance Agreements.	Yes ☐ No ☐	Vol: Section: Page#:
336	IR	The CWS/Web shall have the capability to track post-adoptive case element changes (e.g., family history, services, address) for the adoption, without allowing changes to previous information.	Yes ☐ No ☐	Vol: Section: Page#:
345	IR	The CWS/Web shall track the time elapsed and display the days remaining to complete the Adoption Assistance Program eligibility assessment.	Yes ☐ No ☐	Vol: Section: Page#:
357	IR	The CWS/Web shall have the capability to alert the adoption worker when the requirement for revocation/rescission of relinquishment form submission has lapsed.	Yes ☐ No ☐	Vol: Section: Page#:
372	IR	The CWS/Web shall provide the capability for counties to track the status of licensing applications.	Yes ☐ No ☐	Vol: Section: Page#:

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419	FR	The CWS/Web shall have the capability to track 90 days to complete the investigation of a complaint.	Yes ☐ No ☐	Vol: Section: Page#:
434	FR	The CWS/Web shall have the capability to record and track the history of all licensing actions.	Yes ☐ No ☐	Vol: Section: Page#:
447	IR	The CWS Administrator shall be provided with the capability to configure fields as either mandatory or optional.	Yes ☐ No ☐	Vol: Section: Page#:
448	FR	The CWS/Web shall have the capability to not allow the Home Study Report to be submitted prior to completion of all associated mandatory fields.	Yes ☐ No ☐	Vol: Section: Page#:
449	FR	The CWS/Web shall have the capability to allow the Home Study Provider to enter outcome using predefined status indices and categories.	Yes ☐ No ☐	Vol: Section: Page#:
456	FR	The CWS/Web shall prompt the Home Study Provider to acknowledge that the report is complete and correct (potentially sign electronically) prior to submitting report.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
546	IR	The CWS/Web shall have the capability to generate messages after a pre-defined time period has elapsed, and trigger a workflow for actions.	Yes ☐ No ☐	Vol: Section: Page#:
626	IR	The CWS/Web shall have the capability to track Referral status statistics.	Yes ☐ No ☐	Vol: Section: Page#:
630	IR	The CWS/Web shall have the ability to track a child's medical health information as required in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
633	IR	The CWS/Web shall have the ability to track the status of key required tasks configured by a county.	Yes ☐ No ☐	Vol: Section: Page#:
651	IR	The CWS/Web shall have the capability to track delivered services by client.	Yes ☐ No ☐	Vol: Section: Page#:
652	IR	The CWS/Web shall have the capability to track delivered services by recipient.	Yes ☐ No ☐	Vol: Section: Page#:

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653	IR	The CWS/Web shall have the capability to track the delivered services by service provider.	Yes ☐ No ☐	Vol: Section: Page#:
654	IR	The CWS/Web shall have the capability to track the delivered service by service type.	Yes ☐ No ☐	Vol: Section: Page#:
655	IR	The CWS/Web shall have the capability to track Case Plans.	Yes ☐ No ☐	Vol: Section: Page#:
661	FR	The CWS/Web shall have the ability to track the status of allegations and the subsequent investigation of child abuse and neglect in licensed or state regulated facilities through progress reports.	Yes ☐ No ☐	Vol: Section: Page#:
662	IR	The CWS/Web shall have the capability to allow for random sampling, based on variable characteristics, for audit purposes.	Yes ☐ No ☐	Vol: Section: Page#:
663	IR	The CWS/Web shall have the capability to record the results of a facility audit.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
667	IR	The CWS/Web shall have the capability to track all required time sensitive actions for Referrals and Cases (e.g. Administrative Reviews, investigations, all assessments, treatment and case plans, and to report on outcomes).	Yes ☐ No ☐	Vol: Section: Page#:
669	IR	The CWS/Web shall have the capability to track a child across multiple occurrences and/or Cases.	Yes ☐ No ☐	Vol: Section: Page#:
670	IR	The CWS/Web shall have the capability to establish an audit trail, recording any changes made to a Referral or Case.	Yes ☐ No ☐	Vol: Section: Page#:
673	IR	The CWS/Web shall have the capability to track the reason why children enter and re-enter CWS services (allegations) using categories (e.g. general neglect) and sub categories (e.g. substance abuse, domestic violence).	Yes ☐ No ☐	Vol: Section: Page#:
678	IR	The CWS/Web shall have the capability to generate reports on time, location, timeliness of Referral response, justification if response time was not met, category of reporter, and category of allegation.	Yes ☐ No ☐	Vol: Section: Page#:

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683	IR	The CWS/Web shall have the capability to report on trend and longitudinal analysis of the Safety Risk Assessments at required decision points in the Referral and/or Case and a comparison to outcome measures.	Yes ☐ No ☐	Vol: Section: Page#:
691	IR	The CWS/Web shall have the capability to track the repeat maltreatment of children who remain at home or in placement, for trend and risk analysis.	Yes ☐ No ☐	Vol: Section: Page#:
692	IR	The CWS/Web shall have the capability to track foster care re entry by a child for trend and risk analysis.	Yes ☐ No ☐	Vol: Section: Page#:
693	IR	The CWS/Web shall have the capability to track parental characteristics for trend and risk analysis.	Yes ☐ No ☐	Vol: Section: Page#:
695	IR	The CWS/Web shall have the capability to track interim steps during a Home Study (by type).	Yes ☐ No ☐	Vol: Section: Page#:
699	IR	The CWS/Web shall have the capability to track all data in CWS/Web relating to Children and Family Services Reviews, Title IV E eligibility Reviews, the Adoption and Foster Care	Yes ☐ No ☐	Vol:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Analysis Reporting System (AFCARS), and the Statewide Automated Child Welfare Information System (SACWIS) Assessment Reviews (efforts to search for and screen multiple relatives, automated searches, notifications, timeliness, reassessments due, time between identifying caregiver and placement).		Section: Page#:
719	IR	The CWS/Web shall have the capability to track grievance filings and reason for denying relative/NREFM approvals.	Yes ☐ No ☐	Vol: Section: Page#:
725	IR	The CWS/Web shall have the capability to track ASFA timelines from removal of child to termination of parental rights (TPR) and time to permanency.	Yes ☐ No ☐	Vol: Section: Page#:
1833	IR	The CWS/Web shall have the capability to time stamp all data before entering the data store (e.g., data warehouse).	Yes ☐ No ☐	Vol: Section: Page#:
2067	IR	The CWS Worker shall be provided with audit history on defined workflow activities.	Yes ☐ No ☐	Vol: Section: Page#:

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2068	IR	The CWS/Web shall time stamp all changes made to data in system.	Yes ☐ No ☐	Vol: Section: Page#:
2069	IR	The CWS/Web shall have the capability to generate an audit record of users who look up prior history of a child whose adoption has been finalized.	Yes ☐ No ☐	Vol: Section: Page#:
2102	IR	The CWS/Web shall be provided with data integrity validation for all data entered into the system.	Yes ☐ No ☐	Vol: Section: Page#:
2103	IR	The CWS/Web shall provide the capability to indicate missing or incomplete information.	Yes ☐ No ☐	Vol: Section: Page#:
2104	FR	The CWS/Web shall populate all mandatory fields within CWS/Web, and require the CWS Worker to complete all remaining mandatory fields.	Yes ☐ No ☐	Vol: Section: Page#:
2105	IR	The CWS/Web shall validate the completeness of data before it is saved to the system.	Yes ☐ No ☐	Vol: Section: Page#:

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2106	IR	The CWS/Web shall provide rule-based data entry validation on each data field.	Yes ☐ No ☐	Vol: Section: Page#:
2107	IR	The CWS/Web shall provide the capability to verify phone numbers for conformance to United States or international standard format.	Yes ☐ No ☐	Vol: Section: Page#:
2108	IR	The CWS/Web shall validate data before allowing a CWS Worker to submit a form, or before routing data to the next step.	Yes ☐ No ☐	Vol: Section: Page#:
2109	IR	The CWS/Web shall provide the capability to verify each entered address using an address verification service (e.g. USPS).	Yes ☐ No ☐	Vol: Section: Page#:
2110	IR	The CWS/Web shall provide the capability to validate each entered address to assure it conforms to U.S. Postal Services address formatting.	Yes ☐ No ☐	Vol: Section: Page#:
2111	IR	The CWS/Web shall have the capability to require the CWS Worker to validate addresses prior to any generation of hearing notices.	Yes ☐ No ☐	Vol: Section: Page#:

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2112	IR	The CWS/Web shall have the capability to indicate missing information for all court reports.	Yes ☐ No ☐	Vol: Section: Page#:
2114	IR	The CWS/Web shall provide the capability to indicate which areas of the Safety Risk Assessment require additional information to complete the assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2115	IR	The CWS/Web shall have the capability to not allow the CWS Worker to have the ability to submit the request for services for authorization, if required fields are blank.	Yes ☐ No ☐	Vol: Section: Page#:
2139	IR	The CWS/Web shall track the relationship of the association between a child, client, caregiver, and collateral.	Yes ☐ No ☐	Vol: Section: Page#:
2155	IR	The CWS/Web shall have the capability to link services and payments to Referrals, Cases, and to children.	Yes ☐ No ☐	Vol: Section: Page#:
2188	IR	The CWS Worker shall be provided with the capability to associate a special project to an entity (e.g., clients, referrals, pilot project cases, and service providers).	Yes ☐ No ☐	Vol: Section: Page#:

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2190	IR	The CWS Worker shall be provided with the capability to have a date and time stamp automatically associated with a free form text entry.	Yes ☐ No ☐	Vol: Section: Page#:
2194	IR	The CWS Worker shall be provided with the capability to view the address history of a person.	Yes ☐ No ☐	Vol: Section: Page#:
2198	IR	The CWS/Web shall have the capability to allow Case plans to be versioned.	Yes ☐ No ☐	Vol: Section: Page#:
2199	IR	The CWS/Web shall have the capability to track all modifications made to the Case Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2204	IR	The CWS/Web shall have the ability to track the date and content of all ICPC communications.	Yes ☐ No ☐	Vol: Section: Page#:
2214	IR	The CWS/Web shall have the capability to track post-application training the Resource Family receives.	Yes ☐ No ☐	Vol: Section: Page#:

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2215	IR	The CWS/Web shall have the capability to track ongoing education and/or training hours the Resource Family receives.	Yes ☐ No ☐	Vol: Section: Page#:
2216	IR	The CWS/Web shall have the capability to track movement from/to various facility types (between least restrictive and most restrictive).	Yes ☐ No ☐	Vol: Section: Page#:
2218	IR	The CWS/Web shall have the capability to track services provided to children in probation.	Yes ☐ No ☐	Vol: Section: Page#:
2222	IR	The CWS/Web shall have the capability to track services received.	Yes ☐ No ☐	Vol: Section: Page#:
2223	IR	CWS/Web shall have the capability to track services requested.	Yes ☐ No ☐	Vol: Section: Page#:
2225	FR	The CWS/Web shall have the capability to record and track all due dates and reports on complaints.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2232	IR	The CWS/Web shall track the Referral Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2233	IR	The CWS/Web shall have the capability to track the Collateral Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2234	IR	The CWS/Web shall have the capability to track a child's Education Profile information in compliance with CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
2235	IR	The CWS/Web shall have the capability to track Contact Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2236	IR	The CWS Administrator shall be provided with specialized information collections resulting from Extract/Transform/Load (ETL) actions against the data repository.	Yes ☐ No ☐	Vol: Section: Page#:
2237	IR	The CWS/Web shall have the capability to display the days left to complete a Case Plan.	Yes ☐ No ☐	Vol: Section: Page#:

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2238	IR	The CWS/Web shall have the capability to calculate all data captured for the Case Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2239	IR	The CWS Administrator shall be provided the capability to define formulas that will execute data manipulation.	Yes ☐ No ☐	Vol: Section: Page#:
2240	IR	The CWS Administrator shall be provided with the capability to define processes that will execute data manipulation.	Yes ☐ No ☐	Vol: Section: Page#:
2241	IR	The CWS Administrator shall be provided with specialized information collections resulting from Extract/Transform/Load (ETL) actions against the data repository.	Yes ☐ No ☐	Vol: Section: Page#:
2242	IR	The CWS/Web shall have the capability to calculate the due date of a Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2245	IR	The Adoption Worker shall be notified if information is needed to complete a Child Assessment.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2249	IR	The CWS/Web shall be able to verify that all information necessary to perform the Adoptability assessment is in the system and indicate missing information to the Adoption Worker.	Yes ☐ No ☐	Vol: Section: Page#:
2336	IR	The CWS Worker shall be provided with the capability to sort by first in-person contact, for reports on the time elapsed until the first in-person contact.	Yes ☐ No ☐	Vol: Section: Page#:
2351	IR	The CWS Worker shall be provided with the capability to execute grammar check actions.	Yes ☐ No ☐	Vol: Section: Page#:
2353	IR	The CWS Worker shall be provided with the capability to execute grammar check actions against editable form content and free text content.	Yes ☐ No ☐	Vol: Section: Page#:
2354	IR	The CWS Worker shall be provided with the capability to check grammar for text entry interface elements.	Yes ☐ No ☐	Vol: Section: Page#:
2366	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to edit any form prior to it being printed, sent electronically, or otherwise generated for dissemination.	Yes ☐ No ☐	Vol: Section: Page#:

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2367	IR	The CWS Worker shall be provided with the capability to preview any form prior to it being printed, sent electronically, or otherwise generated for dissemination.	Yes ☐ No ☐	Vol: Section: Page#:
2373	IR	The CWS Worker shall be provided with the capability to indicate the date a form is received.	Yes ☐ No ☐	Vol: Section: Page#:
2374	IR	The CWS Worker shall be provided with the capability to view case based activity checklists (to do lists), to assist in prompting the CWS Worker in the completion of required Referral/Case activities according to business rules.	Yes ☐ No ☐	Vol: Section: Page#:
2390	IR	The CWS/Web shall have the capability to record the date a request was submitted for a criminal record check, Child Abuse Index (CAI) and optional Department of Motor Vehicle (DMV) information.	Yes ☐ No ☐	Vol: Section: Page#:
2432	IR	The CWS/Web shall have the capability to request and record supervisory approval of outgoing ICPC placements.	Yes ☐ No ☐	Vol: Section: Page#:
2433	IR	The CWS/Web shall have the capability to provide the CWS Supervisor with the ability to edit, annotate and highlight changes in a document submitted for approval.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2435	IR	The CWS/Web shall have the capability to record supervisory approval of the relative / Non-Related Extended Family Member (NREFM) assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2444	IR	The CWS/Web shall have the capability to indicate for which family member a Background Check is required (for children older than a configurable age).	Yes ☐ No ☐	Vol: Section: Page#:
2458	IR	The CWS/Web shall have the capability to highlight and display Cases where there is a risk for missing key data.	Yes ☐ No ☐	Vol: Section: Page#:
2505	IR	The CWS Worker shall be provided with the capability to create a lifelong connection adult and associate to a child including name, address, and relationship.	Yes ☐ No ☐	Vol: Section: Page#:
2506	IR	The CWS/Web shall track the scheduling and completion of mandated contacts.	Yes ☐ No ☐	Vol: Section: Page#:
2507	IR	The CWS/Web shall track the scheduling and completion of county-configured contacts.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2508	IR	The CWS/Web shall track the scheduling and completion of additional contacts created by the CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
2675	IR	The CWS/Web shall have the capability to track deadlines for a Corrective Action Plan to be completed.	Yes ☐ No ☐	Vol: Section: Page#:
2678	IR	The CWS/Web shall have the capability to track all potential relative / NREFM candidates.	Yes ☐ No ☐	Vol: Section: Page#:
2688	IR	The CWS/Web shall capture the transaction date for all assessments completed by a CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
2689	IR	The CWS/Web shall capture the transaction date for all assessments approved by a CWS Supervisor.	Yes ☐ No ☐	Vol: Section: Page#:
2690	IR	The CWS/Web shall capture the transaction time for all assessments completed by a CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2691	IR	The CWS/Web shall capture the transaction time for all assessments approved by a CWS Supervisor.	Yes ☐ No ☐	Vol: Section: Page#:
2749	IR	The CWS/Web shall track the workload and allow a worker/supervisor to display the workload.	Yes ☐ No ☐	Vol: Section: Page#:
2796	IR	The CWS/Web shall have the capability to carry information forward from persons, intakes and other assessments.	Yes ☐ No ☐	Vol: Section: Page#:
2797	IR	The CWS/Web shall populate data into forms, to avoid redundant data entry errors.	Yes ☐ No ☐	Vol: Section: Page#:
2836	IR	The CWS/Web shall populate dates and other Referral information in the review checklist.	Yes ☐ No ☐	Vol: Section: Page#:
2846	IR	The CWS Worker shall be provided with the capability to redact any text data field in any reports, letters, forms, or contact notes.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2847	IR	The CWS Worker shall be provided with the capability to execute spell check actions.	Yes ☐ No ☐	Vol: Section: Page#:
2848	IR	The CWS Worker shall be provided with the capability to execute spell check actions against form content.	Yes ☐ No ☐	Vol: Section: Page#:
2849	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to execute spell check actions against form content.	Yes ☐ No ☐	Vol: Section: Page#:
2852	IR	The CWS/Web shall provide forms to the CWS Worker, which shall be configurable for auto population.	Yes ☐ No ☐	Vol: Section: Page#:
2911	IR	The CWS/Web shall have the capability to create reminders based on children who are eligible for services (e.g., new enrollments, updates and placement changes).	Yes ☐ No ☐	Vol: Section: Page#:
2913	IR	The CWS/Web shall have the capability to alert the CWS Worker if a minor is not a United States citizen.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2929	IR	The CWS/Web shall have the capability to alert the CWS Worker if a Release of Information needs to be collected from the service recipient.	Yes ☐ No ☐	Vol: Section: Page#:
2940	IR	The CWS/Web shall enable the identification of interagency cooperative Cases.	Yes ☐ No ☐	Vol: Section: Page#:
2978	IR	The CWS/Web shall provide an assessment determination based on the information entered into the CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
2983	IR	The CWS/Web shall provide the capability for a system generated assessment determination, for the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2989	IR	The CWS/Web shall provide the CWS Worker with spell check capabilities on text entry user interface elements.	Yes ☐ No ☐	Vol: Section: Page#:
2990	IR	The CWS Worker shall be provided with validation of their entered information for user interface elements.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2991	IR	The CWS Worker shall be provided with missing information alerts for defined user interface elements.	Yes ☐ No ☐	Vol: Section: Page#:
2993	IR	The CWS Supervisor shall be provided with the capability to record an alternative decision for the Safety Risk Assessment determination due to mitigating circumstances, once submitted for supervisor approval.	Yes ☐ No ☐	Vol: Section: Page#:
2994	IR	The CWS Supervisor shall be provided with the capability, and shall be required to record the reason for each alternative decision made for an assessment determination submitted for approval.	Yes ☐ No ☐	Vol: Section: Page#:
2995	IR	The CWS/Web shall have the capability to route completed Adoptability Assessment to Supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
2997	FR	The CWS/Web shall have the capability to route the Home Study Report to the assigned CWS Supervisor for review and approval prior to system update.	Yes ☐ No ☐	Vol: Section: Page#:
3001	IR	The CWS/Web shall have the capability to provide the CWS Supervisor with the ability to approve multiple items for multiple children within the same family.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3002	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to submit request to reopen a case to a supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3003	IR	The CWS/Web shall have the capability to provide the CWS Supervisor with the ability to approve or deny a CWS Worker's request to reopen a closed case.	Yes ☐ No ☐	Vol: Section: Page#:
3012	IR	The CWS/Web shall have the capability to route an assignment to supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3018	IR	The CWS/Web shall have the capability to allow the CWS Worker to route the ICPC report to a supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3020	IR	The CWS/Web shall have the capability of routing the Licensing Worker's recommendation to approve or deny the licensing application to a supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3036	IR	The CWS/Web shall have the capability to provide the CWS manager/director with the ability to annotate a request for approvals.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3037	IR	The CWS/Web shall have the capability to provide the CWS supervisor, manager/director with the ability to return the request for approvals to the CWS Worker/Supervisor for modification.	Yes ☐ No ☐	Vol: Section: Page#:
3041	IR	The CWS/Web shall provide the capability to complete an application for retroactive payments for clients.	Yes ☐ No ☐	Vol: Section: Page#:
3048	IR	The CWS/Web shall have the ability to track the interim steps during all assessments (e.g., the assessment's status, percentage complete, duration).	Yes ☐ No ☐	Vol: Section: Page#:
3049	IR	The CWS/Web shall have the capability to provide the CWS Worker with a standard process to complete the Case Plan per CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
3078	IR	The CWS/Web shall have the capability to notify the CWS Worker if the same address has already been created in the system.	Yes ☐ No ☐	Vol: Section: Page#:
3090	IR	The CWS/Web shall issue reminders when a non-foster child living in the home turns 18 years old for criminal background check purposes and sleeping arrangement review.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3091	IR	The CWS/Web shall have the capability to notify the CWS Worker that a family visit is due.	Yes ☐ No ☐	Vol: Section: Page#:
3092	IR	The CWS/Web shall have the capability to provide notification of assigned tasks associated to the Case milestones.	Yes ☐ No ☐	Vol: Section: Page#:
3093	IR	The CWS/Web shall have the capability to notify the CWS Worker, if a Case Plan is past due.	Yes ☐ No ☐	Vol: Section: Page#:
3094	IR	The CWS/Web shall have the capability to notify the associated CWS Supervisor, if a Case Plan is past due.	Yes ☐ No ☐	Vol: Section: Page#:
3095	IR	The CWS/Web shall have the capability to alert CWS Worker of regulatory time frames for service components (e.g. Emergency Response, Family Maintenance, Family Reunion, Permanent Placement).	Yes ☐ No ☐	Vol: Section: Page#:
3098	IR	The CWS/Web shall provide the capability for the CWS Worker to receive an alert to schedule a Contact as a result of re-opening a suspended Case.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3111	IR	The CWS/Web shall have the capability of triggering alerts if referrals are not assessed within pre-defined timeframes.	Yes ☐ No ☐	Vol: Section: Page#:
3138	IR	The CWS/Web shall have the capability to route an assignment to the CWS Supervisor for approval before assigning to the CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
3140	IR	The CWS/Web shall have the capability to route supervisor-approved referrals to a CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
3177	IR	The CWS/Web shall track the schedule for contacts with a client.	Yes ☐ No ☐	Vol: Section: Page#:
3198	IR	The CWS/Web shall have the capability to track the status of an application.	Yes ☐ No ☐	Vol: Section: Page#:
3199	IR	The CWS/Web shall track the timeframes and deadlines related to applications and provide triggers and reminders.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3206	IR	The CWS Worker shall be provided with the capability to view the elapsed time from the initial report of a surrendered baby to the when either parent is no longer able to reclaim the child.	Yes ☐ No ☐	Vol: Section: Page#:
3210	IR	The CWS/Web shall capture information which has been sent and that the results have been received back; as part of the Case reminder checklist which tracks progress made against each step of the adoption process.	Yes ☐ No ☐	Vol: Section: Page#:
3211	IR	The CWS/Web shall have the capability to record that an adoptive Home Study has been approved as part of the Case reminder checklist which tracks progress made against each step of the adoption process.	Yes ☐ No ☐	Vol: Section: Page#:
3212	IR	The CWS/Web shall have the capability to track the status of the AD 90.	Yes ☐ No ☐	Vol: Section: Page#:
3213	IR	The CWS/Web shall have the capability to track the status of the AD 551A.	Yes ☐ No ☐	Vol: Section: Page#:
3217	IR	The CWS/Web shall allow the CDSS Adoption Support Unit Staff to electronically acknowledge the receipt of the AD 90.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3218	IR	The CWS/Web shall allow the CDSS Adoption Support Unit Staff to electronically acknowledge the receipt of the AD 551A.	Yes ☐ No ☐	Vol: Section: Page#:
3220	IR	The CWS/Web shall have the capability to all the CWS Worker to have the ability to review the returned item and easily review areas for correction/modification indicated by the supervisor/manager/director, as well as any annotation.	Yes ☐ No ☐	Vol: Section: Page#:
3222	IR	The CWS/Web shall have the capability to track how many Referrals were routed/assigned by the Assigner.	Yes ☐ No ☐	Vol: Section: Page#:
3226	IR	The CWS/Web shall have the capability to track all criminal and child abuse and neglect background check information.	Yes ☐ No ☐	Vol: Section: Page#:
3227	IR	The CWS/Web shall have the capability to track and record criminal and child abuse and neglect background checks performed on Adoptive Applicants and their families.	Yes ☐ No ☐	Vol: Section: Page#:
3229	IR	The CWS/Web shall have the capability for the CWS Worker to track receipt of criminal and child abuse and neglect background checks reports.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3234	IR	The CWS/Web shall provide the capability to indicate required information and steps to be taken for the selected concurrent plan.	Yes ☐ No ☐	Vol: Section: Page#:
3239	IR	The CWS/Web shall have a mechanism to identify any increase of risk to the child based on progress against case plan objectives.	Yes ☐ No ☐	Vol: Section: Page#:
3243	IR	The CWS/Web shall have the capability to track interim steps during all assessments and Case Plans.	Yes ☐ No ☐	Vol: Section: Page#:
3253	FR	The CWS/Web shall have the capability to track timelines and dates around the grievance/Administrative Law Judge (ALJ) hearings process.	Yes ☐ No ☐	Vol: Section: Page#:
3259	IR	The CWS/Web shall have the capability to ensure that the ICPC package is completed and all necessary documents are attached.	Yes ☐ No ☐	Vol: Section: Page#:
3263	IR	The CWS/Web shall provide an action alert to the CWS Worker to complete the Life Skill Assessment, when a youth / young adult in CWS custody has reached a specified age (Note: maximum will be set by State, but county may modify to occur earlier then State standard).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3264	IR	The CWS/Web shall provide an action alert to the CWS Worker to initiate a Life Skills Assessment, if a youth/young adult that has entered custody is of a specified age.	Yes ☐ No ☐	Vol: Section: Page#:
3269	FR	The CWS/Web shall have the capability to track reference check requests.	Yes ☐ No ☐	Vol: Section: Page#:
3270	FR	The CWS/Web shall have the capability to track plans of corrections and create reports, based on the status of these plans.	Yes ☐ No ☐	Vol: Section: Page#:
3273	IR	The CWS/Web shall track detailed information relating to a child's placement episode.	Yes ☐ No ☐	Vol: Section: Page#:
3274	IR	The CWS/Web shall track a child's temporary leave information, from a placement facility.	Yes ☐ No ☐	Vol: Section: Page#:
3275	IR	The CWS/Web shall have the capability to track the designation of the prospective adoptive caregiver (current caregiver can request hearings if child will be removed SB218).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3278	IR	The CWS/Web shall have the capability to guide the CWS Worker / CWS Supervisor in the review of all Referrals / Cases, with incomplete information or untimely actions and NCANDS submissions.	Yes ☐ No ☐	Vol: Section: Page#:
3279	IR	The CWS/Web shall have the capability to indicate the status (point in the life-cycle) of the Case at any time.	Yes ☐ No ☐	Vol: Section: Page#:
3280	IR	The CWS/Web shall have the capability to track and report on contact requirements with a child/family.	Yes ☐ No ☐	Vol: Section: Page#:
3284	IR	The CWS/Web shall have the capability to track timelines and dates around the appeal process.	Yes ☐ No ☐	Vol: Section: Page#:
3295	IR	The CWS/Web shall have the capability to track the workload of a worker.	Yes ☐ No ☐	Vol: Section: Page#:
3323	IR	The CWS/Web will have the capability to track and record outcomes of grievance hearings, for relative approvals and denials.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3331	IR	The CWS/Web shall have the capability to generate reminders of renewals due for Relative/Non-Related Extended Family Member (NREFM) placements.	Yes ☐ No ☐	Vol: Section: Page#:
3332	IR	The CWS/Web shall track overdue Relative/NREFM placement renewals.	Yes ☐ No ☐	Vol: Section: Page#:
3333	IR	The CWS/Web shall have the capability to measure and report on outcomes based on the Referral response determination.	Yes ☐ No ☐	Vol: Section: Page#:
3337	IR	The CWS/Web shall evaluate the proposed placement on data fields, which are demonstrated as statistically valid in their importance to matching a child with a placement, to provide a child's placement needs assessment recommendation.	Yes ☐ No ☐	Vol: Section: Page#:
3357	IR	The CWS/Web shall have the ability to prevent a CWS Worker from selecting a service provider, if the service provider has been end dated.	Yes ☐ No ☐	Vol: Section: Page#:
3358	IR	The CWS/Web shall have the ability to prevent a CWS Worker from selecting a service provider, if the service provider has been suspended.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3360	IR	The CWS Administrator shall have the capability to correct data entry errors.	Yes ☐ No ☐	Vol: Section: Page#:
3393	IR	The CWS/Web shall have the capability to indicate if the invoice matches the authorized services/goods.	Yes ☐ No ☐	Vol: Section: Page#:
3476	IR	The CWS/Web shall have the capability to not allow the CWS Worker to submit the request for emergency shelter care payment for authorization, if required fields are blank.	Yes ☐ No ☐	Vol: Section: Page#:
3517	IR	The CWS Worker shall have the ability to validate the information in the request for services.	Yes ☐ No ☐	Vol: Section: Page#:
3530	IR	The CWS/Web shall have the capability to populate a voucher with information already captured in the CWS/Web in the request for goods.	Yes ☐ No ☐	Vol: Section: Page#:
3531	IR	The CWS Worker shall have the ability to validate the information in the request for goods.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3556	IR	The CWS/Web shall have the capability to send notifications if a request for payment has not been authorized within a county-specified timeframe.	Yes ☐ No ☐	Vol: Section: Page#:
3565	IR	The CWS/Web shall have the capability to alert the CWS Worker prior to the trust fund balance exceeding a configurable preset maximum.	Yes ☐ No ☐	Vol: Section: Page#:
3577	IR	The CWS/Web shall have the capability to report on payments by child, Case, payment type, payment date, service provider and recipient.	Yes ☐ No ☐	Vol: Section: Page#:
3578	IR	The CWS/Web shall have the capability to validate data in the authorizations (e.g., valid dollar amounts, valid number of units per service period, valid dates for service period).	Yes ☐ No ☐	Vol: Section: Page#:
3581	IR	The CWS/Web shall not allow the CWS Worker to select a service provider whose license is currently revoked.	Yes ☐ No ☐	Vol: Section: Page#:
3585	IR	The CWS/Web shall have the capability to create reports linking authorizations and payments by child, service providers, services received.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3586	IR	The CWS/Web shall have the capability to create reports linking services received and cost of services (payments) to outcomes of service.	Yes ☐ No ☐	Vol: Section: Page#:
4394	IR	The CWS/Web shall have the capability to guide the CWS Worker / CWS Supervisor in the review of all Referrals / Cases to verify data required for AFCARS reporting is complete.	Yes ☐ No ☐	Vol: Section: Page#:
4744	IR	The CWS/Web shall have the ability to track a child's dental health information as required in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
4745	IR	The CWS/Web shall have the ability to track a child's psychological health information as required in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
4746	IR	The CWS/Web shall have the capability to track the results of a facility audit.	Yes ☐ No ☐	Vol: Section: Page#:
4747	IR	The CWS/Web shall have the capability to record corrective actions identified as a result of a facility audit.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4748	IR	The CWS/Web shall have the capability to track corrective actions identified as a result of a facility audit.	Yes ☐ No ☐	Vol: Section: Page#:
4752	IR	The CWS/Web shall have the capability to report grievance filings and reason for denying relative/NREFM approvals.	Yes ☐ No ☐	Vol: Section: Page#:
4753	IR	The CWS/Web shall have the capability to report on ASFA timelines from removal of child to termination of parental rights (TPR) and time to permanency.	Yes ☐ No ☐	Vol: Section: Page#:
4758	IR	The Data Warehouse must include administration tools that support the recovery of data.	Yes ☐ No ☐	Vol: Section: Page#:
4759	IR	The CWS/Web shall have the ability to automatically retrieve the results of criminal background check requests, via the DOJ interface.	Yes ☐ No ☐	Vol: Section: Page#:
4760	IR	The CWS/Web shall have the ability to automatically distribute results for criminal history background checks to the appropriate CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4771	IR	The CWS/Web shall have the capability to report on vouchers by child, Case, voucher type, voucher date, service provider and recipient.	Yes ☐ No ☐	Vol: Section: Page#:
Other Functionality				
Additional Functionality				
68	IR	The CWS Worker shall be provided the capability to add information to a closed Referral.	Yes ☐ No ☐	Vol: Section: Page#:
69	IR	The CWS Worker shall be provided the capability to link information to a closed Referral.	Yes ☐ No ☐	Vol: Section: Page#:
73	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to include a link to the draft Safety Plan as part of a meeting notice.	Yes ☐ No ☐	Vol: Section: Page#:
76	IR	The CWS Worker shall be provided with the capability to attach documents with supporting information to forms.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
80	IR	The CWS/Web shall provide a Mandated Reporter with a standard process of completing the on line SCAR (Suspected Child Abuse Report).	Yes ☐ No ☐	Vol: Section: Page#:
81	IR	The CWS/Web shall provide a Mandated Reporter with the capability to submit a SCAR online using a unique identifier to that specific Referral.	Yes ☐ No ☐	Vol: Section: Page#:
82	IR	The CWS/Web shall have the capability to associate the SCAR to a Referral.	Yes ☐ No ☐	Vol: Section: Page#:
83	IR	The CWS/Web shall allow a Mandated Reporter to save a submitted SCAR report.	Yes ☐ No ☐	Vol: Section: Page#:
84	IR	The CWS/Web shall allow a Mandated Reporter to download a submitted SCAR report.	Yes ☐ No ☐	Vol: Section: Page#:
85	IR	The CWS/Web shall allow a Mandated Reporter to print a submitted SCAR report.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
86	IR	The CWS/Web shall have the capability to provide the ability to attach and save the Suspected Child Abuse Report (SCAR) form in electronic form (to ensure that the system captures the signature.	Yes ☐ No ☐	Vol: Section: Page#:
87	IR	The CWS/Web shall have the capability to automatically send an email to a Mandated Reporter when a Referral is entered, if an email address is provided by the Mandated Reporter.	Yes ☐ No ☐	Vol: Section: Page#:
2071	IR	The CWS Worker shall be provided with the capability to copy an information collection between views.	Yes ☐ No ☐	Vol: Section: Page#:
2078	IR	CWS/Web shall have the capability to provide the CWS Worker with the ability to select and/or view an assessment from the historical listing of Safety and Risk Assessments.	Yes ☐ No ☐	Vol: Section: Page#:
2116	IR	The CWS Worker shall be provided with the capability to store an electronic signature.	Yes ☐ No ☐	Vol: Section: Page#:
2117	IR	The CWS Worker shall be provided with the capability to upload digital images.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2118	IR	The CWS Worker shall be provided with the capability to enter electronic signatures.	Yes ☐ No ☐	Vol: Section: Page#:
2120	IR	The CWS/Web shall provide the capability to allow and capture electronic signature from the Mandated Reporter.	Yes ☐ No ☐	Vol: Section: Page#:
2128	IR	The CWS Worker shall be provided with the capability to drill down to the lowest stored referenced data field to view assessment details.	Yes ☐ No ☐	Vol: Section: Page#:
2143	IR	The CWS/Web shall have the capability for the Home Study Worker to attach pictures to the home study.	Yes ☐ No ☐	Vol: Section: Page#:
2156	IR	The CWS Worker shall be provided with the capability to associate a digital picture(s) to a single client.	Yes ☐ No ☐	Vol: Section: Page#:
2157	IR	The CWS Worker shall be provided with the capability to associate a digital picture(s) to multiple clients.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2192	IR	The CWS Worker shall be provided with the capability to view the chronological history of the free-form text.	Yes ☐ No ☐	Vol: Section: Page#:
2219	IR	The CWS/Web shall have the capability to maintain a history of all Safety and Risk Assessment determinations completed for each referral and case.	Yes ☐ No ☐	Vol: Section: Page#:
2221	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to view a historical listing of all Safety and Risk Assessments associated to a client.	Yes ☐ No ☐	Vol: Section: Page#:
2231	IR	The CWS/Web shall have the capability to contain a Family Assessment Information (FAI) profile.	Yes ☐ No ☐	Vol: Section: Page#:
2258	IR	The CWS Worker shall be provided with the capability to print family relationships in a genogram.	Yes ☐ No ☐	Vol: Section: Page#:
2262	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to print all assessment forms in a format to be shared with clients and other interested individuals, such as treatment providers or the Court.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2276	IR	The CWS/Web shall generate electronic and printed copies of assessment forms in a format to be shared with clients and other interested individuals.	Yes ☐ No ☐	Vol: Section: Page#:
2285	IR	The CWS Worker shall be provided with the capability to save the associated picture in the clients file.	Yes ☐ No ☐	Vol: Section: Page#:
2291	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to save the Family Assessment Information (FAI) form to the child's case.	Yes ☐ No ☐	Vol: Section: Page#:
2338	IR	The CWS/Web shall provide the capability of audit history on defined manage content activities.	Yes ☐ No ☐	Vol: Section: Page#:
2339	IR	The CWS Worker shall have the capability to insert electronic images into a form.	Yes ☐ No ☐	Vol: Section: Page#:
2340	IR	The CWS/Web shall provide the CWS Worker with the capability to associate electronic images with a form.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2341	IR	The CWS/Web shall provide the capability for electronic signatures for all documents with a signature field.	Yes ☐ No ☐	Vol: Section: Page#:
2343	IR	The CWS/Web shall provide the capability to electronically sign all forms and reports.	Yes ☐ No ☐	Vol: Section: Page#:
2344	IR	The CWS/Web shall provide the capability to electronically sign a case plan.	Yes ☐ No ☐	Vol: Section: Page#:
2365	IR	The CWS/Web shall provide the capability of word processing.	Yes ☐ No ☐	Vol: Section: Page#:
2389	IR	The CWS Worker shall be provided with the capability to view family relationships in a genogram.	Yes ☐ No ☐	Vol: Section: Page#:
2499	IR	The CWS Worker shall be provided with the capability to view the school district(s) based on an address.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2500	IR	The CWS Worker shall be provided with the capability to view the law enforcement jurisdiction based on the address.	Yes ☐ No ☐	Vol: Section: Page#:
2687	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to view the history of all assessment determinations for a client, at any point in the referral or case.	Yes ☐ No ☐	Vol: Section: Page#:
2692	IR	The CWS/Web shall have the capability to provide compartmentalization of the Safety Risk Assessment, to allow data collection and risk assessment in discrete areas, such as: • Family needs, family strengths and caregiver's protective capacity • Child's needs and strengths • Child's safety and risk • Family assessment • Child's placement needs	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2693	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to view a list of the components included in the Safet /Risk Assessment, at any time.	Yes ☐ No ☐	Vol: Section: Page#:
2694	IR	The CWS/Web shall have the capability to allow information collected during the contacts to be used to perform all assessments that are a part of the Safety Risk Assessment and to establish a Safety Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2696	IR	The CWS/Web shall have the capability to capture Family Assessment Information (FAI) including, but not limited to the valid time period; such as beginning and end review dates.	Yes ☐ No ☐	Vol: Section: Page#:
2697	IR	The Family Assessment Information (FAI) profile shall contain a variety of information sufficient to provide a holistic view of the family's overall functioning and identified service needs.	Yes ☐ No ☐	Vol: Section: Page#:
2698	IR	The Family Assessment Information (FAI) profile shall contain relevant client psycho-social assessment/information (both historical and current) on the child(ren) and family.	Yes ☐ No ☐	Vol: Section: Page#:
2699	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to view the Family Assessment Information (FAI) form at any time.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2700	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to modify the Family Assessment Information (FAI) form once the system has generated the form.	Yes ☐ No ☐	Vol: Section: Page#:
2710	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record Family Assessment Information (FAI) including, but not limited to, the valid time period; such as beginning and end review dates.	Yes ☐ No ☐	Vol: Section: Page#:
2714	IR	The CWS Worker shall be provided with the capability to request from a law enforcement agency with jurisdiction, information about potential CWS Worker safety issues.	Yes ☐ No ☐	Vol: Section: Page#:
2715	IR	The CWS Worker shall be provided with the capability to request from a law enforcement agency with jurisdiction to accompany the CWS Worker for the contact.	Yes ☐ No ☐	Vol: Section: Page#:
2755	IR	The CWS Worker shall have the capability to view all persons linked to a single address.	Yes ☐ No ☐	Vol: Section: Page#:
2772	IR	The CWS/Web shall have the capability to provide the County and State Form Administrators with the capability to create forms.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2773	IR	The CWS/Web shall have the capability to provide the County and State Form Administrators with the ability to access the forms.	Yes ☐ No ☐	Vol: Section: Page#:
2774	IR	The CWS/Web shall have the capability to provide the County and State Form Administrators with the capability to modify the format of forms.	Yes ☐ No ☐	Vol: Section: Page#:
2775	IR	The CWS/Web shall have the capability to provide the County and State Form Administrators with the capability to modify the content available in forms.	Yes ☐ No ☐	Vol: Section: Page#:
2776	IR	The CWS/Web shall have the capability to provide the County and State Form Administrators with the ability to remove forms.	Yes ☐ No ☐	Vol: Section: Page#:
2788	IR	The CWS/Web shall provide the CWS Worker the option of generating driving directions (including a map) based on a verified address.	Yes ☐ No ☐	Vol: Section: Page#:
2794	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to merge duplicate records (e.g., clients, attorneys, placement homes).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2982	IR	The CWS/Web shall have the capability to employ a Safety Risk Assessment which is research-based, strength-based and addresses the over-representation of minorities.	Yes ☐ No ☐	Vol: Section: Page#:
2986	IR	The CWS Worker shall be provided with the industry-standard information display techniques associated with the core system architecture.	Yes ☐ No ☐	Vol: Section: Page#:
2987	IR	The CWS Worker shall be provided with the industry-standard Navigation techniques associated with the core system architecture.	Yes ☐ No ☐	Vol: Section: Page#:
3000	IR	The CWS Supervisor shall be provided with the capability to approve the classification and/or disposition of submitted Referrals, Cases and assessments.	Yes ☐ No ☐	Vol: Section: Page#:
3022	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to submit the classification for any part of the Safety Risk Assessment to a CWS Supervisor for review and approval.	Yes ☐ No ☐	Vol: Section: Page#:
3043	IR	The CWS Worker shall have the capability to initiate an assessment.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3046	IR	The CWS/Web shall have the capability to include separate assessments for each stage of service (e.g., independent living assessments, placement needs, joint adoptions, Safety Risk Assessment and family assessments).	Yes ☐ No ☐	Vol: Section: Page#:
3055	IR	The CWS/Web shall have the capability to adhere to the State and counties' decision making processes for Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3057	IR	The CWS/Web shall have the capability to provide the CWS Worker with a standard process in the collection of data needed in order to complete the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3058	IR	The CWS/Web shall employ a research and strength-based Family Assessment to identify the strengths and needs of a family or child, based on the abuse and neglect history, risk assessments, individual family functioning and family history.	Yes ☐ No ☐	Vol: Section: Page#:
3060	IR	The Safety Risk Assessment shall require the capacity for a system-generated assessment determination.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3110	IR	The CWS Worker shall be provided with the capability to generate feedback to a Mandated Reporter.	Yes ☐ No ☐	Vol: Section: Page#:
3124	IR	The CWS/Web shall have the capability to send a notice to the email address of the Mandated Reporter, once a Referral is assigned to a CWS Worker for investigation, and shall inform the Mandated Reporter who the investigating CWS Worker is.	Yes ☐ No ☐	Vol: Section: Page#:
3221	IR	The CWS/Web shall provide the capability for an indicator that identifies a case where an approval request has been returned for correction/modification.	Yes ☐ No ☐	Vol: Section: Page#:
3297	IR	The CWS Worker shall be provided with the capability to modify allegation conclusions, with documented reason for modification and appropriate authority.	Yes ☐ No ☐	Vol: Section: Page#:
3307	IR	The CWS Worker shall be provided with the capability to connect to the system using industry-standard mobility technologies available at the time of production system initiation.	Yes ☐ No ☐	Vol: Section: Page#:
3308	IR	The CWS Worker shall be provided with the capability to connect to the system from a location outside the State intranet.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3309	IR	The CWS Worker shall be provided with the capability to connect to the system with a browser-based mobile device.	Yes ☐ No ☐	Vol: Section: Page#:
3310	IR	The CWS Worker shall be provided with all functionality that would be available if the system connection were directly to the State intranet.	Yes ☐ No ☐	Vol: Section: Page#:
3311	IR	The CWS Worker shall be provided with the capability to complete a Safety Risk Assessment template that can be filled out in the field using a mobile device utilizing cryptographic protocols.	Yes ☐ No ☐	Vol: Section: Page#:
3315	IR	The CWS Worker shall be provided with the capability to complete forms via a mobile device.	Yes ☐ No ☐	Vol: Section: Page#:
3316	IR	The CWS Worker shall be provided with the capability to enter information into the system through a mobile device during any contact away from the office.	Yes ☐ No ☐	Vol: Section: Page#:
3317	IR	The CWS/Web shall have the capability for the CWS Worker to enter data through a mobile device.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3318	IR	The CWS Worker shall be provided with functionality that interacts with production environments.	Yes ☐ No ☐	Vol: Section: Page#:
3319	IR	The CWS Worker shall be provided with the capability to complete forms SOC 815, SOC 817, and SOC 818 via a mobile device.	Yes ☐ No ☐	Vol: Section: Page#:
3359	IR	The CWS/Web shall have the capability to provide the CWS Administrator with the ability to merge duplicate service providers.	Yes ☐ No ☐	Vol: Section: Page#:
3592	IR	The CWS Worker shall be provided with the capability to print an ecogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3593	IR	The CWS Worker shall be provided with the capability to manipulate a pre-populated ecogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3594	IR	The CWS Worker shall be provided with the capability to generate an ecogram based on the child client information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3595	IR	The CWS Worker shall be provided with the capability to save multiple versions of an ecogram to one or more child clients.	Yes ☐ No ☐	Vol: Section: Page#:
3596	IR	The CWS Worker shall be provided with the capability to view an ecogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3597	IR	The CWS/Web shall provide the CWS Worker with a pre-populated ecogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3598	IR	The CWS Worker shall be provided with the capability to print an ecomap based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3599	IR	The CWS Worker shall be provided with the capability to manipulate a pre-populated ecomap based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3600	IR	The CWS Worker shall be provided with the capability to generate an ecomap based on the child client information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3601	IR	The CWS Worker shall be provided with the capability to save multiple versions of an ecomap to one or more child clients.	Yes ☐ No ☐	Vol: Section: Page#:
3602	IR	The CWS Worker shall be provided with the capability to view an ecomap based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3603	IR	The CWS/Web shall provide the CWS Worker with a pre-populated ecomap based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3604	IR	The CWS Worker shall be provided with the capability to print a family tree based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3605	IR	The CWS Worker shall be provided with the capability to manipulate a pre-populated family tree based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3606	IR	The CWS Worker shall be provided with the capability to generate a family tree based on the child client information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3607	IR	The CWS Worker shall be provided with the capability to save multiple versions of a family tree to one or more child clients.	Yes ☐ No ☐	Vol: Section: Page#:
3608	IR	The CWS Worker shall be provided with the capability to view a family tree based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3609	IR	The CWS/Web shall provide the capability for the CWS Worker with a pre-populated family tree based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3610	IR	The CWS Worker shall be provided with the capability to print a genogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3611	IR	The CWS Worker shall be provided with the capability to manipulate a pre-populated genogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3612	IR	The CWS Worker shall be provided with the capability to generate a genogram based on the child client information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3613	IR	The CWS Worker shall be provided with the capability to save multiple versions of a genogram to one or more child clients.	Yes ☐ No ☐	Vol: Section: Page#:
3614	IR	The CWS Worker shall be provided with the capability to view a genogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3615	IR	The CWS/Web shall provide the CWS Worker with a pre-populated genogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
Architectural Solution				
Application Architecture Layer				
1182	IR	The CWS/Web application software system shall conform to N-Tiered layered web architecture that will realize and enable a Service Oriented Architecture (SOA) design and concept for building a solution that is based on services.	Yes ☐ No ☐	Vol: Section: Page#:
Business Entities				
1258	IR	Business Entity Objects shall map raw data from the database into an internal format. The objective is to isolate the business code and logic from the physical and logical implementation of the data.	Yes ☐ No ☐	Vol: Section: Page#:
1259	IR	The Business Entity Objects shall hide the physical and logical implementation of the data from the developers.	Yes ☐ No ☐	Vol: Section: Page#:
1260	IR	Each Business Entity Object instance shall have a unique name among all objects of a same type.	Yes ☐ No ☐	Vol: Section: Page#:
1261	IR	Each Business Entity Object shall provide a way to view the entity as a human-readable text string to facilitate logging and troubleshooting.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1262	IR	The CWS/Web shall be able to serialize all Business Entity Objects into a human-readable format.	Yes ☐ No ☐	Vol: Section: Page#:
1263	IR	During serialization of Business Entity Objects any data labeled as confidential or sensitive shall be serialized in an encrypted format.	Yes ☐ No ☐	Vol: Section: Page#:
Business Façade / Integration / Workflow / Business Rules				
1086	IR	The CWS/Web shall allow for all data being converted to be successfully validated prior to populating the production database. A mechanism for handling data that will not convert should be provided.	Yes ☐ No ☐	Vol: Section: Page#:
1225	IR	The rules shall be attributed with effective start and end date.	Yes ☐ No ☐	Vol: Section: Page#:
1226	IR	The CWS/Web shall have the capability to create, simulate and trace the execution of a decision through the rules logic.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1227	IR	Rules shall be changeable without a system recompilation.	Yes ☐ No ☐	Vol: Section: Page#:
1228	IR	The CWS/Web shall support a rules taxonomy for classification and management of rules.	Yes ☐ No ☐	Vol: Section: Page#:
1229	IR	The CWS/Web shall support standard web services protocols.	Yes ☐ No ☐	Vol: Section: Page#:
1230	IR	The CWS/Web shall allow certain types of business rules to be externalized from the application code and configurable without system programming. The CWS/Web shall allow configuration of rules for the following: • Workflow rules • Parameterized criteria used for determining for example eligibility (e.g., age, income, location). • Data Validation rules at the user interface level. • Access security rules • Forms	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1234	IR	The CWS/Web shall allow for workflow items to be scheduled and invoked at a later time or date.	Yes ☐ No ☐	Vol: Section: Page#:
1235	IR	The CWS/Web shall provide the ability to find and reuse existing business rules.	Yes ☐ No ☐	Vol: Section: Page#:
1236	IR	The CWS/Web shall provide the ability to dynamically configure business rules.	Yes ☐ No ☐	Vol: Section: Page#:
1237	IR	The CWS/Web shall provide the ability to dynamically configure and organize workflow rules.	Yes ☐ No ☐	Vol: Section: Page#:
1238	IR	The CWS/Web shall model task hand off/assignment as a set of workflow rules.	Yes ☐ No ☐	Vol: Section: Page#:
1239	IR	The CWS/Web shall model task/document routing, sign off and escalation as a set of workflow rules.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1240	IR	The CWS/Web shall provide initial set of workflow rules for all counties.	Yes ☐ No ☐	Vol: Section: Page#:
1241	IR	All workflow rules shall be able to handle an unlimited level of stages within the workflow.	Yes ☐ No ☐	Vol: Section: Page#:
1242	IR	The CWS/Web shall allow for counties to modify workflow rules without affecting other county workflows.	Yes ☐ No ☐	Vol: Section: Page#:
1243	IR	The CWS/Web shall allow for modification of the existing workflows and creating of new workflows to be done using a Graphical User Interface.	Yes ☐ No ☐	Vol: Section: Page#:
1244	IR	The CWS/Web shall allow for modifications made to workflow rules to be tested prior to acceptance into the system.	Yes ☐ No ☐	Vol: Section: Page#:
1245	IR	While being tested in the sandbox, workflow rules shall provide a detailed trace of the workflow.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1246	IR	The CWS/Web shall be able to prioritize workflow items.	Yes ☐ No ☐	Vol: Section: Page#:
1247	IR	Workflow items shall be suspendable and resumable.	Yes ☐ No ☐	Vol: Section: Page#:
1248	IR	The CWS/Web shall be able to display all current workflows.	Yes ☐ No ☐	Vol: Section: Page#:
1249	IR	The CWS/Web shall maintain a history of completed workflows.	Yes ☐ No ☐	Vol: Section: Page#:
1251	IR	The CWS/Web shall provide time based escalation services for workflow items.	Yes ☐ No ☐	Vol: Section: Page#:
1252	IR	The CWS/Web shall be able to schedule workflow items for later execution.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1253	IR	The CWS/Web shall provide the capability to set system processes as workflow items.	Yes ☐ No ☐	Vol: Section: Page#:
1254	IR	The CWS/Web shall be able to reroute a workflow item to a different role or user.	Yes ☐ No ☐	Vol: Section: Page#:
1255	IR	The CWS/Web shall provide a classification system for the management and organization of business rules.	Yes ☐ No ☐	Vol: Section: Page#:
1256	IR	The CWS/Web shall provide a classification system for the management and organization of workflow rules.	Yes ☐ No ☐	Vol: Section: Page#:
		Business Service Layer		
1264	IR	The design of the CWS/Web shall allow the business functionality to be made available as Business Services.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1265	IR	Each Business Service shall expose a public interface containing a set of "top-level" methods.	Yes ☐ No ☐	Vol: Section: Page#:
1266	IR	The CWS/Web shall ensure that Business Services support required message management and rollback functionality to ensure the integrity of the resources they access.	Yes ☐ No ☐	Vol: Section: Page#:
1267	IR	The CWS/Web shall support the implementation of business services capable of performing work online asynchronously and offline asynchronously, while maintaining business-driven expiration of data locks established through asynchronous connections.	Yes ☐ No ☐	Vol: Section: Page#:
1268	IR	Business services shall maintain control over updates to any Business Entity Objects.	Yes ☐ No ☐	Vol: Section: Page#:
1270	IR	Business Services shall explicitly deny all requests not received from the Business Layer.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Data Access Layer		
1271	IR	The CWS/Web shall have a Data Access Layer that provides an interface to business data.	Yes ☐ No ☐	Vol: Section: Page#:
1272	IR	The Data Access Layer shall use, based upon the deployment and operating system platform, standard protocols (e.g., OLE DB, ODBC, JDBC) when connecting to a database or message queue (e.g., MSMQ, JMS).	Yes ☐ No ☐	Vol: Section: Page#:
1273	IR	The Data Access Layer shall be able to access relational or other databases.	Yes ☐ No ☐	Vol: Section: Page#:
1274	IR	The Data Access Layer shall be able to support transactions (e.g., update, save, retrieve, delete) as well as rollback if any component of the transaction failed.	Yes ☐ No ☐	Vol: Section: Page#:
1276	IR	The Data Access Layer shall be capable of processing XML data formats.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1277	IR	The Data Access Layer shall be capable of processing delimited text data formats.	Yes ☐ No ☐	Vol: Section: Page#:
1278	IR	The Data Access Layer shall be capable of processing fixed-width text and binary file formats.	Yes ☐ No ☐	Vol: Section: Page#:
1279	IR	The Data Access Layer shall allow data to be uploaded to the production system after offline work is completed.	Yes ☐ No ☐	Vol: Section: Page#:
Enterprise Services and Reusable Infrastructure Components				
1340	IR	The CWS/Web shall support and provide adapters to files, database management systems (DBMSs), legacy platforms, legacy protocols and packaged applications.	Yes ☐ No ☐	Vol: Section: Page#:
1341	IR	If an ESB is proposed/utilized it shall use a provider model for the use of all available adapters.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1342	IR	If an ESB is proposed/utilized, it shall provide transaction management for business processes involving more than one business service.	Yes ☐ No ☐	Vol: Section: Page#:
1343	IR	If an ESB is proposed/utilized, it shall provide message logging and log auditing capabilities.	Yes ☐ No ☐	Vol: Section: Page#:
1346	IR	If an ESB is proposed/utilized, it shall support dynamic "Enable" and "Disable" services for any Business Service.	Yes ☐ No ☐	Vol: Section: Page#:
1348	IR	The CWS/Web shall utilize an enterprise registry for registration of business services.	Yes ☐ No ☐	Vol: Section: Page#:
1596	IR	The mobile solution shall provide the ability for screens to render in multiple form factors.	Yes ☐ No ☐	Vol: Section: Page#:
1597	IR	The mobile solution shall be tailored to provide functionality for a specific user based upon their designated roles.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1598	IR	Printing documents / forms in the field shall be supported by the mobile solution.	Yes ☐ No ☐	Vol: Section: Page#:
1599	IR	The mobile solution shall be flexible enough to allow the addition of new functionality as identified by business need.	Yes ☐ No ☐	Vol: Section: Page#:
1600	IR	The mobile solution shall provide authorized users with real-time access to the CWS/Web from any location with an Internet connection.	Yes ☐ No ☐	Vol: Section: Page#:
1601	IR	The mobile solution shall allow authorized users to view and update information in the CWS/Web from any location via Internet, based upon designated access privileges.	Yes ☐ No ☐	Vol: Section: Page#:
1606	IR	The mobile solution shall be such that impact to users and training are minimized.	Yes ☐ No ☐	Vol: Section: Page#:
1607	IR	The mobile solution shall, as much as possible, mirror the application functions and the graphical user interface of the main CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1608	IR	The mobile solution shall include an interface layout that takes full advantage of the functional space of the device.	Yes ☐ No ☐	Vol: Section: Page#:
1609	IR	The mobile solution shall provide the ability for screens to render in multiple form factors.	Yes ☐ No ☐	Vol: Section: Page#:
1610	IR	The mobile solution shall be such that the cost of maintenance and management of the mobile solution is minimized.	Yes ☐ No ☐	Vol: Section: Page#:
		General Architecture		
1312	IR	The CWS/Web shall conform to CHHS Agency Enterprise Architecture Program standards and guidance.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1314	IR	The CWS/Web shall support a messaging service with the following key requirements: • Guaranteed quality of service. • Leveraging of standard SOAP or other messaging standards to achieve reliable messaging. • Accommodation of the mobility of a business process to different channels. • Rules-based routing • Transformation • Security / policy enforcement • Audit • Transformations to support external services and systems accessing or using CWS/Web functions and information • Message queuing • Support the Event-based Messaging style. • Support the Request/Reply messaging style.	Yes ☐ No ☐	Vol: Section: Page#:
1315	IR	The CWS/Web shall support business component reusability, interoperability and extensibility (e.g. case plan management, transformation management, business services, scheduler).	Yes ☐ No ☐	Vol: Section: Page#:
1316	IR	The CWS/Web shall provide tools for monitoring and management of SOA messaging infrastructure.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1330	IR	The CWS/Web shall be designed in modular units allowing the units to be loosely coupled to each other.	Yes ☐ No ☐	Vol: Section: Page#:
1332	IR	The CWS/Web shall provide shell/console level access to all underlying devices to a limited range of IP addresses.	Yes ☐ No ☐	Vol: Section: Page#:
1333	IR	The system design and development tools shall enable business solution builders to assemble services into applications and business scenarios. Design and development tools shall also be integrated so that the output of one becomes an electronic input to the others.	Yes ☐ No ☐	Vol: Section: Page#:
1334	IR	Services shall be developed, operated, maintained and governed independently unless being called in workflow (orchestrated) or by another service as part of a composite service.	Yes ☐ No ☐	Vol: Section: Page#:
1335	IR	The CWS/Web implementation and deployment shall allow for extensions to feature set functionality, resulting in changes from the originally deployed interface and XML/XSD.	Yes ☐ No ☐	Vol: Section: Page#:
1336	IR	A service requestor shall not be required to know the internal details or processes of a business service.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1337	IR	If an ESB is proposed/utilized it shall be capable of OCIO Federated Identity Management Standards including WS-Security, SAML 2.0 or greater, Liberty ID-FF and WS* Identity Standards.	Yes ☐ No ☐	Vol: Section: Page#:
		Presentation Layer		
1183	IR	The Presentation Layer shall require that all traffic between the user's web browser and the Presentation Layer use SSL standard encryption.	Yes ☐ No ☐	Vol: Section: Page#:
1184	IR	The CWS/Web shall have a robust and comprehensive online help system accessible from any point in the application.	Yes ☐ No ☐	Vol: Section: Page#:
1194	IR	The Presentation Layer shall be capable of translating standard HTML output into a format optimized for mobile devices.	Yes ☐ No ☐	Vol: Section: Page#:
1201	IR	The Presentation Layer shall be capable of receiving an alert from the Business Layer.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1202	IR	The CWS/Web application shall be browser-accessible, usable and function over low-speed dial-up connections.	Yes ☐ No ☐	Vol: Section: Page#:
1203	IR	The Presentation Layer shall be able to propagate access restriction through role-based security based on the protocol used to access the CWS/Web (e.g. WAP).	Yes ☐ No ☐	Vol: Section: Page#:
1204	IR	The business logic shall be separated from the presentation via a Service Layer, which provides access to business services.	Yes ☐ No ☐	Vol: Section: Page#:
1205	IR	The presentation screen layout shall be configurable to allow for personalization and to optimize screen layout for specific roles.	Yes ☐ No ☐	Vol: Section: Page#:
1207	IR	The CWS/Web shall support a web-based user interface that is backward compatible with commercial browsers at least two versions back from their current version.	Yes ☐ No ☐	Vol: Section: Page#:
1208	IR	The CWS/Web user interface shall provide a menu system resembling a graph data structure with a single menu item designated as the home.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1211	IR	The Presentation Layer shall be capable of retrieving and submitting documents in any allowed format and protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1212	IR	The Presentation Layer shall be capable of retrieving any data object stored by the system based on a Unique Identifier.	Yes ☐ No ☐	Vol: Section: Page#:
1213	IR	The Presentation Layer shall allow for the configuration of global constants.	Yes ☐ No ☐	Vol: Section: Page#:
1214	IR	The Presentation Layer shall allow for the acceptance of binary files uploaded from the user.	Yes ☐ No ☐	Vol: Section: Page#:
1215	IR	The primary output of the Presentation Layer shall be text data in HTML format.	Yes ☐ No ☐	Vol: Section: Page#:
1216	IR	The Presentation Layer shall be capable of providing autosuggest features to common text box entries.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1217	IR	The Presentation Layer shall allow access to all authorized business functionality of the user logged into the CWS/Web via industry standard web browsers.	Yes ☐ No ☐	Vol: Section: Page#:
1218	IR	The Presentation Layer shall provide audio streaming capabilities.	Yes ☐ No ☐	Vol: Section: Page#:
1219	IR	The Presentation Layer shall provide video streaming capabilities.	Yes ☐ No ☐	Vol: Section: Page#:
1220	IR	The Presentation Layer shall be capable of displaying flash media.	Yes ☐ No ☐	Vol: Section: Page#:
1221	IR	The Presentation Layer shall also provide a breadcrumb style presentation of the current navigation, where the breadcrumb represents the shortest path between the home menu item and the current menu item.	Yes ☐ No ☐	Vol: Section: Page#:
1222	IR	The menu shall display at a minimum, the next three levels of menu items below the current menu item.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1223	IR	The CWS/Web Presentation Layer components accessible to the public shall comply with California's eService State Website publishing standards (http://www.webtools.ca.gov).	Yes ☐ No ☐	Vol: Section: Page#:
1328	IR	The CWS/Web shall have a consistent user web experience across the organizational portals, websites, and web-based applications.	Yes ☐ No ☐	Vol: Section: Page#:
1637	IR	The Presentation Layer shall be capable of translating standard HTML output into a format optimized for Wireless Access Protocol (WAP).	Yes ☐ No ☐	Vol: Section: Page#:
3324	IR	The CWS/Web shall provide the capability to offer off line processing and uploading work when the user comes back on line.	Yes ☐ No ☐	Vol: Section: Page#:
3325	IR	The CWS/Web shall provide content keyword search capabilities.	Yes ☐ No ☐	Vol: Section: Page#:
3326	IR	The CWS/Web shall provide help file content keyword search capabilities.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3327	IR	The CWS/Web shall display the file size limits before the user attempts to upload a form/file.	Yes ☐ No ☐	Vol: Section: Page#:
3328	IR	The file size limit shall be defined by system network constraints.	Yes ☐ No ☐	Vol: Section: Page#:
3329	IR	The file size limit shall be configurable.	Yes ☐ No ☐	Vol: Section: Page#:
		Request/Response Layer		
1280	IR	The Business Layer shall be capable of providing inbound request authentication.	Yes ☐ No ☐	Vol: Section: Page#:
1281	IR	The Business Layer shall be capable of reading and writing data in Simple Object Access Protocol format.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1282	IR	Requests from the outside shall be authenticated and authorized prior to being serviced by the system.	Yes ☐ No ☐	Vol: Section: Page#:
1283	IR	For the Business Layer and Service Layer, the CWS/Web shall support standard web services protocols as well as: 1. Utilization of messaging service standards to ensure reliable message delivery between application services 2. Maintenance of transaction state across services and user interfaces for the time period necessary to complete a process instance 3. Orchestration of transaction flows between various services and systems 4. Transformation to the format (e.g., XML, flat file) for the application targeted to receive it	Yes ☐ No ☐	Vol: Section: Page#:
1284	IR	The Business Layer and Service Layer shall support multiple formats and protocols (e.g., Simple Object Access Protocol (SOAP) or Representational State Transfer (REST) Web Services, XML Business Messages, XML, Excel, DBF, CSV, Other Proprietary Formats, HTTP(S), TCP/IP, SMTP, Message Queuing, Network File System, Secure FTP).	Yes ☐ No ☐	Vol: Section: Page#:
1286	IR	The CWS/Web shall allow for the addition of new formats with minimal impact to the system processes for request access.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1287	IR	The Business Layer shall be capable of outputting documents in HTML format.	Yes ☐ No ☐	Vol: Section: Page#:
1288	IR	The Business Layer shall be capable of reading and creating binary documents for transmission.	Yes ☐ No ☐	Vol: Section: Page#:
1289	IR	The Business Layer shall be capable of using XSLT Formatting Objects for the transformation of XML based files.	Yes ☐ No ☐	Vol: Section: Page#:
1290	IR	The Business Layer shall be capable of providing any data object stored by the system to an external system based on a Unique Identifier.	Yes ☐ No ☐	Vol: Section: Page#:
1291	IR	The data sent as an outbound request shall provide the MIME Type in addition to the data when data is transferred over HTTP protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1292	IR	The Business Layer shall be capable of accepting and transmitting text data.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1293	IR	The CWS/Web shall provide the ability to exchange data over industry-wide standards (e.g. XML).	Yes ☐ No ☐	Vol: Section: Page#:
1294	IR	The Business Layer shall restrict access to any data object based on the requesting account's access privileges.	Yes ☐ No ☐	Vol: Section: Page#:
1296	IR	The Business Layer shall ensure encryption is used when sending any information through an external network.	Yes ☐ No ☐	Vol: Section: Page#:
1297	IR	The Business Layer shall be capable of sending information through the SMTP protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1298	IR	The Business Layer shall be capable of providing authentication credentials to external systems.	Yes ☐ No ☐	Vol: Section: Page#:
1299	IR	The Business Layer shall allow data to be sent over the POP protocol.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1300	IR	The Business Layer shall allow data to be sent over the IMAP protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1301	IR	The Business Layer shall be capable of reading and writing data in XML Business Messages format.	Yes ☐ No ☐	Vol: Section: Page#:
1302	IR	The Business Layer shall be capable of reading and writing data in XML format.	Yes ☐ No ☐	Vol: Section: Page#:
1303	IR	The Business Layer shall be capable of reading and writing data in Excel format.	Yes ☐ No ☐	Vol: Section: Page#:
1304	IR	The Business Layer shall be capable of reading and writing data in DBF format.	Yes ☐ No ☐	Vol: Section: Page#:
1305	IR	The Business Layer shall be capable of reading and writing data in delimited format.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1306	IR	The Business Layer shall be capable of adding the ability to read and write data in a custom format.	Yes ☐ No ☐	Vol: Section: Page#:
1307	IR	The Business Layer shall be capable of sending and receiving data using the HTTP/HTTPs protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1308	IR	The Business Layer shall be capable of sending and receiving data using the TCP/IP protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1309	IR	The Business Layer shall be capable of sending and receiving data using the Network File System protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1310	IR	The Business Layer shall be capable of sending and receiving data using the Secure FTP protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1311	IR	The Business Layer shall be capable of adding the ability to send and receive data through a custom protocol.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		System Architecture Communication		
4818	IR	If the CWS/Web uses a SOAP implementation, it shall include configurable compression facility for SOAP Body, SOAP Header, and SOAP Direct Internet Message Encapsulation (DIME) attachments.	Yes ☐ No ☐	Vol: Section: Page#:
4819	IR	The CWS/Web communication transport selection shall be done via configuration.	Yes ☐ No ☐	Vol: Section: Page#:
		Information Management		
		Business Intelligence and Reporting Architecture		
1411	IR	The Data Warehouse shall include administration tools that support data usage auditing.	Yes ☐ No ☐	Vol: Section: Page#:
1412	IR	The CWS/Web shall provide ETL tools in support of acquisition of data from all target systems including legacy systems.	Yes ☐ No ☐	Vol: Section: Page#:
1413	IR	The ETL tool shall support the data integration processes that will feed data warehouses or data marts.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1414	IR	The ETL tool shall support the transformation of data into the proposed data warehouse models and formats.	Yes ☐ No ☐	Vol: Section: Page#:
1415	IR	The ETL tools shall support development of custom adapters and transformation rules using standard XSL and XML.	Yes ☐ No ☐	Vol: Section: Page#:
1416	IR	The CWS/Web shall support incremental loading of data into the Data Warehouse based on changes to the CWS/Web and other databases.	Yes ☐ No ☐	Vol: Section: Page#:
1417	IR	The CWS/Web shall be web accessible by standard reporting tools (e.g., Business Objects, SAS) to allow the end user to access standardized reports over the web.	Yes ☐ No ☐	Vol: Section: Page#:
1418	IR	The CWS/Web shall include web-based tools that allow viewing of database schemas and documentation.	Yes ☐ No ☐	Vol: Section: Page#:
1419	IR	The CWS/Web shall provide a populated metadata repository accessible by third party BI and Reporting tools.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1421	IR	The data warehouse shall be restricted to read only for end-users.	Yes ☐ No ☐	Vol: Section: Page#:
1422	IR	The Data Warehouse shall include administration tools and data dictionaries that support business information and model maintenance.	Yes ☐ No ☐	Vol: Section: Page#:
1423	IR	The CWS/Web shall have the capability to encrypt sensitive data based on State and Federal policies and be confidential to the general public.	Yes ☐ No ☐	Vol: Section: Page#:
1424	IR	The CWS/Web shall provide integrated tools and programs for extracting data to the data warehouse environment.	Yes ☐ No ☐	Vol: Section: Page#:
1425	IR	The CWS/Web shall support web based reporting tools (e.g., Business Object, SAS) to allow users to develop ad-hoc report queries.	Yes ☐ No ☐	Vol: Section: Page#:
1426	IR	The CWS/Web shall provide capability for ad-hoc or periodic extract and copies, in XML and other open standard formats, of the database for local county /state purposes.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1427	IR	The Data Warehouse shall include administration tools that support dictionary management.	Yes ☐ No ☐	Vol: Section: Page#:
1428	IR	The Data Warehouse shall include administration tools that support security control (authentication and access management).	Yes ☐ No ☐	Vol: Section: Page#:
1429	IR	The CWS/Web Data Warehouse shall include administration tools that support metadata management for maintenance of reference data, independent of business intelligence and reporting tools.	Yes ☐ No ☐	Vol: Section: Page#:
1430	IR	The Data Warehouse shall include administration tools that support query cataloging.	Yes ☐ No ☐	Vol: Section: Page#:
1431	IR	The Data Warehouse shall include administration tools that support managing production data extracts.	Yes ☐ No ☐	Vol: Section: Page#:
1432	IR	The Data Warehouse shall include administration tools providing the capability to backup and restore Data Warehouse data.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1433	IR	The CWS/Web shall provide instrumentation and tools to allow monitoring of queries and query profiling.	Yes ☐ No ☐	Vol: Section: Page#:
1434	IR	The ETL shall allow for the definition of custom adapters for the Transformation Process adhering to the Transformation provider model.	Yes ☐ No ☐	Vol: Section: Page#:
1435	IR	The ETL shall allow for the definition of custom adapters for the Loading Process adhering to the Loading provider model.	Yes ☐ No ☐	Vol: Section: Page#:
1436	IR	The ETL shall provide a standard Extraction adapter capable of reading delimited data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1437	IR	The ETL shall provide a standard Extraction adapter capable of reading fixed width data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1438	IR	The ETL shall provide a standard Extraction adapter capable of reading XML Data streams.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1439	IR	The ETL shall provide a standard Extraction adapter capable of reading SQL Server (version that has Vendor's support not requiring special arrangements) data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1440	IR	The ETL shall provide a standard extraction adapter capable of reading Oracle (version that has Vendor's support not requiring special arrangements) data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1441	IR	The ETL shall provide a standard Extraction adapter capable of reading OLE DB data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1442	IR	The ETL shall provide a standard Extraction adapter capable of reading JDBC data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1443	IR	The ETL shall provide a standard Loading adapter capable of writing to delimited data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1444	IR	The ETL shall provide a standard Loading adapter capable of writing to fixed width data streams.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1445	IR	The ETL shall provide a standard Loading adapter capable of writing to XML Data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1446	IR	The ETL shall provide a standard Loading adapter capable of writing to SQL Server (version that has Vendor's support not requiring special arrangements) data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1447	IR	The ETL shall provide a standard Loading adapter capable of writing to Oracle (version that has Vendor's support not requiring special arrangements) data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1448	IR	The ETL shall provide a standard Loading adapter capable of writing to ODBC data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1449	IR	The ETL shall provide a standard Loading adapter capable of writing to JDBC data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1450	IR	The ETL shall provide a standard Transformation adapter capable of mapping data between Extraction and Loading formats.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1451	IR	The metadata repository shall provide at a minimum name, location, definition, sensitivity, type, length and domain of the described item.	Yes ☐ No ☐	Vol: Section: Page#:
1453	IR	The ETL shall follow a provider model for the Extraction process.	Yes ☐ No ☐	Vol: Section: Page#:
1454	IR	The ETL shall follow a provider model for the Transformation process.	Yes ☐ No ☐	Vol: Section: Page#:
1455	IR	The ETL shall follow a provider model for the Loading Process.	Yes ☐ No ☐	Vol: Section: Page#:
1456	IR	The ETL shall allow for the definition of custom adapters for the Extraction Process adhering to the Extraction provider model.	Yes ☐ No ☐	Vol: Section: Page#:
1794	IR	The CWS/Web shall accommodate business intelligence and report tools (e.g., Business Objects, SAS, SPSS, COGNOS).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1795	IR	All standardized reports shall be developed using Business Objects tools; if the needs cannot be meet with Business Objects the Contractor shall provide tool specification and rationale.	Yes ☐ No ☐	Vol: Section: Page#:
1835	IR	The Data Warehouse shall have the capability to manage a batch job environment including scheduling, error recovery and performance monitoring.	Yes ☐ No ☐	Vol: Section: Page#:
1836	IR	The Data Warehouse must include administration tools that support data usage auditing.	Yes ☐ No ☐	Vol: Section: Page#:
1837	IR	The Data Warehouse must include administration tools that support the backup of data.	Yes ☐ No ☐	Vol: Section: Page#:
		Database		
1391	IR	The CWS/Web shall use a minimum of 64-bit database technology.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1392	IR	The CWS/Web shall include a data access layer / persistence layer which hides the complexity and implementation of the logical and physical data from the business components.	Yes ☐ No ☐	Vol: Section: Page#:
1393	IR	The CWS/Web shall prevent updates in progress from being lost because of a concurrency paradigm.	Yes ☐ No ☐	Vol: Section: Page#:
1395	IR	All creates, updates or deletes to data shall have DateTimestamps in audit logs and at the database row level.	Yes ☐ No ☐	Vol: Section: Page#:
1396	IR	All retrieves of data shall have DateTimestamps in audit logs.	Yes ☐ No ☐	Vol: Section: Page#:
1397	IR	The CWS/Web shall support relational database technologies and be ANSI-SQL compliant.	Yes ☐ No ☐	Vol: Section: Page#:
1403	IR	The CWS/Web shall have the capability for historical tracking within the database and logging options (e.g. transaction auditing).	Yes ☐ No ☐	Vol: Section: Page#:

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1905	IR	The CWS/Web shall ensure that the CWS/Web Application Solution data is time stamped correctly.	Yes ☐ No ☐	Vol: Section: Page#:
Enterprise Services and Reusable Infrastructure Components				
1338	IR	The CWS/Web shall be able to utilize an Enterprise Service Bus (or integration broker/message infrastructure) provided by OTech, if one is available and provides the functionality required by the system.	Yes ☐ No ☐	Vol: Section: Page#:
1339	IR	If an ESB is proposed/utilized, it shall support security, including authentication and authorization, generally working in conjunction with external identity management, encryption and decryption services.	Yes ☐ No ☐	Vol: Section: Page#:
1350	IR	The CWS/Web shall support the fundamental Web and Web services standards.	Yes ☐ No ☐	Vol: Section: Page#:
1351	IR	If an ESB is proposed/utilized, it shall have an infrastructure that can move non-XML messages and data and offer communication protocols in support of integration with other State and County systems.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1352	IR	If an ESB is proposed/utilized, it shall apply optional intermediary functions to messages in flight. Mediation functions that must be discussed include: inspection, validation, rerouting, transformation, enrichment, logging and tracking messages as they pass through.	Yes ☐ No ☐	Vol: Section: Page#:
1353	IR	If an ESB is proposed/utilized, it shall support a basic registry or name space that supports dynamic binding and some type of service virtualization (for example, using a service name as an alias to bind to an alternative service implementation).	Yes ☐ No ☐	Vol: Section: Page#:
1354	IR	If an ESB is proposed/utilized, it shall support Content-based routing, intelligent routing and basic service orchestration.	Yes ☐ No ☐	Vol: Section: Page#:
1355	IR	The CWS/Web shall use a Universal Description, Discovery, and Integration (UDDI) and/or ebXML conforming registry/repository to publish and discover information about services.	Yes ☐ No ☐	Vol: Section: Page#:
1356	IR	If an ESB is proposed/utilized, it shall be capable of OCIO Federated Identity Management Standards including WS-Security, SAML 2.0 or greater, Liberty ID-FF and WS* Identity Standards.	Yes ☐ No ☐	Vol: Section: Page#:
1357	IR	The CWS/Web shall support Oasis, W3C and IETF security recommendations.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1358	IR	If an ESB is proposed/utilized, it shall provide a standard set of adapters for message transformation.	Yes ☐ No ☐	Vol: Section: Page#:
1359	IR	The Service Registry shall be capable of association with external service registries or repositories.	Yes ☐ No ☐	Vol: Section: Page#:
1360	IR	The Service Registry shall provide an administration tool for service registration, configuration and securing services.	Yes ☐ No ☐	Vol: Section: Page#:
1361	IR	The Service Registry shall support a centralized location for storing, managing and security service definitions.	Yes ☐ No ☐	Vol: Section: Page#:
1362	IR	The Service Registry shall provide addressing, finding and binding to desired services.	Yes ☐ No ☐	Vol: Section: Page#:
1363	IR	The Service Registry shall allow UDDI-level replication.	Yes ☐ No ☐	Vol: Section: Page#:

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1364	IR	The Service Registry shall have the capability of connecting to a federated registry system.	Yes ☐ No ☐	Vol: Section: Page#:
1365	IR	The Service Registry shall provide service auditing detailing all changes to registered services.	Yes ☐ No ☐	Vol: Section: Page#:
1366	IR	If an ESB is proposed/utilized, it shall support communication for message encoding with asynchronous messaging, event-based, request/response and publish/subscribe message interaction styles.	Yes ☐ No ☐	Vol: Section: Page#:
1367	IR	If an ESB is proposed/utilized, it shall provide a standard adapter for the transmission of messages using the SFTP protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1368	IR	If an ESB is proposed/utilized, it shall provide a standard adapter for the transmission of messages using the FTP protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1369	IR	If an ESB is proposed/utilized, it shall provide a standard adapter for the transmission of messages using the JCA protocol.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1370	IR	If an ESB is proposed/utilized, it shall be capable of prioritization based on transaction type or message content.	Yes ☐ No ☐	Vol: Section: Page#:
1371	IR	If an ESB is proposed/utilized, it shall provide a standard adapter capable of reading and creating messages in an XML document format.	Yes ☐ No ☐	Vol: Section: Page#:
1372	IR	If an ESB is proposed/utilized, it shall provide a standard adapter capable of reading and creating messages in a delimited format.	Yes ☐ No ☐	Vol: Section: Page#:
1373	IR	If an ESB is proposed/utilized, it shall provide a standard adapter capable of reading and creating messages in a Fixed Width format.	Yes ☐ No ☐	Vol: Section: Page#:
1374	IR	If an ESB is proposed/utilized, it shall provide content-based routing of messages.	Yes ☐ No ☐	Vol: Section: Page#:
1375	IR	If an ESB is proposed/utilized, it shall be capable of logging all messaging activities.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1376	IR	If an ESB is proposed/utilized, it shall provide a standard adapter allowing the transmission of messages using the HTTP/HTTPs protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1377	IR	If an ESB is proposed/utilized, it shall be electronically monitored to ensure tracking of a message's life cycle.	Yes ☐ No ☐	Vol: Section: Page#:
1378	IR	If an ESB is proposed/utilized, it shall provide a standard adapter allowing the transmission of messages using the MSMQ.	Yes ☐ No ☐	Vol: Section: Page#:
1379	IR	If an ESB is proposed/utilized, it shall provide a standard adapter allowing the transmission of messages using the JMS.	Yes ☐ No ☐	Vol: Section: Page#:
1380	IR	If an ESB is proposed/utilized, it shall provide a standard adapter capable of reading and writing messages in Simple Object Access Protocol (SOAP) format.	Yes ☐ No ☐	Vol: Section: Page#:
1381	IR	If an ESB is proposed/utilized, it shall provide the ability to bridge messages where endpoints require different protocols.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1382	IR	If an ESB is proposed/utilized, it shall provide a standard adapter to capable of reading and writing messages in ebXML data format.	Yes ☐ No ☐	Vol: Section: Page#:
1383	IR	If an ESB is proposed/utilized, it shall provide the ability for authorized users to view messages as they are passed between services.	Yes ☐ No ☐	Vol: Section: Page#:
1384	IR	If an ESB is proposed/utilized, it shall provide a standard adapter used to validate message format and content using a XML Schema provided by the service endpoint with endpoint authentication.	Yes ☐ No ☐	Vol: Section: Page#:
1385	IR	If an ESB is proposed/utilized, it shall provide a service registry capable of grouping service versions for release management and dynamic service binding purposes.	Yes ☐ No ☐	Vol: Section: Page#:
1386	IR	The Service Registry shall be capable of deprecating services or service versions.	Yes ☐ No ☐	Vol: Section: Page#:
1387	IR	The Service Registry shall allow the calling of deprecated services or service versions.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1388	IR	The Service Registry shall not allow the calling of retired services or service versions.	Yes ☐ No ☐	Vol: Section: Page#:
1389	IR	The Service Registry shall be capable of registration of WS-Policy documents.	Yes ☐ No ☐	Vol: Section: Page#:
1390	IR	If an ESB is proposed/utilized, it shall provide a standard adapter to validate message format and content using a Schema provided by the service endpoint.	Yes ☐ No ☐	Vol: Section: Page#:
4907	IR	The Service Registry shall log any call to deprecated services.	Yes ☐ No ☐	Vol: Section: Page#:
		System Archiving		
1404	IR	The CWS/Web shall provide the capability to automatically move and archive data based on CWS rules and policies and allow CWS administrator to define time setting and frequency settings for automatic moves; and to comply with AB636 where appropriate for data downloads.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1405	IR	The CWS/Web shall support a tiered archiving solution providing various access times to each archive tier.	Yes ☐ No ☐	Vol: Section: Page#:
1406	IR	The CWS/Web shall allow online access to archived information.	Yes ☐ No ☐	Vol: Section: Page#:
1407	IR	The CWS/Web shall support CDSS policy based decisions for record retention.	Yes ☐ No ☐	Vol: Section: Page#:
1409	IR	Archived data shall be protected in the event of equipment failure and/or disaster.	Yes ☐ No ☐	Vol: Section: Page#:
1410	IR	The archiving system shall have protection against change or overwriting.	Yes ☐ No ☐	Vol: Section: Page#:
1635	IR	The CWS/Web shall enable an authorized user to set the configurable archive period.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1870	IR	The CWS/Web shall provide automated processes for archiving CWS/Web Application production processing and control system files greater than 90 calendar days old and purging those archived production files when they reach 18 months of age from their initial creation for those CWS/Web Application Solution components under the control of the Contractor.	Yes ☐ No ☐	Vol: Section: Page#:
Infrastructure				
Environments				
975	IR	The User Acceptance Testing environment shall mirror the production environment and allow replication of user problems as well as application certification.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1095	IR	The CWS/Web Training and Knowledge Management environment shall be a production-like environment with the following features: • Capability to refresh data and change time sensitive data to make it relevant to a new time period. • The ability to update the data for relevance in the new time period and not recreate the data from scratch every time. Downloading or retrieving current client production data is not an alternative. Downloading or retrieving current resource management production data is required to set up the individual county offices and resources (e.g. education providers, service providers). • Allows authorized State/County staff to change the system date to simulate different business cycles. • Offers the capability to manage and track the training data and versions • Limits administration of the environment to those authorized to manage that environment. • Contain all the components and functionality of the production environments.	Yes ☐ No ☐	Vol: Section: Page#:
1097	IR	The CWS/Web Training and Knowledge Management environment shall be available via a browser to user desktops and designated training facilities.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		General Infrastructure		
1001	IR	The networking environment shall be grouped into network classifications of local trusted, local untrusted, remote internal trusted and remote untrusted.	Yes ☐ No ☐	Vol: Section: Page#:
1002	IR	All remote connections to unmanaged networks shall fall within the remote untrusted classification. Remote connections to the New System-managed networks must fall under the remote internal trusted classification.	Yes ☐ No ☐	Vol: Section: Page#:
1003	IR	Each network classification shall be separated into distinct network domains (e.g. a specific project LAN segment is a single distinct network domain).	Yes ☐ No ☐	Vol: Section: Page#:
1004	IR	Untrusted traffic from the Internet shall only be allowed in a protected segment of the network called the demilitarized zone (DMZ). The DMZ must sit between the trusted internal network and an untrusted external network.	Yes ☐ No ☐	Vol: Section: Page#:
1005	IR	Each network domain shall reside on its own LAN segment.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1006	IR	Communication between network classifications shall be controlled by a firewall.	Yes ☐ No ☐	Vol: Section: Page#:
1879	IR	The CWS/Web shall be designed, developed, and maintained to electronically monitor network and system services, accessibility and transaction volumes in real time and to immediately alert the Contractor's operations staff of any network and/or system problems.	Yes ☐ No ☐	Vol: Section: Page#:
Interfaces				
Global Interface				
1616	IR	All archived messages that deal with sensitive data (e.g., username, password, SSN, address information, payment amounts) shall be encrypted.	Yes ☐ No ☐	Vol: Section: Page#:
1617	IR	The CWS/Web shall implement a message archiving system.	Yes ☐ No ☐	Vol: Section: Page#:
1619	IR	Each interface that uses confidential or sensitive information shall use a signed / hashed archival method. The approach shall meet State security guidelines and be approved by the State.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1621	IR	The CWS/Web shall be configurable to handle automatic logins to external systems. The CWS/Web shall ensure that all login credentials are encrypted and signed (hashed).	Yes ☐ No ☐	Vol: Section: Page#:
1624	IR	Each interface shall handle routing, security, error handling and translation into the format of each target application – that is, the system will conform to the interface specifications of the target application(s) and not require the target application interface to change, if already existing, to meet the information requirements of the system.	Yes ☐ No ☐	Vol: Section: Page#:
1625	IR	The CWS/Web shall support interfaces so that data elements that already exist in other systems automatically populate appropriate fields in the CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
1628	IR	The CWS/Web interfaces shall provide a mechanism to restore data file versions.	Yes ☐ No ☐	Vol: Section: Page#:
1634	IR	In the event of failure, each interface shall have the capability to resend the request on same day/night for highly impacted files.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1636	IR	The CWS/Web shall allow an administrative user the ability to configure the logon credentials with interfaces.	Yes ☐ No ☐	Vol: Section: Page#:
1703	IR	The CWS/Web interfaces shall meet the global interfaces requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4401	IR	For each applicable interface, Request/Reply Message Exchange Pattern (MEP) shall be defined that describes remote procedure calls (RPC) and browser GET requests.	Yes ☐ No ☐	Vol: Section: Page#:
Performance				
Availability				
1399	IR	The CWS/Web system architecture shall include backup and recovery tools and capabilities that can be used to meet the Backup and Recovery activities specified in the Backup and Recovery Plan SS018 and to meet backup and recovery service level requirements.	Yes ☐ No ☐	Vol: Section: Page#:
1401	IR	The CWS/Web shall employ fault-tolerant technologies to ensure that a failure of a single component (e.g., database or application server, hardware device, processor, disk drive) does not result in either reduced or loss of availability or loss of data.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1613	IR	The CWS/Web's external and internal interfaces shall be designed with fault-tolerance. For instance, an interface may automatically perform a configurable number of retries at configurable intervals before the interface attempt fails.	Yes ☐ No ☐	Vol: Section: Page#:
1614	IR	The CWS/Web shall log all system interface communications for analysis in the event of an interface failure.	Yes ☐ No ☐	Vol: Section: Page#:
1615	IR	The CWS/Web shall retain system interface communications logs for a configurable number of days.	Yes ☐ No ☐	Vol: Section: Page#:
1846	IR	The CWS/Web shall meet or exceed .995% availability during scheduled uptime.	Yes ☐ No ☐	Vol: Section: Page#:
1847	IR	The CWS/Web's data warehouse shall employ technologies to ensure that failure of the system, including major disaster, does not result in loss of data.	Yes ☐ No ☐	Vol: Section: Page#:
1848	IR	The CWS/Web's data warehouse shall be recoverable within 48 clock hours in case of failure or major disaster.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1960	IR	The CWS/Web shall include the technologies and tools to support a recovery point objective (RPO) of zero data loss and a recover time objective (RTO) of 48-72 hours in the event of a system failure or disaster.	Yes ☐ No ☐	Vol: Section: Page#:
		Capacity		
1317	IR	The CWS/Web system technical architecture shall be scalable to accommodate growth assumptions currently estimated at: • User growth 2 - 3 % per year • Aggregate compound data growth 20 - 30 % per year	Yes ☐ No ☐	Vol: Section: Page#:
1344	IR	If an ESB is proposed/utilized, the architecture shall be scalable to satisfy growth requirements and still meet performance requirements (e.g. by supporting load balancing over multiple ESBs).	Yes ☐ No ☐	Vol: Section: Page#:
1394	IR	The CWS/Web data storage capacity shall be initially sized at 140% of initial baseline data storage capacity (e.g. system must be able to accommodate 40% growth before requiring additional hardware and system software (excluding client-side environments)).	Yes ☐ No ☐	Vol: Section: Page#:
1408	IR	The CWS/Web shall support storage of data/content to be archived upon implementation with 10% per year growth.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1618	IR	The CWS/Web shall provide reporting capabilities to display and analyze statistics for each interface and provide summary of data and messages handled by each interface.	Yes ☐ No ☐	Vol: Section: Page#:
		Monitoring & Reporting		
1331	IR	The CWS/Web system architecture shall include system performance and monitoring tools along with the capability to effectively utilize the specified tools to meet performance, capacity, and availability monitoring and reporting requirements. COTS performance and monitoring tools shall conform to industry standards for messaging and system interfaces.	Yes ☐ No ☐	Vol: Section: Page#:
1917	IR	The CWS/Web's performance and monitoring tools and application design shall support system interface performance monitoring and reporting.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1939	IR	The CWS/Web's performance and capacity monitoring and reporting capability shall include, but not be limited to, the following metrics: • System availability • CPU utilization • I/O utilization • I/O wait times • Network utilization • Network timeouts • Disk utilization • Page display volumes • End-to-end user response time • System and device response time • Interface execution times • Interface retries	Yes ☐ No ☐	Vol: Section: Page#:
		Performance		
961	IR	The system Test Environments shall meet the capacity and performance characteristics necessary to support integration testing, performance testing (e.g., stress, load), end-to-end system testing, and customer acceptance testing (e.g. accessible to end users throughout the State).	Yes ☐ No ☐	Vol: Section: Page#:
1250	IR	The CWS/Web shall provide user workload balancing.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1398	IR	The CWS/Web system architecture shall meet performance and availability requirements under a variety of load conditions (e.g. by supporting load balancing and/or clustering).	Yes ☐ No ☐	Vol: Section: Page#:
System Security				
Authentication, Identity Management and Provisioning Requirements				
1285	IR	The CWS/Web shall have the capability to authenticate with external services/systems with required credentials. Any credentials for authentication for access to external systems must be secure.	Yes ☐ No ☐	Vol: Section: Page#:
1476	IR	The system, inclusive of the data warehouse, shall provide administration tools that support security control for authentication and access management.	Yes ☐ No ☐	Vol: Section: Page#:
1477	IR	The CWS/Web shall support user self-registration.	Yes ☐ No ☐	Vol: Section: Page#:
1478	IR	An Identity Registry shall be provided and used as authoritative source of identity data for provisioning users via self-registration.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1479	IR	To facilitate identity management CWS/Web shall support Single Sign-On and dynamic provisioning via self-service for authorized components of the CWS/Web system.	Yes ☐ No ☐	Vol: Section: Page#:
1480	IR	The CWS/Web shall provide the capability to integrate with external systems through OCIO Identity Management recommendations.	Yes ☐ No ☐	Vol: Section: Page#:
1481	IR	The CWS/Web shall provide a self-service facility for Internet users for identity management.	Yes ☐ No ☐	Vol: Section: Page#:
1482	IR	The Incoming Request layer (used for external interfaces) shall be responsible for authenticating before allowing access to the system.	Yes ☐ No ☐	Vol: Section: Page#:
1489	IR	The CWS/Web shall use SAML format when exchanging Authentication and Authorization data.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1497	IR	The CWS/Web Authentication facility shall include the capability for: • Multi-factor authentication (Use minimum of 2 factors, main factor user name and password, second factor computer address, ANI, etc. When necessary can request responses to challenge/response questions and answers.) • Use of a one-time temporary factor (e.g. the CWS/Web generates temporary PIN that the user shall use for next session).	Yes ☐ No ☐	Vol: Section: Page#:
4837	IR	The CWS/Web Authentication facility shall provide automatic authentication status feedback to the user (e.g. auto requests user to reenter information, after certain number of tries may escalate to an agent workflow queue, may send users multiple notifications, e-mail).	Yes ☐ No ☐	Vol: Section: Page#:
4838	IR	The CWS/Web Authentication facility shall have a configurable option to send notifications to the user for administrator-defined security events.	Yes ☐ No ☐	Vol: Section: Page#:
4839	IR	The CWS/Web Authentication facility shall be secured from attempts to steal or impersonate the session cookie or equivalent mechanism.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4840	IR	The CWS/Web Authentication facility shall protect itself from sign-in requests by software robots.	Yes ☐ No ☐	Vol: Section: Page#:
4841	IR	Web Applications shall have security protection against attacks designed to steal session (e.g. cross-site scripting).	Yes ☐ No ☐	Vol: Section: Page#:
4842	IR	The CWS/Web shall use the Identity Provider facility for sign-in authentication and shall not rely on a Web Access Proxy system for sign-in authentication.	Yes ☐ No ☐	Vol: Section: Page#:
		Authorization		
1504	IR	Authorization shall use a role-based and user-based access control model.	Yes ☐ No ☐	Vol: Section: Page#:
1505	IR	System authorization shall be implemented to limit and grant access permissions to specific resources and operations based on evidence (e.g., based on location (origin of the code, place from where the assembly came in - URL, local machine)).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1506	IR	Authorization shall be implemented via Access Security profiles.	Yes ☐ No ☐	Vol: Section: Page#:
1507	IR	Authorization shall support access control at the Web Services Level.	Yes ☐ No ☐	Vol: Section: Page#:
1508	IR	All authorization rules shall be configurable.	Yes ☐ No ☐	Vol: Section: Page#:
1510	IR	Authorization shall follow a model where explicitly denied privileges associated with a user supersede granted privileges.	Yes ☐ No ☐	Vol: Section: Page#:
4843	IR	The CWS/Web Authorization facility shall be implemented via Code Access Security using strong names and Call Path Policies.	Yes ☐ No ☐	Vol: Section: Page#:
4844	IR	The CWS/Web Authorization facility shall be implemented via Database Stored Business Entities objects Access Security.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4845	IR	The CWS/Web Authorization facility shall be implemented via Web Forms/Windows Controls Access Security.	Yes ☐ No ☐	Vol: Section: Page#:
4846	IR	The CWS/Web Authorization facility shall be implemented via Web Services Access Security.	Yes ☐ No ☐	Vol: Section: Page#:
4847	IR	The CWS/Web Authorization facility shall be implemented via Enterprise Service Access Security.	Yes ☐ No ☐	Vol: Section: Page#:
4848	IR	All CWS/Web Authorization controlled at the access control layers shall be implemented with externalized security policies (grants and rules).	Yes ☐ No ☐	Vol: Section: Page#:
4849	IR	The CWS/Web Authorization facility shall control access to logical resources (Application Services/Transactions and Business Objects) for all system users (e.g. Intranet, Web, IVR).	Yes ☐ No ☐	Vol: Section: Page#:
4850	IR	The CWS/Web shall analyze all service requests to determine if the client has the “right to execute” the specified request.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Confidential Information		
1420	IR	The CWS/Web shall conform to security standards and policies that govern the protection of personal and sensitive data as required in the State Administrative Manual, Chapter 5300.	Yes ☐ No ☐	Vol: Section: Page#:
1514	IR	The CWS/Web Solution shall include audit trail facilities to permit recording every access to confidential and sensitive information.	Yes ☐ No ☐	Vol: Section: Page#:
1517	IR	The CWS/Web shall have the ability to encrypt specified confidential information in storage and transit to meet the State security standard.	Yes ☐ No ☐	Vol: Section: Page#:
1620	IR	The SSN and other confidential information shall be stored as a confidential attribute in encrypted form using AES or stronger current federal encryption standards, and shall use SHA256 or SHA512 hashing for confidential data, which should not be decrypted.	Yes ☐ No ☐	Vol: Section: Page#:
4865	IR	The CWS/Web shall use a unique identifier for each user as a primary identifier for system access.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4866	IR	The confidential attributes (e.g. SSN) shall be transmitted only in encrypted form using AES or stronger current Federal encryption standards, and shall use SHA256 or SHA512 hashing for confidential data, which should not be decrypted (additionally to the use of SSL/TLS).	Yes ☐ No ☐	Vol: Section: Page#:
4867	IR	Object Schemas shall allow an authorized administrator to specify confidential attributes/elements and protection method (encryption, hashing). It also shall allow one to specify a short suffix of confidential attribute to be stored as clear text (e.g. the last four (4) digits of the SSN).	Yes ☐ No ☐	Vol: Section: Page#:
4868	IR	CWS/Web System Confidential information that is encrypted or hashed shall retain an attribute that specifies the Salt, Key ID, hashing, or encryption algorithm used. This will allow the application to dynamically apply the correct algorithm even when multiple algorithms may have been used.	Yes ☐ No ☐	Vol: Section: Page#:
Distributed Security Infrastructure Threat Protection				
1511	IR	The security infrastructure shall implement application and state integrity, system integrity, data integrity, service and message integrity, user authentication and protocol validation.	Yes ☐ No ☐	Vol: Section: Page#:
1512	IR	The CWS/Web shall provide an administration tool to allow data validation rules to be configured and stored in a repository.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1513	IR	All security Infrastructure protection layers shall be isolated from application layers and components to insure that compromised application components may not bypass or compromise security infrastructure protection layers or other application layers.	Yes ☐ No ☐	Vol: Section: Page#:
4851	IR	The CWS/Web Web Service input content and protocol validation shall use XML Schema Definition (XSD) and security/business policy rules for preventing buffer overflow and malicious content from compromising applications or application states.	Yes ☐ No ☐	Vol: Section: Page#:
4852	IR	The CWS/Web Web Service response content and protocol validation shall use XSD and security/business policy rules for preventing buffer overflow and malicious content from compromising applications or application states.	Yes ☐ No ☐	Vol: Section: Page#:
4853	IR	The CWS/Web Message Queuing request/response message content and protocol validation shall use XSD and security/business policy rules for preventing buffer overflow and malicious content from compromising applications or application states.	Yes ☐ No ☐	Vol: Section: Page#:
		General Security		
871	IR	File-level access permissions shall prevent unauthorized use of sensitive data by systems support personnel.	Yes ☐ No ☐	Vol: Section: Page#:

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1457	IR	The CWS/Web shall adhere to W3C, OASIS and IETF recommended standards.	Yes ☐ No ☐	Vol: Section: Page#:
1458	IR	The CWS/Web shall provide for the capability to assign at the local level a "highly confidential" or "sensitive" indicator to a report and/or case.	Yes ☐ No ☐	Vol: Section: Page#:
1459	IR	The CWS/Web shall secure confidential information by ensuring identification and authentication, audit trails, and system access parameters to limit access only to the information required by the user's business functions and authorized by law.	Yes ☐ No ☐	Vol: Section: Page#:
1460	IR	The CWS/Web shall provide capability for self-servicing password resets.	Yes ☐ No ☐	Vol: Section: Page#:
1462	IR	The CWS/Web shall have the capability to interface with external identity management systems using OCIO defined integration standards.	Yes ☐ No ☐	Vol: Section: Page#:
1463	IR	System services for identification and authentication of stakeholders shall be accessible by external systems through published APIs.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1464	IR	The CWS/Web shall have role-based security using secure credentials and profile or group access assignments. All users shall be authenticated when establishing a connection to the CWS/Web. Authentication shall be based on secure credentials (for both individual users as well as application/code logins) and shall support least privilege as well as separation of duties based on access control.	Yes ☐ No ☐	Vol: Section: Page#:
1465	IR	The CWS/Web shall have role/group-based security that defines access to both process and data, with access to the attribute level.	Yes ☐ No ☐	Vol: Section: Page#:
1466	IR	The CWS/Web shall allow the System Administrator to add, delete and change roles and access rules.	Yes ☐ No ☐	Vol: Section: Page#:
1467	IR	The CWS/Web shall support the capability of expiring or terminating a user's session after a configurable period of inactivity that does not exceed NIST/industry standards.	Yes ☐ No ☐	Vol: Section: Page#:
1468	IR	The CWS/Web shall provide for a temporary configurable lock-out capability after a configurable number of failed log-in attempts based on NIST/industry standards.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1469	IR	The CWS/Web shall maintain logs of all login attempts.	Yes ☐ No ☐	Vol: Section: Page#:
1470	IR	The CWS/Web shall be designed to include federated security.	Yes ☐ No ☐	Vol: Section: Page#:
1471	IR	The CWS/Web shall maintain logs of system errors.	Yes ☐ No ☐	Vol: Section: Page#:
1472	IR	The CWS/Web shall adhere to CWS, OTech and State security standards.	Yes ☐ No ☐	Vol: Section: Page#:
1473	IR	The CWS/Web shall maintain logs of all data request/transaction activities.	Yes ☐ No ☐	Vol: Section: Page#:
1474	IR	The CWS/Web shall be capable of isolating access to sensitive or highly confidential cases or reports to specific users, groups or roles.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1475	IR	If the CWS/Web uses Internet cookies, it shall use session cookies.	Yes ☐ No ☐	Vol: Section: Page#:
1591	IR	The CWS/Web shall comply with State Information Security Policies, as prescribed in the State Administrative Manual, Sections 5300 through 5399, and the CWS Information Security Policy.	Yes ☐ No ☐	Vol: Section: Page#:
1934	IR	The CWS/Web shall ensure that any proposed VPN solution meets the security objectives of CWS/Web and is interoperable with the CWS/Web system applications as well as with the OTech environment.	Yes ☐ No ☐	Vol: Section: Page#:
3617	IR	If the CWS/Web uses internet cookies, the cookies shall not contain confidential, sensitive or personally identifiable information.	Yes ☐ No ☐	Vol: Section: Page#:
4769	IR	The CWS/Web encryption shall meet the current level of NIST standards.	Yes ☐ No ☐	Vol: Section: Page#:
4822	IR	The CWS/Web shall comply with International Standards Organization 27002 security standard.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4824	IR	The CWS/Web shall include an Identity Management Solution as the platform for all Identity Management functions, including authentication, authorization and identity provisioning.	Yes ☐ No ☐	Vol: Section: Page#:
		Identity Provider		
577	IR	The CWS/Web Identity Provider facility shall provide the capability of configurable challenge/response questions and answers. The CWS Administrator shall be able to define actual challenge questions.	Yes ☐ No ☐	Vol: Section: Page#:
4825	IR	The CWS/Web Identity Provider facility shall provide configurable event notification functions to notify the CWS/Web application and user about login, password changes and resets that occur in the Identity Provider.	Yes ☐ No ☐	Vol: Section: Page#:
4826	IR	The CWS/Web shall use an Identity Provider facility for self-registration, identity management and authentication for all users.	Yes ☐ No ☐	Vol: Section: Page#:
4827	IR	The CWS/Web Identity Provider facility shall provide synchronization of user profiles in application database(s) with user profile and be compatible with Active Directory.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4828	IR	The CWS/Web Identity Provider facility shall use Security Policy to control credentials, authentication and registration.	Yes ☐ No ☐	Vol: Section: Page#:
4829	IR	The CWS/Web Identity Provider facility shall support clustering for load balancing and high availability of identity management services.	Yes ☐ No ☐	Vol: Section: Page#:
4830	IR	The CWS/Web Identity Provider facility shall generate during sign-in a session token shared by all registered web applications and/or web services for authentication and single sign-on requests.	Yes ☐ No ☐	Vol: Section: Page#:
4831	IR	The CWS/Web shall use a session cookie or equivalent mechanism as container for session token generated by the Identity Provider facility and shall validate/authenticate a session token for each request.	Yes ☐ No ☐	Vol: Section: Page#:
4832	IR	The CWS/Web services shall use a standard header as the container for session token generated by the Identity Provider facility and shall validate/authenticate the session token for each request.	Yes ☐ No ☐	Vol: Section: Page#:
4833	IR	The CWS/Web Identity Provider facility shall provide the use of different, multiple directory services concurrently for authentication of different categories of users, which share the same web services and application databases (e.g. intranet users, web users, extranet users).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4834	IR	The CWS/Web Identity Provider facility shall provide end users the capability to create a unique User ID and password based on a minimum of three key identification data items.	Yes ☐ No ☐	Vol: Section: Page#:
4835	IR	The CWS/Web Identity Provider facility shall allow a self-registration user the capability to define a configurable number of personalized challenge questions and responses.	Yes ☐ No ☐	Vol: Section: Page#:
4836	IR	The CWS/Web Identity Provider facility shall have the capability to use challenge/response questions during any sign-in from IVR.	Yes ☐ No ☐	Vol: Section: Page#:
		Interactive Voice Response System		
1509	IR	The CWS/Web Web Services implementation shall be fully compliant with W3C Web-Security standard and include configurable support for Kerberos security token (or equivalent), X.509 security token, username security token, custom security token, and any body/elements encryption.	Yes ☐ No ☐	Vol: Section: Page#:
1523	IR	Each CWS/Web layer shall have the capability to perform logging of security events and all service requests.	Yes ☐ No ☐	Vol: Section: Page#:

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4820	IR	The CWS/Web authentication service shall be implemented as a Web service and support multiple Lightweight Directory Access Protocol (LDAP) directories with different schemas as Identity databases. Authentication services shall use meta-data objects to define the mapping to any LDAP schema.	Yes ☐ No ☐	Vol: Section: Page#:
4821	IR	The CWS/Web shall implement Single Sign-On (SSO) for users and should not require users to enter additional credentials to obtain services.	Yes ☐ No ☐	Vol: Section: Page#:
		Mobility		
1602	IR	The mobile solution shall provide network authentication and security per CWS/Web security requirements.	Yes ☐ No ☐	Vol: Section: Page#:
1603	IR	The mobile solution shall ensure that data stored on the device is secured in the event the mobile device is lost or stolen based on NIST/industry standards.	Yes ☐ No ☐	Vol: Section: Page#:
1604	IR	The mobile solution shall include device security mechanisms (e.g., logging, encryption, authorization enforcement) based on NIST/industry standards.	Yes ☐ No ☐	Vol: Section: Page#:

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1605	IR	The mobile solution shall ensure that the data is accessible only through password-protected log-in.	Yes ☐ No ☐	Vol: Section: Page#:
1612	IR	The mobile solution shall provide secure transmission of data based on NIST/industry standards.	Yes ☐ No ☐	Vol: Section: Page#:
		Secure Connectivity		
1519	IR	All communications between the web server(s) in the DMZ and the user's web browser shall be encrypted using SSL with standard encryption.	Yes ☐ No ☐	Vol: Section: Page#:
1520	IR	The CWS/Web shall protect the privacy and integrity and confidentiality of all confidential and sensitive information (including passwords, SSN) being sent across the Web.	Yes ☐ No ☐	Vol: Section: Page#:
1521	IR	All communications between the web servers in the DMZ and internal application servers shall be protected via a secure channel.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1522	IR	All communications between the web servers and users shall be protected by SSL.	Yes ☐ No ☐	Vol: Section: Page#:
4869	IR	All CWS/Web communications between the Web servers in the DMZ and internal application servers shall be protected using WS-Security with Kerberos tokens (or equivalent mechanism) and XML encryption.	Yes ☐ No ☐	Vol: Section: Page#:
4870	IR	The CWS/Web Client-to-Service communication shall use XML encryption for confidential data based on Kerberos tokens or equivalent mechanism.	Yes ☐ No ☐	Vol: Section: Page#:
4871	IR	The CWS/Web shall conform to all Federal and State regulations for display of SSN.	Yes ☐ No ☐	Vol: Section: Page#:
4872	IR	The CWS/Web Clear text passwords or keys shall be sent via SSL or encrypted by Kerberos tokens (or equivalent mechanism).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		SOA Security		
4854	IR	The CWS/Web shall provide mechanisms that allow service providers to determine if service requestors are authorized to use the requested resource.	Yes ☐ No ☐	Vol: Section: Page#:
4855	IR	The CWS/Web shall have the capability to verify that message data has not been changed or damaged in transit, either through accidental or nefarious means.	Yes ☐ No ☐	Vol: Section: Page#:
4856	IR	The CWS/Web shall ensure full fidelity and integrity of data as it is stored and retrieved or serialized and de-serialized.	Yes ☐ No ☐	Vol: Section: Page#:
4857	IR	The CWS/Web shall have the capability to ensure that unauthorized entities cannot view or access sensitive information (all or part of a message) while it is in transit, memory or persisted state.	Yes ☐ No ☐	Vol: Section: Page#:
4858	IR	The CWS/Web shall have the capability to protect against any malicious network attacks, including (but not limited to) replay and denial-of-service (DoS) attacks.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4859	IR	The CWS/Web shall have the capability to validate messages and message attachments to ensure that they contain appropriate data and do not contain attack vectors, (e.g. viruses, worms, compromising message content (SQL injections)).	Yes ☐ No ☐	Vol: Section: Page#:
4860	IR	The CWS/Web shall provide the ability to audit all web service interactions.	Yes ☐ No ☐	Vol: Section: Page#:
4861	IR	The CWS/Web shall provide monitoring capabilities of web services interactions to enable detection of potential security breaches and fraud and to generate configurable notifications to security administrators.	Yes ☐ No ☐	Vol: Section: Page#:
4862	IR	The CWS/Web web services security infrastructure shall integrate with the State's existing Identity Management (IdM) systems.	Yes ☐ No ☐	Vol: Section: Page#:
4863	IR	The CWS/Web shall provide the ability to establish and recognize trust relationships and to map credentials from one trust domain to another.	Yes ☐ No ☐	Vol: Section: Page#:
4864	IR	The CWS/Web System shall allow each distinct business domain to configure its own security policies and participate in a workflow process to negotiate security policies with its internal and external partners.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		System Audit Logging		
1524	IR	Security log records shall be retained within the application database/operating system for a minimum of "a configurable set of" calendar days. (This requirement is based on the assumption that the security log will be exported to an independent, secure server.)	Yes ☐ No ☐	Vol: Section: Page#:
1525	IR	Security logs shall be retained for a minimum of three years.	Yes ☐ No ☐	Vol: Section: Page#:
1526	IR	System security shall prevent any unauthorized person from having access to this system audit log.	Yes ☐ No ☐	Vol: Section: Page#:
1527	IR	The CWS/Web shall not allow the system audit log entries to be updated/modified/deleted except as needed by the subset of database administrators. There must be no other access to the security audit log.	Yes ☐ No ☐	Vol: Section: Page#:
1528	IR	The CWS/Web shall track the database administrators that have security audit log privileges.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1529	IR	The CWS/Web shall have a security log that is not used for other application or system functions.	Yes ☐ No ☐	Vol: Section: Page#:
1530	IR	All accesses to the log table database shall be authenticated by a unique user ID and password that identifies the user.	Yes ☐ No ☐	Vol: Section: Page#:
1531	IR	The CWS/Web shall have a data dictionary to define the log file output description, including field name, type, length, and description of the data.	Yes ☐ No ☐	Vol: Section: Page#:
1532	IR	The CWS/Web shall have a data dictionary to define the physical data model of the security table or database, including field name, type, length, and description of the data.	Yes ☐ No ☐	Vol: Section: Page#:
1533	IR	The CWS/Web shall have the capability to record into the security audit log each access or attempted access to a record.	Yes ☐ No ☐	Vol: Section: Page#:
1534	IR	All auditable events shall be forwarded to an independent trusted log server with a database that works just on log data.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1535	IR	The security audit log shall contain the DateTimestamp for every log entry.	Yes ☐ No ☐	Vol: Section: Page#:
1536	IR	Logging shall occur at the time the record/object/resource is accessed.	Yes ☐ No ☐	Vol: Section: Page#:
1537	IR	The CWS/Web shall have the capability to record in the security audit log any successful or unsuccessful navigation to a screen/window within a record.	Yes ☐ No ☐	Vol: Section: Page#:
1538	IR	The security logging shall be in place 24 hours per day, 7 days per week.	Yes ☐ No ☐	Vol: Section: Page#:
1539	IR	The CWS/Web shall handle all logging errors and prevent use of any function in the System for which logging is unsuccessful.	Yes ☐ No ☐	Vol: Section: Page#:
1540	IR	If the application requires transaction management, the security log activity shall not rollback with a successful rollback request.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1541	IR	The security audit log shall contain the IP address, MAC address (where available), unique system id and workstation identifier for every log entry, where applicable.	Yes ☐ No ☐	Vol: Section: Page#:
1542	IR	The security audit log shall contain the command, transaction, query, or other item that determines what action took place or what the user accessed, viewed, changed, deleted, updated, and/or searched.	Yes ☐ No ☐	Vol: Section: Page#:
1543	IR	The security audit log shall contain Indicator records detailing what activity took place on the record (e.g., address was updated, name was changed). This must not be the system/program action but an indicator that can be easily interpreted. The program area may develop an indicator for the activity provided it is a unique indicator that allows a limited and select number of users with CWS to determine what the users did in the record.	Yes ☐ No ☐	Vol: Section: Page#:
1544	IR	Print and Save functions shall be logged.	Yes ☐ No ☐	Vol: Section: Page#:
1545	IR	The log server shall be physically removed from the host application system.	Yes ☐ No ☐	Vol: Section: Page#:

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1546	IR	The action indicator shall be logged for every log entry.	Yes ☐ No ☐	Vol: Section: Page#:
1547	IR	When action indicator specifies search, the search parameters (e.g., SSN, Name) must be logged for each log entry involving a search for data.	Yes ☐ No ☐	Vol: Section: Page#:
1548	IR	When action indicator specifies search, the search criteria shall be logged for each log entry involving a search for data. The search criteria are the data entered for the search.	Yes ☐ No ☐	Vol: Section: Page#:
1549	IR	The security audit log shall contain the Client identification number for the record retrieved.	Yes ☐ No ☐	Vol: Section: Page#:
1550	IR	The security audit log shall contain the screen name accessed by the user.	Yes ☐ No ☐	Vol: Section: Page#:
1551	IR	Logon/logoff shall be recorded each time the users logs on or off the system.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1552	IR	The CWS/Web shall have the capability to selectively turn on service usage logging functions and must log the entry and exit from the function to assist with diagnosis, tuning, and analysis.	Yes ☐ No ☐	Vol: Section: Page#:
1553	IR	Audit and security officers shall be able to run queries against system audit log data.	Yes ☐ No ☐	Vol: Section: Page#:
1554	IR	The CWS/Web shall have the capability to audit/reconcile data by capturing user updates.	Yes ☐ No ☐	Vol: Section: Page#:
1555	IR	The CWS/Web shall have the capability to log business transactions that can be interpreted by the business unit, personnel, security, and others. Object logging, stored procedure logging, or some other technically-oriented logging cannot be used since they are of little use to these entities. Alternatively, tools need to be made available to accomplish this requirement.	Yes ☐ No ☐	Vol: Section: Page#:
1556	IR	The CWS/Web shall be able to reproduce the work performed by an end user based on the logs only.	Yes ☐ No ☐	Vol: Section: Page#:

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1557	IR	The CWS/Web shall include a reporting tool for logs so that State or county staff can interpret the log or reproduce the activity.	Yes ☐ No ☐	Vol: Section: Page#:
1558	IR	The CWS/Web shall be able to export and archive security logs.	Yes ☐ No ☐	Vol: Section: Page#:
3616	IR	The security audit log records shall identify the method of access and user.	Yes ☐ No ☐	Vol: Section: Page#:
3672	IR	System security shall allow only a limited subset of database administrators to have privileges when they must have access.	Yes ☐ No ☐	Vol: Section: Page#:
3673	IR	The CWS/Web shall track any updates, modification or deletion of any security audit log entry or file that occurs.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		System Audit Trail		
1559	IR	The CWS/Web audit trail shall include sufficient information to identify what events occurred, when the events occurred and who/what caused the events.	Yes ☐ No ☐	Vol: Section: Page#:
1560	IR	The CWS/Web shall have the capability for audit trails and log options and parameters to be modified.	Yes ☐ No ☐	Vol: Section: Page#:
1561	IR	Access to online audit logs shall be strictly controlled to protect the integrity and confidentiality of audit trail data/information.	Yes ☐ No ☐	Vol: Section: Page#:
1562	IR	The audit trail function shall allow queries (e.g. by user ID, by terminal ID, by application name/date/time) to run reports of selected information.	Yes ☐ No ☐	Vol: Section: Page#:
1563	IR	The CWS/Web shall provide automated tools (e.g., audit reduction, trends/variance-detection, attack signature-detection) must be used to help reduce the amount of information contained in audit records, as well as to distill useful information from the raw data.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1564	IR	When an authorized person updates a user's authority by granting additional authority or removing authority, the activity shall be logged to identify who made the change, what user's authority was changed and the reason for the change.	Yes ☐ No ☐	Vol: Section: Page#:
1565	IR	Archived audit logs shall be retained for a minimum of configurable number of years.	Yes ☐ No ☐	Vol: Section: Page#:
1566	IR	An event record shall specify when the event occurred, the user identification associated with the event, the program or command used to initiate the event, and the result.	Yes ☐ No ☐	Vol: Section: Page#:
1567	IR	The audit trails shall have the flexibility and scalability to monitor all application, data, security and system events and internal and external user activity.	Yes ☐ No ☐	Vol: Section: Page#:
1568	IR	Application-level audit trails shall monitor and log user activities, including data files opened and closed, specific actions (e.g., reading, editing, and deleting records or fields), and printing reports.	Yes ☐ No ☐	Vol: Section: Page#:
1569	IR	The CWS/Web shall be able to selectively track data access and report the users that have viewed or updated information.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1570	IR	The CWS/Web shall have the capability to selectively capture audit trails and shall capture a "before" picture of each modified record or the data element(s) changed within a record.	Yes ☐ No ☐	Vol: Section: Page#:
1571	IR	The CWS/Web shall have the capability for audit trails and log all commands directly initiated by the user.	Yes ☐ No ☐	Vol: Section: Page#:
1572	IR	The CWS/Web shall have the capability for audit trails and log all identification and authentication attempts.	Yes ☐ No ☐	Vol: Section: Page#:
1573	IR	The CWS/Web shall have the capability for audit trails and log files and resources accessed.	Yes ☐ No ☐	Vol: Section: Page#:
1574	IR	Storage of interface transaction audit trail files shall be in secure directories or other structures where access can be limited or controlled.	Yes ☐ No ☐	Vol: Section: Page#:
1575	IR	The CWS/Web shall log all transactions occurring between two layers or more.	Yes ☐ No ☐	Vol: Section: Page#:

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1576	IR	The CWS/Web shall encrypt any sensitive or confidential data contained in a log entry.	Yes ☐ No ☐	Vol: Section: Page#:
1577	IR	System logs of transactions between layers shall include the process invoked and any data passed to the process.	Yes ☐ No ☐	Vol: Section: Page#:
1578	IR	The CWS/Web shall be able to retrieve all logs.	Yes ☐ No ☐	Vol: Section: Page#:
1579	IR	The CWS/Web shall be capable of searching logs based on any information provided by the log.	Yes ☐ No ☐	Vol: Section: Page#:
1580	IR	The Business Layer shall log any incoming or outgoing requests.	Yes ☐ No ☐	Vol: Section: Page#:
1581	IR	Business Layer logs shall contain the process initiating the request, the type of transaction being requested and the source and/or destination of the request.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Transfer of Security Logs		
1582	IR	The Security Log shall be exported from the database/repository and automatically transferred to the specified secure location based on a configurable time period for log transmission.	Yes ☐ No ☐	Vol: Section: Page#:
1583	IR	The Security Log export shall be a scheduled system process that does not require user intervention.	Yes ☐ No ☐	Vol: Section: Page#:
1584	IR	File transmission shall provide encryption of data in transit, decryption upon delivery and shall log all transmissions.	Yes ☐ No ☐	Vol: Section: Page#:
1585	IR	If a source server cannot communicate with the secure log server during a scheduled file transfer, the source server shall keep trying to send the data and issue alerts until the process is successful.	Yes ☐ No ☐	Vol: Section: Page#:
1586	IR	Where possible, the transfer process shall be initiated from the database/repository server and must not be part of the application.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Web Access		
1490	IR	The CWS/Web shall allow access from web applications providing authenticated access.	Yes ☐ No ☐	Vol: Section: Page#:
1491	IR	The self-service identity management process shall provide the ability to select a user defined password for an account only after valid user/password credentials are provided.	Yes ☐ No ☐	Vol: Section: Page#:
1492	IR	The self-service identity management process shall provide the user the ability to retrieve their account user name after validating the user's authenticity.	Yes ☐ No ☐	Vol: Section: Page#:
1493	IR	The self-service identity management process shall provide the user the ability to reset their account password after validating the user's authenticity.	Yes ☐ No ☐	Vol: Section: Page#:
1494	IR	The self-service identity management process shall utilize components to prohibit malicious activity (e.g., mass account creation attacks, brute force password attacks, denial of service attacks).	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1495	IR	The CWS Password Reset form shall use multiple methods/credentials for authentication.	Yes ☐ No ☐	Vol: Section: Page#:
1496	IR	The CWS/Web shall provide an application program interface (API) to reset the password or to allow CWS administrator to reset the password.	Yes ☐ No ☐	Vol: Section: Page#:
1498	IR	The self-service account creation process shall require a unique e-mail address for each user account and ensure that it is valid for this specific user.	Yes ☐ No ☐	Vol: Section: Page#:
1499	IR	The self-service identity management process shall use a configurable number of independent security questions to ensure user authenticity if the password needs to be reset.	Yes ☐ No ☐	Vol: Section: Page#:
1500	IR	The CWS/Web shall communicate all account change information directly with the e-mail address associated with the specific account.	Yes ☐ No ☐	Vol: Section: Page#:
1501	IR	The self-service identity management process shall provide only one security attribute (e.g., user name, password) per correspondence with the user.	Yes ☐ No ☐	Vol: Section: Page#:

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Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1502	IR	The self-service identity management process shall e-mail password from account creation and account reset to user's e-mail address. The CWS/Web shall require the user to change password at next login.	Yes ☐ No ☐	Vol: Section: Page#:
1503	IR	The CWS/Web shall restrict access to business functionality by requiring authenticated and authorized access.	Yes ☐ No ☐	Vol: Section: Page#:

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APPENDIX C – BID RESPONSE FORMS

FORM1.1: LETTER OF INTENT TO BID

LETTER OF INTENT TO BID

(To be completed by the Bidder)

Date: _____

Rhonda Smith
Department of General Services
Procurement Division
Technology Acquisition Section
707 3rd Street Second Floor
West Sacramento, CA 95605

Reference: RFP OSI-0530-208

Dear Ms. Smith,

At present, our company intends to do the following regarding the above referenced RFP (Bidder indicate):.

☐ Intends to submit a proposal and has no problem with the RFP requirements.

☐ Intends to submit a proposal, but has one or more problems with the RFP requirements for reasons stated in this response.

☐ Does not intend to submit a proposal, for reasons stated in this response, and has no problem with the RFP requirements.

☐ Does not intend to submit a proposal because of one or more problems with the RFP requirements for reasons stated in this response.

We are enclosing with this letter, as requested, the following completed documents:

- Signed Confidentiality Statement

The individual to whom all information regarding this RFP (e.g., addenda) should be transmitted is:

Sincerely,

_____ _____

Name Title

Company

Street Address City State Zip

( ) ( )
Phone Fax

Email address

FORM 1.2: PROPOSED CONTRACT LANGUAGE CHANGE FORM

Proposed Contract Language Change

Item Number	Page Number	Contract Section Number	Current Language	Proposed Language	Reason
1					
2					
3					
4					

State of California

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FORM 1.3: PROPOSED REQUIREMENT CHANGE FORM

Proposed Requirement Change

Requirement Number	Page Number	RFP Section Number or Appendix Letter	Current Language	Proposed Language	Reason

State of California

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FORM 1.4: BIDDER QUESTION FORM

Bidder Name:				
RFP Section, RFP Appendix, or Other	**Table # (if applicable)**	**Requirement # (if applicable)**	**Page #**	**Question**

Note: In column one, please provide the RFP section number (roman numeral), RFP appendix letter (A - H), or the word "Other."

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FORM 5.1: CONFIDENTIALITY STATEMENT

CONFIDENTIALITY STATEMENT

As an authorized representative and/or corporate officer of the company named below, I warrant my company and its employees will not disclose any documents, diagrams, information and information storage media made available to us by the State for the purpose of responding to RFP OSI-0530-208 or in conjunction with any contract arising therefore. I warrant that only those employees who are authorized and required to use such materials will have access to them.

I further warrant that all materials provided by the State will be returned promptly after use and that all copies or derivations of the materials will be physically and/or electronically destroyed. I will include with the returned materials, a letter attesting to the complete return of materials and documenting the destruction of copies and derivations. Failure to so comply will subject this company to liability, both criminal and civil, including all damages to the State and third parties. I authorized the State to inspect and verify the above.

I warrant that if my company is awarded the contract, it will not enter into any agreements or discussions with a third party concerning such materials prior to receiving written confirmation from the State that such third party has a confidentiality agreement with the State similar in nature to this one.

_____ _____
Signature of Representative Date

_____
Typed/Hand written Name of Representative

_____
Typed/Hand written Title of Representative

_____
Typed/Hand written Name of Company

FORM 5.2: PROPOSED SUBCONTRACTOR LIST (BIDDERS MAY USE MULTIPLE PAGES OF THIS FORM IF NEEDED.)

PROPOSED SUBCONTRACTOR LIST

If a Bidder is using Subcontractors, the proposal must identify the following:

- The firms and/or individuals proposed as Subcontractors
- The proposed project Subcontractor staff; and
- The roles and/or activities to be performed by the proposed Subcontractors or their personnel

Proposed Subcontractors must be listed below:

_____
Company Name

_____
Primary Contact/Title

_____
Address

_____
City, State Phone

Roles and Activities_____

_____

_____

_____
Company Name

_____
Primary Contact/Title

_____
Address

_____
City, State Phone

Roles and Activities_____

_____

_____

DO ANY OF THESE PROPOSED SUBCONTRACTORS EXPECT TO RECEIVE MORE THAN 10% OF THE TOTAL CONTRACT AMOUNT? _____YES _____NO
IF YES, LIST BY COMPANY NAME:

IF YES, HAS THE PROPOSED SUBCONTRACTOR SUBMITTED ALL REQUIRED INFORMATION FOR THE WORK THEY ARE PROVIDING? ___YES ___NO

FORM 5.3: [USE THIS FORM TO PROVIDE INFORMATION ABOUT THE CONTRACTOR AND ALL SUBCONTRACTORS BEING PROPOSED AS PART OF THIS BID. A SEPARATE FORM MUST BE PROVIDED FOR EACH COMPANY.

Contractor/Proposed Subcontractor Information

THE TEXT WITHIN THESE BRACKETS SHOULD BE DELETED IN YOUR RESPONSE.]

1. Please complete the following table:

Name of company	
Name of parent company	
Length of time in business	
Length of time in business of installing, implementing, licensing, and servicing the proposed hardware, software and/or communications networking infrastructure	
Total number of installed customers with the proposed hardware/software or service	
Total number of customers in production with the same hardware or software version being proposed	
Number of public sector customers	
Number of full time personnel at your company in:	
Customer service and software technical support	
Installation and training	
Product development	
Sales, marketing, and administrative support	

(Continue on next page)

2. Where is your headquarters located? Field offices?

3. Which office would service this account? What are the hours of operation for the office?

4. If the Contractor/proposed Subcontractor has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the Contractor's/Subcontractor's nonperformance or poor performance, and the issue was either (a) not litigated; or (b) litigated and such litigation determined the Contractor/proposed Subcontractor to be in default.

   In the space provided, submit full details of all terminations for default experienced by the Contractor/proposed Subcontractor during the past five (5) years, including the other party's name, address, and telephone number. Present the Contractor/proposed Subcontractor's position on the matter. The State will evaluate the facts and may, at its sole discretion, reject the Contractor/proposed Subcontractor's proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of the Contractor/Subcontractor. In the case of multiple Contractor/proposed Subcontractors submitting a proposal together, at its discretion, the State will evaluate the Contractor/proposed Subcontractors in this regard individually or as a whole.

   If no such terminations for default have been experienced by the Contractor/proposed Subcontractor in the past five (5) years, so declare in the space provided.

   If the Contractor/Subcontractor has had a contract terminated for convenience, nonperformance, non-allocation of funds, or any other reason, which termination occurred before completion of the contract, during the past five (5) years, describe fully all such terminations, including the name, address and telephone number of the other contracting party.

   A Contractor/Subcontractor response that indicates that the requested information will only be provided if and when the Contractor/Subcontractor is selected as the apparently successful Contractor/proposed Subcontractor is not acceptable. Restricting the Contractor/proposed Subcontractor response to include only legal action resulting from terminations for default is not acceptable.

FORM 5.4: WORKERS' COMPENSATION CERTIFICATION

WORKERS' COMPENSATION CERTIFICATION

The undersigned in submitting this document hereby certifies the following:

I am aware of the provisions of Section 3700 of the California Labor Code, which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with such provisions before commencing the performance of the work of this Contract.

_____ _____
Signature Date

_____
Name and Title (Print or Type)

_____ _____
Firm Name

_____
Street Address

_____
City, State ZIP

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FORM 5.5 PAYEE DATA RECORD – FORM STD. 204

The following provides a link to Form STD. 204 on a State of California DGS Web Site.

http://www.documents.dgs.ca.gov/osp/pdf/std204.pdf

FORM 5.6: ENTERPRISE ZONE ACT (EZA) PREFERENCE REQUEST FOR GOODS AND SERVICES SOLICITATIONS – FORM STD. 831

The following provides a link to Form STD. 831 on a State of California DGS Web Site.

http://www.documents.dgs.ca.gov/osp/pdf/std831.pdf

FORM 5.7: TARGET AREA CONTRACT PREFERENCE ACT (TACPA) PREFERENCE REQUEST FOR GOODS AND SERVICES SOLICITATIONS – FORM STD. 830

The following provides a link to Form STD. 830 on a State of California DGS Web Site.

http://www.documents.dgs.ca.gov/osp/pdf/std830.pdf

FORM 5.8: LOCAL AGENCY MILITARY BASE RECOVERY AREA (LAMBRA) ACT FOR GOODS AND SERVICES SOLICITATION – FORM STD. 832

The following provides a link to Form STD. 832 on a State of California DGS Web Site.

http://www.documents.dgs.ca.gov/osp/pdf/std832.pdf

For standard State forms, Bidders can refer to the State of California DGS Web site link http://www.osp.dgs.ca.gov/STANDARDFORMS/DEFAULT.HTM. When linked to the Web site, Bidders can search for the form by name or form number. Bidders have the option of ordering paper or automated eForms, or completing the Fill and Print Forms offered in .pdf format.

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FORM 5.9: SMALL BUSINESS PREFERENCE

California Certified SMALL BUSINESS PREFERENCE

PLEASE CHECK THE APPROPRIATE LINE BELOW:

☐ I am a California Certified small business and/or micro business and the California Certified Small Business Preference is applicable to this bid. A copy of my certification form from the Office of Small Business and Disabled Veteran Business Enterprise Services is attached.

☐ I have recently filed for **California Certified** Small Business and/or micro business preference but have not yet received certification.

☐ I am not a California Certified Small Business but will be subcontracting at least 25% of the total bid amount value to a certified Small Business. I am using a California Certified Small Business and/or micro business as a Subcontractor(s). I have completed a Non-Small Business Preference Calculation Request Form for each small business Subcontractor and have attached a copy of the certification form from the Office of **California Certified** Small Business and Disabled Veteran Business Enterprise Services for the Subcontractor.

☐ I am not a California Certified small business and I am not claiming the **California Certified** Small Business Preference.

NAME OF BIDDER:_____

Signature:_____

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FORM 5.10: DVBE PARTICIPATION

California Certified DVBE PARTICIPATION

PLEASE CHECK THE APPROPRIATE LINE BELOW:

☐ I am a California Certified Disabled Veteran Business Enterprise (DVBE) and will be meeting the DVBE participation requirement based on a _____% DVBE participation rate in this project. I will be performing a "Commercially Useful Function," which I have described in the Proposal. A copy of my DVBE certification from the OSDS is attached along with the completed required forms (GSPD-05-105, and Std. 843).

☐ I am not a California Certified DVBE, but I am using California Certified DVBE Subcontractors as listed on the GSPD-05-105 form. A copy of the participating DVBE certification(s) from the OSDS is attached along with the completed required forms (GSPD-05-105, and Std. 843).

NAME OF BIDDER:_____

Signature:_____

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FORM 5.11: BIDDER DECLARATION

The following provides a link to the Bidder Declaration form - GSPD-05-105 on the State of California DGS Web Site.

http://www.documents.dgs.ca.gov/pd/delegations/GSPD105.pdf

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FORM 5.12: DVBE DECLARATION – FORM STD. 843

In addition to the link to the Form STD.843, the following pages provide the requirements for the California Disabled Veteran Business Enterprise (DVBE) Program

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http://www.documents.dgs.ca.gov/pd/poliproc/STD-843FillPrintFields.pdf

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

CALIFORNIA DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) PROGRAM REQUIREMENTS – FOR GOODS AND INFORMATION TECHNOLOGY

Revision Date09/03/2009)

Please read the requirements and instructions carefully before you begin.

AUTHORITY. The Disabled Veteran Business Enterprise (DVBE) Participation Goal Program for State contracts is established in Public Contract Code (PCC), §10115 et seq., Military and Veterans Code (MVC), §999 et seq., and California Code of Regulations (CCR), Title 2, §1896.60 et seq. **Recent legislation has modified the program significantly in that a bidder may no longer demonstrate compliance with program requirements by performing a "good faith effort" (GFE).**

The minimum DVBE participation percentage (goal) is 3% for this solicitation unless another percentage is specified in the solicitation. A DVBE incentive will be given to bidders who provide DVBE participation, unless stated elsewhere in the solicitation that the DVBE incentive has been waived.

INTRODUCTION. The bidder must complete the identified form to comply with this solicitation's DVBE program requirements. Bids or proposals (hereafter called "bids") that **fail to submit the required form and fully document and meet the DVBE program requirement shall be considered nonresponsive**.

Information submitted by the intended awardee to comply with this solicitation's DVBE requirements will be verified by the State. If evidence of an alleged violation is found during the verification process, the State shall initiate an investigation, in accordance with the requirements of the PCC §10115, et seq., and MVC §999 et seq., and follow the investigatory procedures required by the 2 CCR §1896.80. Contractors found to be in violation of certain provisions may be subject to loss of certification, penalties and/or contract termination.

Only State of California, Office of Small Business and DVBE Services (OSDS), certified DVBEs (hereafter called "DVBE") who perform a commercially useful function relevant to this solicitation, may be used to satisfy the DVBE program requirements. The criteria and definition for performing a commercially useful function are contained herein on the page entitled **Resources & Information**. Bidders are to verify each DVBE subcontractor's certification with OSDS to ensure DVBE eligibility.

PLEASE READ ALL INSTRUCTIONS CAREFULLY. These instructions contain information about the DVBE program requirements, bidder responsibilities, and the DVBE Bid Incentive. Bidders are responsible for thorough review and compliance with these instructions.

To meet the DVBE program requirements, bidders must complete and fully document compliance with the following:

Commitment to full DVBE participation -For a bidder who is a DVBE or who is able to meet the commitment to use identified certified DVBE(s) to fulfill the full DVBE participation goal.

COMMITMENT -- Commit to meet or exceed the DVBE participation requirement in this

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solicitation by either Method A1 (bidder is a California certified DVBE) or A2 (bidder is not a California certified DVBE). Bidders must document DVBE participation commitment by completing and submitting the Bidder Declaration (GSPD-05-105) located elsewhere within the solicitation document. Failure to complete and submit the required form as instructed shall render the bid non-responsive.

At the State's option prior to award of the contract, a written confirmation from each DVBE subcontractor identified on the Bidder Declaration must be provided. As directed by the State, the written confirmation must be signed by the bidder and/or the DVBE subcontractor(s). The written confirmation may request information that includes but is not limited to the DVBE scope of work, work to be performed by the DVBE, term of intended subcontract with the DVBE, anticipated dates the DVBE will perform required work, rate and conditions of payment, and total amount to be paid to the DVBE. If further verification is necessary, the State will obtain additional information to verify compliance with the above requirements.

Method A1. Certified DVBE bidder:
a. Commit to performing at least 3% of the contract bid amount (unless otherwise specified) with the prime bidder's firm or in combination with another DVBE(s).

b. Document DVBE participation on the Bidder Declaration GSPD-05-105.

c. At the State's option a DVBE bidder working in combination with other DVBEs shall submit proof of its commitment by submitting a written confirmation from the DVBE(s) identified as a subcontractor on the Bidder Declaration. When requested, the document must be submitted to the address or facsimile number specified and within the timeframe identified in the notification. Failure to submit the written confirmation as specified may be grounds for bid rejection.

Method A2. Non-DVBE bidder:
a. Commit to using certified DVBE(s) for at least 3% (unless otherwise specified) of the bid amount.

b. Document DVBE participation on the Bidder Declaration GSPD-05-105.

c. At the State's option prior to contract award, a bidder shall submit proof of its commitment by submitting a written confirmation from each DVBE identified as a subcontractor on the Bidder Declaration GSPD-05-105. The awarding department contracting official named in the solicitation may contact each listed DVBE, by mail, fax or telephone, for verification of the bidder's submitted DVBE information. When requested, the document must be submitted to the address or facsimile number specified and within the timeframe identified in the notification. Failure to submit the written confirmation as specified may be grounds for bid rejection.

THE FOLLOWING MAY BE USED TO LOCATE DVBE SUPPLIERS:

Awarding Department: Contact the department's contracting official named in this solicitation for any DVBE suppliers who may have identified themselves as potential subcontractors, and to obtain suggestions for search criteria to possibly identify DVBE suppliers for the solicitation.

Other State and Federal Agencies, and Local Organizations:

STATE: Access the list of all certified DVBEs by using the Department of General Services, Procurement Division (DGS-PD), online certified firm database at www.eprocure.dgs.ca.gov. To begin your search, click on "SB/DVBE Search." Search by "Keywords" or "United Nations Standard Products and Services Codes (UNSPSC) that apply to the elements of work you want

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to subcontract to a DVBE. Check for subcontractor ads that may be placed on the California State Contracts Register (CSCR) for this solicitation prior to the closing date. You may access the CSCR at: www.eprocure.dgs.ca.gov. For questions regarding the online certified firm database and the CSCR, please call the OSDS at (916) 375-4940 or send an email to: OSDCHelp@dgs.ca.gov.

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FEDERAL: Search the U.S. Small Business Administration's (SBA) Central Contractor Registration (CCR) on-line database at www.ccr.gov/ to identify potential DVBEs and click on the "Dynamic Small Business Search" button. Search options and information are provided on the CCR Dynamic Small Business Search site. First time users should click on the "help" button for detailed instructions. Remember to verify each firm's status as a California certified DVBE.
LOCAL: Contact local DVBE organization to identify DVBEs. For a list of local organizations, go to www.pd.dgs.ca.gov/smbus and select**:** DVBE Local Contacts (New 02/09) (pdf).

THE DVBE BUSINESS UTILIZATION PLAN (BUP) option permits bidders to submit an approved DVBE BUP to satisfy DVBE participation solicitation requirements up to 3%. **DVBE BUPs apply only to solicitations for goods and Information Technology (IT) goods and services.** DVBE BUPs are a company's commitment to expend a minimum of 3% of its total statewide contract dollars with DVBEs --this percentage is based on all of its contracts held in California, not just those with the State. DVBE BUPs must be submitted to and approved by the DGS-PD prior to the bid due date. Please call the DGS-PD, OSDS for assistance. Bidders choosing this option must properly complete and submit the Bidder Declaration (GSPD-05-105), and include a copy of its BUP approval letter with the bid; failure to submit these documents shall render your bid non-responsive.

If a solicitation specifies a higher DVBE participation goal than the BUP 3% goal, the bidder must meet the goal stated in the solicitation, and submit a Bidder Declaration to confirm the actual DVBE participation for an element of work for that solicitation.

In order to qualify for a DVBE incentive, a bidder with a BUP, must propose the percentage(s) of DVBE participation for the incentive(s) specified in the solicitation; and submit a Bidder Declaration to confirm the actual DVBE participation for an element of work for that solicitation.

DVBE BID INCENTIVE. Unless stated elsewhere in the solicitation that the DVBE incentive has been waived, in accordance with Section 999.5(a) of the Military and Veterans Code an incentive will be given to bidders who provide DVBE participation. For evaluation purposes only, the State shall apply an incentive to bids that propose California certified DVBE participation as identified on the Bidder Declaration GSPD-05-105 and confirmed by the State. The incentive amount for awards based on low price will vary in conjunction with the percentage of DVBE participation. Unless a table that replaces the one below has been expressly established elsewhere within the solicitation, the following percentages will apply for awards based on low price.

Confirmed DVBE Participation of:	DVBE Incentive:
5% Over	5%
4% to 4.99 % inclusive	4%
3% to 3.99 % inclusive	3%

As applicable: (1) Awards based on low price - the net bid price of responsive bids will be reduced (for evaluation purposes only) by the amount of DVBE incentive as applied to the lowest responsive net bid price. If the #1 ranked responsive,

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responsible bid is a California certified small business, the only bidders eligible for the incentive will be California certified small businesses. The incentive adjustment for awards based on low price cannot exceed 5% or $100,000, whichever is less, of the #1 ranked net bid price. When used in combination with a preference adjustment, the cumulative adjustment amount cannot exceed $100,000.

(2) Awards based on highest score - the solicitation shall include an individual requirement that identifies incentive points for DVBE participation.

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

RESOURCES AND INFORMATION

For questions regarding bid documentation requirements, **contact the contracting official at the awarding department for this solicitation.** For a directory of SB/DVBE Advocates for each department go to: http://www.pd.dgs.ca.gov/smbus/advocate.htm.

The Department of General Services, Procurement Division (DGS-PD) publishes a list of trade and focus publications to assist bidders in locating DVBEs for a fee. To obtain this list, please go to www.pd.dgs.ca.gov/smbus and select:

- DVBE Trade Paper Listing (New 02/09) (pdf)
- DVBE Focus Paper Listing (New 02/09) (pdf)

	FOR:
U.S. Small Business Administration (SBA): Service-Disabled Veteran-owned Use the Central Contractor Registration (CCR) on-line database. businesses in California (Remember to *Internet contact only* –Database: www.ccr.gov/. verify each DVBE's California	certification.)
Local Organizations: Go to www.pd.dgs.ca.gov/smbus and select: 02/09) (pdf) List of potential DVBE subcontractors.	**FOR:** DVBE Local Contacts (New
DGS-PD **EProcurement** Website: www.eprocure.dgs.ca.gov Phone: (916)375-2000 Email: eprocure@dgs.ca.gov	**FOR:** • SB/DVBE Search • CSCR Ads • Click on Training tab to Access eProcurement Training Modules including: Small Business (SB)/DVBE Search
DGS-PD **Office of Small Business and DVBE Services (OSDS)** 707 Third Street, Room 1-400, West Sacramento, CA 95605 Website: www.pd.dgs.ca.gov/smbus OSDS Receptionist, 8 am-5 pm: (916) 375-4940 PD Receptionist, 8 am-5 pm: (800) 559-5529 Fax: (916) 375-4950 Email: osdchelp@dgs.ca.gov	**FOR:** • Directory of California-Certified DVBEs • Certification Applications • Certification Information • Certification Status, Concerns • General DVBE Program Info. DVBE Business Utilization Plan Small Business/DVBE Advocates

Commercially Useful Function Definition

California Code of Regulations, Title 2, § 1896.61(l):

The term "DVBE contractor, subcontractor or supplier" means any person or entity that satisfies the ownership (or management) and control requirements of §1896.61(f); is certified in accordance with §1896.70; and provides services or goods that contribute to the fulfillment of the contract requirements by performing a commercially useful function.

As defined in MVC §999, a person or an entity is deemed to perform a "commercially useful function" if a person or entity does **all** of the following:

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

- Is responsible for the execution of a distinct element of the work of the contract.
- Carries out the obligation by actually performing, managing, or supervising the work involved.
- Performs work that is normal for its business services and functions.
- Is not further subcontracting a portion of the work that is greater than that expected to be subcontracted by normal industry practices.

A contractor A contractor, subcontractor, or supplier will not be considered to perform a commercially useful function if the contractor's, subcontractor's, or supplier's role is limited to that of an extra participant in a transaction, contract, or project through which funds are passed in order to obtain the appearance of disabled veteran business enterprise participation.

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FORM 5.13: COMMERCIALLY USEFUL FUNCTION FORM

Name of Bidder:	**Date:**
On January 1, 2004, Chapter 623, Statute of 2003, became effective and required all small business, micro businesses and disabled veteran business enterprises to perform a "commercially useful function" in any contract they perform for the State of California. A business that is performing a commercially useful function is one that does all of the following: ■ Is responsible for the execution of a distinct element of the work of the contract. ■ Carries out its obligations by actually performing, managing, or supervising the work involved. ■ Performs work that is normal for its business, services and function. ■ Is not further subcontracting a portion of the work that is greater than that expected to be subcontracted by normal industry practices.	
The Bidder must provide a written statement below detailing the role, services and/or goods the subcontractor(s) will provide to meet the Commercially Useful Function requirement.	
Signature:	**Date:**
Name:	**Company:**
Phone: ( )	**Fax: ( )**

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FORM 5.14 HARDWARE AND SOFTWARE PROPOSED

Do not include any cost information for hardware and software in this form. (Bidder may add additional lines if necessary).

Item Description and Specifications for all environments located at the CWS/Web Project Facility	Environment(s)	Quantity	Manufacturer
Item Description and Specifications for all environments located at OTech	**Environment(s)**	**Quantity**	**Manufacturer**

FORM 5.15: FILING A FORM 700 STATEMENT OF ECONOMIC INTERESTS

The following provides a link to the Form 700 on the State of California Fair Political Practices Commission's (FFP) Web Site.

http://www.fppc.ca.gov

FORM 6.1: CLIENT REFERENCE FORM

Section 1. To be completed by the Bidder

Project Information	
Bidder Name:	Bidder Contact/Name:
Project Dates:	Bidder Contact Phone:
Customer Organization:	Customer Contact Name:
	Customer Phone:
Customer Address:	Customer Fax:
Check All that Applies for this Customer	
☐ *Requirement 4406* - Designed, developed, tested, and successfully implemented a complete, integrated system of similar size and complexity to CWS/Web within a multi layered and highly distributed environment within the last 5 years with a contract value over $5 million in one-time costs.	
☐ *Requirement 4407* - Responsible for the maintenance and operation of a system with a contract value exceeding $2 million per year.	
☐ *Requirement 440*8 – One of the last three IT services projects, where the Bidder was the Contractor and the contract value exceeded $5 million in one-time costs, regardless of the project outcome.	
Project Objectives:	
Bidder's Involvement:	
Project Benefits:	

Project Measurements				
Operating Budget of Organization:		# of Users:		
Estimated one-time costs:		Actual one-time costs:		
Reason(s) for Change in one-time cost:				
Original Value of Bidder's Contract:		Actual Total Contract Value:		
Reason(s) for Change in Value:				
Estimated Start & Completion Dates:	From:		To:	
Actual Start & Completion Dates:	From:		To:	
Reason(s) for Difference Between Estimated and Actual Dates:				
System accepted by the client: ☐ Yes ☐ No				
Reason(s) client did not accept the system:				

Section 2. To be completed by the Customer Organization

Bidder Name: _____

Vendor Name *(if different than Bidder Name above, e.g., a vendor that may be a subcontractor to the Bidder):* _____

Customer Organization: _____

Instructions to Complete Section 2

Step 1: Please fill-in the Bidder Name, Vendor Name (if applicable) and Customer Organization information above.

Step 2: Please rate the vendor's performance in the questions shown in Section A. Circle the number, which corresponds to the performance rating for each category according to the rating scale described in that section. In addition, comments are appreciated, but will not be scored.

Step 3: Once you have completed the form, please return it to the Bidder in a sealed envelope. The State has the right to contact the references of the Bidder's Firm and/or Staff and may contact you.

The State of California appreciates your participation.

Bidder Name: _____

Customer Organization: _____

A. Past Performance Reference Rating Guidelines and Questions

RATING GUIDELINES

Selection	Rating
1	Significantly below your expectations.
2	Somewhat below your expectations.
3	Met your expectations.
4	Somewhat exceeded your expectations.
5	Significantly exceeded your expectations.

Please explain ratings of 1, 2 or N/A in the Comments section below.

Criteria	Rating	Not Applicable
1. The vendor provided sufficient project resources to meet project goals and objectives.	1 2 3 4 5	N/A
2. The vendor provided sufficient staff with appropriate skill sets.	1 2 3 4 5	N/A
3. The vendor effectively managed their project staff to achieve project goals.	1 2 3 4 5	N/A
4. The vendor and its assigned project staff possessed effective communication skills (both oral and written) and effectively managed communication among team members.	1 2 3 4 5	N/A
5. The vendor met all required tasks and deliverables timely and satisfactorily.	1 2 3 4 5	N/A
6. The vendor regularly provided high quality and frequent knowledge transfer as part of its project performance.	1 2 3 4 5	N/A
7. The vendor completed the work within original bid budget (contract value), billings were current, accurate and complete.	1 2 3 4 5	N/A
8. The vendor provided accurate and thorough project documentation.	1 2 3 4 5	N/A
9. The vendor satisfactorily managed project scope to adhere to project schedule and control costs.	1 2 3 4 5	N/A
10. The vendor managed project risk satisfactorily (risks were identified and mitigated timely and appropriately).	1 2 3 4 5	N/A
11. The vendor adequately documented and justified changes through a change control process.	1 2 3 4 5	N/A
12. The vendor successfully implemented a quality system that met the project's goals and objectives.	1 2 3 4 5	N/A

Comments:
For Criteria With Ratings of 1, 2 or N/A:
General Comments:

As a representative of the Customer Organization listed above, I approved the responses to the following statements about the performance of the Vendor listed above on the project identified in Section I of this Client Reference Form.	
Printed Name:	Printed Title:
Signature:	Date:

INSTRUCTIONS TO COMPLETE THE BIDDER EXPERIENCE REFERENCE FORM

Bidders should read the following instructions prior to completing the Bidder Experience Reference Form. Incomplete or inaccurate information may result in the response receiving low scores during evaluation. Since the State will evaluate Bidder Experience based on meeting or exceeding the Desirable Requirements (optional requirements), it is very important that the completed forms provide comprehensive and concise descriptions that will allow the CWS/Web evaluation team to effectively assess this.

The Bidder Experience Reference Form must detail how the experience was gained to meet or exceed each Desirable Requirement if the Bidder chooses to achieve those evaluation points. The Bidders may, as necessary, expand the size of table cells, number of rows, or tables to accommodate the required information.

The Bidder Experience Reference Form requires the following information:

FORM 6.2 BIDDER EXPERIENCE REFERENCE FORM

1. Bidder Project History

Bidders should list their relevant project history. If the experience was gained through more than one project, then an outline should be completed identifying each applicable project. The same project may be used for more than one requirement in the subsequent requirements tables. Note: the Project Reference Number is in the first column of the Bidder Project History Table. Add more rows to the table if more than eight projects are referenced.

1. Project Reference Number – The reference number for a particular project
2. Customer Name & Contact Information – The project customer's name, address, phone number, and email address.
3. Project Name – The specific name of the project implemented.
4. Brief Project Description – This response must be succinct yet provide background on the project, such as the project duration, size of the project, technologies involved, and size and organization of the project team, if applicable. Some of the experience may require the Bidder to provide information related to applications "comparable in size and complexity" to the CWS/Web Project. In these cases, the response must include a description of the size and/or scope of the application in detail for the CWS/Web Evaluation Team to appropriately evaluate the experience.
5. Health and Human Services Project (Y/N) – Enter "Y" for yes or "N" for no.
6. Contract Value – The one-time cost of the project.
7. Start Date – The date (mm/yyyy) the Bidder started on the project. This date must be the first full month the Bidder was on the project.
8. End Date – The date (mm/yyyy) that the Bidder left the project. This date must be the last full month the Bidder was on the project.

2. Desirable Requirements

Bidder Experience

1. Requirement Experience Total Months - The total number of months of experience that meets this requirement.

2. Project Reference # and Name – The employer's name, and contact information
3. Months – The total number of months of experience on this project.
4. Role, Responsibilities, and Tasks Performed – In this area, the Bidder must describe the experience on this project which qualifies the Bidder for this requirement.

Note on Concurrent Projects - If a Bidder was working on concurrent projects at any given time and did not have staff fully dedicated to the listed project, the Bidder Experience Reference Form must indicate the percentage of time the Bidder was tasked to each project/assignment. The experience gained must only include percent of time dedicated to that project and requirement. For example, if the Bidder was working as a half-time (50%) Subcontractor on a project, the Bidder could only claim six months applicable experience if they worked 12 months on the project.

FORM 6.2: BIDDER EXPERIENCE REFERENCE FORM

BIDDER EXPERIENCE

Proposed Bidder's Name:	
The Bidder shall list the project and past experience information required below that qualifies the Bidder for this contract. Note: This section must clearly describe how the Bidder meets each of the desirable requirements relevant to the CWS/Web Project described in Section VI.8.1.1.2, Bidder Experience Requirements.	

State of California

1. BIDDER PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
4							
5							
6							
7							
8							

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2. DESIRABLE REQUIREMENTS

BIDDER EXPERIENCE

Requirement Number 4410: It is desirable that the Bidder has ten (10) years of experience applying best practices and industry standards in information technology processes, methods and solutions.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	

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BIDDER EXPERIENCE

Requirement Number 4411: It is desirable that the Bidder has designed, developed and implemented a large health and human services information technology (IT) project.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	

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BIDDER EXPERIENCE

Requirement Number 4412: It is desirable that the Bidder has designed, developed and implemented systems built using a service oriented architecture on two (2) or more IT projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	

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BIDDER EXPERIENCE

Requirement Number 4413: It is desirable that the Bidder has designed, developed and implemented systems on three (3) or more public sector IT projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	

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BIDDER EXPERIENCE

Requirement Number 4414: It is desirable that the Bidder has designed, developed and implemented data warehouses that interfaced with multiple data sources on four (4) or more IT projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	

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BIDDER EXPERIENCE

Requirement Number 4415: It is desirable that the Bidder has ten (10) years of experience providing service and support for large applications similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	

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INSTRUCTIONS TO COMPLETE THE KEY STAFF EXPERIENCE REFERENCE FORM

Bidders should read the following instructions prior to completing the Staff Experience Reference Forms for each of the proposed Key Staff. Incomplete or inaccurate information may result in the response receiving low scores during evaluation or may result in a non-responsive proposal. Since the State will evaluate the proposed Key Staff resources based on meeting or exceeding the Mandatory Requirements and Desirable Requirements (optional requirements), it is very important that the completed forms provide comprehensive and concise descriptions that will allow the CWS/Web evaluation team to effectively assess them. Key Staff are those presented in Section VI.8.1.2, Bidder Staff Qualifications.

There are 14 Key Staff identified for this effort, and the State has prepared a specific Key Staff Experience Reference Form (Form 6.3) for each of these positions. Bidders must complete the appropriate Key Staff Experience Reference Form for each of the 14 Key Staff. The Staff Experience Reference Forms must detail how the experience was gained to meet or exceed each Mandatory Requirement and also each Desirable Requirement if the Bidder chooses to achieve evaluation points associated with these positions.

The Bidders may, as necessary, expand the size of table cells, number of rows, or tables to accommodate the required information. The Staff Reference Forms require the following information:

FORM 6.3 KEY STAFF EXPERIENCE REFERENCE FORM

1. Staff Project History

List the project history for the proposed Key Project Staff. If the experience was gained through more than one project, then an outline should be completed identifying each applicable project. The same project may be used for more than one requirement in the subsequent requirements tables. Note: the Project Reference Number is in the first column of the Staff Project History Table. Add more rows to the table if more than eight projects are referenced.

9. Project Reference Number – The reference number for a particular project
10. Customer Name & Contact Information – The project customer's name, address, phone number, and email address.
11. Project Name – The specific name of the project implemented.
12. Brief Project Description – This response must be succinct yet provide background on the project, such as the project duration, size of the project, technologies involved, and size and organization of the project team, if applicable. Some of the experience may require the Bidder to provide information related to applications "comparable in size and complexity" to the CWS/Web Project. In these cases, the response must include a description of the size and/or scope of the application in detail for the CWS/Web Evaluation Team to appropriately evaluate the experience.
13. Health and Human Services Project (Y/N) – Enter "Y" for yes or "N" for no.
14. Contract Value – The one-time cost of the project.

15. Start Date – The date (mm/yyyy) the proposed Project Staff started on the project. This date must be the first full month the person was on the project.
16. End Date – The date (mm/yyyy) that the proposed Project Staff left the project. This date must be the last full month the person was on the project.

2. Mandatory Requirements

Experience

1. Requirement Experience Total (Months) – Reflects the sum of the experience gained in all referenced projects for that requirement. For example if the proposed Project Staff had 14 months experience on project #1 and 37 months experience on project #2 for Requirement #1, then enter a total of 51 months.
2. Project Reference # and Name – Enter the applicable project reference # and name from the Staff Project History Table.
3. Months – Enter the months of experience gained for the project specified under Project Name for that requirement.
4. Proposed Individual's Role, Responsibilities and Tasks Performed – This area must describe the proposed Project Staff's role in the project and provide information on assigned responsibilities, tasks performed, as well as applications and technologies used.

Note on Multiple Assignments - If a person was assigned to multiple projects at any given time, the Staff Experience Reference Form must indicate the actual percentage of time the person was tasked to each assignment. The experience gained must only include percent of time dedicated to that project and requirement. For example, if the proposed Project Staff's time was split 50% between two projects and one project was applicable to the requirement and the other was not, the Project Staff could only claim six months applicable experience if they worked 12 months on the two projects.

Certifications

1. Type of Certification – List the certifications applicable to the proposed Project Staff's role(s) and responsibilities.
2. Member ID# - The member identification number associated with the certification.
3. Earned Date – The date (mm/yyyy) the proposed Project Staff earned the certification
4. Expiration Date - The date (mm/yyyy) the proposed Project Staff's certification expires.

Education

1. Type of Degree – The types of college degrees attained by the Project Staff.
2. Subject Area – The field of study.
3. Earned Date - The date (mm/yyyy) the proposed Project Staff earned the degree.

3. Desirable Requirements

Experience

5. Employer Information – The employer's name, address, and contact information

6. Start Date – The date (mm/yyyy) the proposed Project Staff started employment.
7. End Date – The date (mm/yyyy) the proposed Project Staff left the company.
8. Job Title – The job classification of the proposed Project Staff.
9. Years & Months Employed – The number of years and months employed with the company.
10. Duties Performed/Experience – This area must describe the proposed Project Staff's past experience relevant to the CWS/Web Project. If the experience is project related, provide the Project Reference #, Project Name, and number of months the Project Staff worked on the project.

Note on Multiple Assignments - If a person was assigned to multiple projects at any given time, the Staff Experience Reference Form must indicate the percentage of time the person was tasked to each assignment. The experience gained must only include percent of time dedicated to that project and requirement. For example, if the proposed Project Staff's time was split 50% between two projects and one project was applicable to the requirement and the other was not, the Project Staff could only claim six months applicable experience if they worked 12 months on the two projects.

Certifications

5. Type of Certification – List the certifications applicable to the proposed Project Staff's role(s) and responsibilities.
6. Member ID# - The member identification number associated with the certification.
7. Earned Date – The date (mm/yyyy) the proposed Project Staff earned the certification
8. Expiration Date - The date (mm/yyyy) the proposed Project Staff's certification expires.

Education

4. Type of Degree – The types of college degrees attained by the Project Staff.
5. Subject Area – The field of study.
6. Earned Date - The date (mm/yyyy) the proposed Project Staff earned the degree.

FORM 6.3: KEY STAFF EXPERIENCE REFERENCE FORM

PROJECT MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

State of California

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
4							
5							
6							
7							
8							

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2. MANDATORY REQUIREMENTS

PROJECT MANAGER

Requirement Number 740: The Project Manager shall have a minimum of five (5) years experience as the project manager on two (2) software development or system implementation projects with a project value of at least $10 million each	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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PROJECT MANAGER

Requirement Number 741: The Project Manager shall have successfully completed one (1) project following the proposed project management approach.	**Requirement Experience** **Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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PROJECT MANAGER

Requirement Number 4416: The Project Manager shall have a minimum of five (5) years project management experience, defined as managing all of the tasks defined in appendix F of the Project Management Body of Knowledge (PMBOK ®), performed by a team greater than 50 people.	**Requirement Experience** **Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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PROJECT MANAGER

Requirement Number 4417: The Project Manager shall have a minimum of three (3) years experience working as a project manager on public sector information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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PROJECT MANAGER

Requirement Number 4418: The Project Manager shall have a minimum of two (2) years of project management experience in a service-oriented architecture (SOA) environment.	**Requirement Experience** **Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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PROJECT MANAGER

Requirement Number 4419: The Project Manager shall have a current project management certification or Masters Degree at an accredited college or university.		
Certification		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
	Member ID#:	
	Earned Date:	Expiration Date:
Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

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PROJECT MANAGER

Requirement Number 4420: The Project Manager shall have a baccalaureate degree from an accredited college/university.		
Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

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3. DESIRABLE REQUIREMENTS

PROJECT MANAGER

Requirement Number 739: It is desirable that the Project Manager has an active Project Management Institute-Project Management Professional (PMI-PMP®) credential.		
Certification		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
	Member ID#:	
	Earned Date:	Expiration Date:

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PROJECT MANAGER

Requirement Number 4421: It is desirable that the Project Manager has project management experience, (defined as performing all of the tasks defined in Appendix F of the PMBOK®), on three (3) or more projects with a contract value of at least $30 million each.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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PROJECT MANAGER

Requirement Number 4422: It is desirable that the Project Manager has seven (7) years experience working as a project manager on for three (3) or more public sector IT projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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PROJECT MANAGER

Requirement Number 4423: It is desirable that the Project Manager has two (2) years experience working as a project manager in public sector social services programs.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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PROJECT MANAGER

Requirement Number 4424: It is desirable that the Project Manager has a current practitioner's or manager's certificate in Information Technology Infrastructure Library (ITIL) IT service management		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

PROJECT MANAGER

Requirement Number 4425: It is desirable that the Project Manager has a current Six Sigma Certification.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

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FUNCTIONAL MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

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1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
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2. MANDATORY REQUIREMENTS

FUNCTIONAL MANAGER

Requirement Number 4898: The Functional Manager shall have a minimum of three (3) years of experience defining and confirming functional requirements.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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FUNCTIONAL MANAGER

Requirement Number 4899: The Functional Manager shall have a minimum of three (3) years of experience managing high-level and detailed business process design activity.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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FUNCTIONAL MANAGER

Requirement Number 4900: The Functional Manager shall have a minimum of three (3) years of experience translating business requirements into detailed specifications.	**Requirement Experience** **Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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FUNCTIONAL MANAGER

Requirement Number 4901: The Functional Manager shall have a minimum of two (3) years of experience working with project teams for large health and human services projects IT projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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FUNCTIONAL MANAGER

Requirement Number 4902: The Functional Manager shall have a minimum of two (2) years of experience working with project teams on a project similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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3. DESIRABLE REQUIREMENTS

FUNCTIONAL MANAGER

Requirement Number 4903: It is desirable that the Functional Manager has experience on three (3) or more public sector projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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FUNCTIONAL MANAGER

Requirement Number 4904: It is desirable that the Functional Manager shall have four (4) years of experience working with project teams on a project similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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FUNCTIONAL MANAGER

Requirement Number 4905: It is desirable that the Functional Manager shall have five (5) years of experience working large health and human services Information Technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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CHIEF ARCHITECT

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

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1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
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2. MANDATORY REQUIREMENTS

CHIEF ARCHITECT

Requirement Number 4426: The Chief Architect shall have a minimum of five (5) years of experience leading technology initiatives in a service-oriented design with an understanding of emerging technologies.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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CHIEF ARCHITECT

Requirement Number 4427: The Chief Architect shall have a minimum of five (5) years experience guiding technology teams and designers on projects similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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CHIEF ARCHITECT

Requirement Number 4428: The Chief Architect shall have a minimum of five (5) years experience applying component-based and service-oriented architectures to build flexible systems for public sector.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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CHIEF ARCHITECT

Requirement Number 4429: The Chief Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering, or a technology-related field.

Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

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CHIEF ARCHITECT

Requirement Number 4486: The Chief Architect shall have a minimum of two (2) years experience leading business intelligence solutions implementations.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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3. DESIRABLE REQUIREMENTS

CHIEF ARCHITECT

Requirement Number 4430: It is desirable that the Chief Architect has two (2) years experience working with large health and human services information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SOFTWARE ARCHITECT

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

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1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
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2. MANDATORY REQUIREMENTS

SOFTWARE ARCHITECT

Requirement Number 4431: The Software Architect shall have a minimum of six (6) years experience leading software architecture in web software development, with a specialization in web content management solutions and application architectures.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SOFTWARE ARCHITECT

Requirement Number 4432: The Software Architect shall have a minimum of six (6) years experience with in-depth exposure in defining the core software architecture of an enterprise web application platform.	**Requirement Experience** **Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SOFTWARE ARCHITECT

Requirement Number 4433: The Software Architect shall have a minimum of four (4) years experience in analysis, design, development and implementation of service-oriented web applications similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SOFTWARE ARCHITECT

Requirement Number 4434: The Software Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.

Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

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3. DESIRABLE REQUIREMENTS

SOFTWARE ARCHITECT

Requirement Number 4435: It is desirable that the Software Architect has five (5) years experience in current and emerging software application platforms and web standards (e.g., XML, SOAP, WSDL, UDDI) on an ESB integration platform.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SOFTWARE ARCHITECT

Requirement Number 4436: It is desirable that the Software Architect has four (4) years experience in analysis, design, development and implementation on public sector projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SOFTWARE ARCHITECT

Requirement Number 4437: It is desirable that the Software Architect has two (2) years experience working with large health and human services information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SOFTWARE ARCHITECT

Requirement Number 4438: It is desirable that the Software Architect has one or more technical industry certifications.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

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DATABASE ARCHITECT

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

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1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
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2. MANDATORY REQUIREMENTS

DATABASE ARCHITECT

Requirement Number 4439: The Database Architect shall have a minimum of five (5) years experience in the design and development of relational database management systems (RDBMS) software.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATABASE ARCHITECT

Requirement Number 4440: The Database Architect shall have a minimum of four (4) years experience in overseeing the development, programming and maintenance of enterprise level software applications.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATABASE ARCHITECT

Requirement Number 4441: The Database Architect shall have a minimum of three (3) years experience in areas database performance and optimization techniques.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATABASE ARCHITECT

Requirement Number 4442: The Database Architect shall have a minimum of three (3) years experience in developing and implementing an enterprise data model.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATABASE ARCHITECT

Requirement Number 4443: The Database Architect shall have a minimum of three (3) years experience in a multi-layered system architecture.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATABASE ARCHITECT

Requirement Number 4444: The Database Architect shall be certified in the database platform proposed by the Bidder.		
Certification		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
	Member ID#:	
	Earned Date:	Expiration Date:
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

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DATABASE ARCHITECT

Requirement Number 4445: The Database Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.		
Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

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DATABASE ARCHITECT

Requirement Number 4479: The Database Architect shall have a minimum of two (2) years experience in developing and implementing an enterprise data warehouse.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATABASE ARCHITECT

Requirement Number 4488: The Database Architect shall have a minimum of two (2) years experience with business intelligence and enterprise data warehouse tools.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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3. DESIRABLE REQUIREMENTS

DATABASE ARCHITECT

Requirement Number 4446: It is desirable that the Database Architect has three (3) years experience in managing data migration on projects similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATABASE ARCHITECT

Requirement Number 4447: It is desirable that the Database Architect has five (5) years experience an object-oriented environment.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATABASE ARCHITECT

Requirement Number 4448: It is desirable that the Database Architect has two (2) years experience working with large health and human services information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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INFRASTRUCTURE ARCHITECT

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

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1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
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2. MANDATORY REQUIREMENTS

INFRASTRUCTURE ARCHITECT

Requirement Number 4449: The Infrastructure Architect shall have a minimum of five (5) years experience managing data center technical infrastructure and operations.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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INFRASTRUCTURE ARCHITECT

Requirement Number 4450: The Infrastructure Architect shall have a minimum of five (5) years experience deploying enterprise information technology (IT) infrastructure components (server, storage, and network) and their operational requirements.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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INFRASTRUCTURE ARCHITECT

Requirement Number 4451: The Infrastructure Architect shall have a minimum of five (5) years experience in disaster recovery and failover systems.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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INFRASTRUCTURE ARCHITECT

Requirement Number 4452: The Infrastructure Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.

Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

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3. DESIRABLE REQUIREMENTS

INFRASTRUCTURE ARCHITECT

Requirement Number 4453: It is desirable that the Infrastructure Architect has four (4) years of experience working with leading industry server technologies.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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INFRASTRUCTURE ARCHITECT

Requirement Number 4454: It is desirable that the Infrastructure Architect has four (4) years experience providing technical leadership for enterprise storage and back-up processes.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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INFRASTRUCTURE ARCHITECT

Requirement Number 4455: It is desirable that the Infrastructure Architect has four (4) years experience working in the public sector client environment.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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INFRASTRUCTURE ARCHITECT

Requirement Number 4456: It is desirable that the Infrastructure Architect has three (3) years experience coordinating infrastructure activities with business and technology teams.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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INFRASTRUCTURE ARCHITECT

Requirement Number 4457: It is desirable that the Infrastructure Architect has two (2) years experience working with large health and human services information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATA CONVERSION MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
4							
5							
6							
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2. MANDATORY REQUIREMENTS

DATA CONVERSION MANAGER

Requirement Number 4458: The Data Conversion Manager shall have played a key role in or led a minimum of three (3) data conversion projects involving conversion of legacy databases similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATA CONVERSION MANAGER

Requirement Number 4459: The Data Conversion Manager shall have a minimum of five (5) years managing data migration efforts.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATA CONVERSION MANAGER

Requirement Number 4460: The Data Conversion Manager shall have a minimum of four (4) years managing the design, development, deployment of data conversion tools/utilities.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATA CONVERSION MANAGER

Requirement Number 4461: The Data Conversion Manager shall have a minimum of four (4) years using commercial-off-the-shelf (COTS) conversion tools/utilities and data quality validation processes.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATA CONVERSION MANAGER

Requirement Number 4462: The Data Conversion Manager shall have a baccalaureate degree from an accredited college/university in computer science, engineering or another technology-related field.		
Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

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3. DESIRABLE REQUIREMENTS

DATA CONVERSION MANAGER

Requirement Number 4463: It is desirable that the Data Conversion Manager has four (4) years management experience with database logical and physical design.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATA CONVERSION MANAGER

Requirement Number 4464: It is desirable that the Data Conversion Manager has three (3) years experience designing, developing, deploying, and supporting conversion tools, utilities and routines including data quality validation processes.	**Requirement Experience** **Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATA CONVERSION MANAGER

Requirement Number 4465: It is desirable that the Data Conversion Manager has two (2) years data conversion experience planning, designing, and developing data conversion products and programs in support of public sector clients.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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DATA CONVERSION MANAGER

Requirement Number 4466: It is desirable that the Data Conversion Manager has two (2) years data conversion experience with large human services information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SECURITY ARCHITECT

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

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1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
4							
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2. MANDATORY REQUIREMENTS

SECURITY ARCHITECT

Requirement Number 4467: The Security Architect shall have a minimum of six (6) years of experience performing responsibilities that include: • ***Technical security control architecture and design*** • ***Information security solution engineering*** • ***Security technology implementations*** • ***Evaluating new security technologies*** • ***Maintaining and operating at least one (1) system similar in scope to the Bidder's proposed solution***	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SECURITY ARCHITECT

Requirement Number 4468: The Security Architect shall have a minimum of five (5) years of experience in a broad range of security technologies (e.g. operating systems, networking, databases, directory services, firewalls, encryption, web services) and applying security principles based on best practices and industry standards.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SECURITY ARCHITECT

Requirement Number 4469: The Security Architect shall have a minimum of five (5) years of experience: • ***Managing and monitoring critical security infrastructure components including incident management and responses*** • ***Advising and consulting with internal clients on operational issues impacting security, including assistance on implementing solutions***	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SECURITY ARCHITECT

Requirement Number 4470: The Security Architect shall have a current information security certification.		
Certification		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
	Member ID#:	
	Earned Date:	Expiration Date:
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
	Member ID#:	
	Earned Date:	Expiration Date:

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SECURITY ARCHITECT

Requirement Number 4471: The Security Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.		
Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

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3. DESIRABLE REQUIREMENTS

SECURITY ARCHITECT

Requirement Number 4472: It is desirable that the Security Architect has four (4) years experience developing blueprints for the security standards and policies within large scale public sector client environments.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SECURITY ARCHITECT

Requirement Number 4473: It is desirable that the Security Architect has two (2) years of security architecture exposure in a service-oriented architecture (SOA).	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SECURITY ARCHITECT

Requirement Number 4474: It is desirable that the Security Architect has two (2) years of experience working with large health and human services information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SECURITY ARCHITECT

Requirement Number 4475: It is desirable that the Security Architect has an active Certified Information Systems Security Professional (CISSP) certification.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

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SOFTWARE DEVELOPMENT MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

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1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
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2. MANDATORY REQUIREMENTS

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 751: The Software Development Manager shall have a minimum five (5) years of experience with n-tiered distributed systems.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SOFTWARE DEVELOPMENT MANAGER

Requirement Number 752: The Software Development Manager shall have been responsible for the development of a system similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4476: The Software Development Manager shall have been involved in and led a minimum of two (2) software development projects similar in scope to the Bidder's proposed solution.	**Requirement Experience** **Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4477: The Software Development Manager shall have a minimum of six (6) years experience managing a development team, with 50 or more members, in a distributed system development environment.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4478: The Software Development Manager shall have a minimum of two (2) years of experience with service-oriented architecture (SOA).	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4479: The Software Development Manager shall have a minimum of three (3) years management experience with software development, design, and the System Development Life Cycle (SDLC) methodologies proposed by the Bidder.	**Requirement Experience** **Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4480: The Software Development Manager shall have a baccalaureate degree from an accredited college/university in computer science, engineering, or a technology-related field.

Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

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SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4487: The Software Development Manager shall have a minimum of two (2) years of experience translating business requirements into business intelligence specifications.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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3. DESIRABLE REQUIREMENTS

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4481: It is desirable that the Software Development Manager has experience on three (3) or more public sector projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**

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Proposed Individual's Role, Responsibilities, and Tasks Performed:

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4482: It is desirable that the Software Development Manager has four (4) years experience working with project teams on a project similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**

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Proposed Individual's Role, Responsibilities, and Tasks Performed:

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SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4483: It is desirable that the Software Development Manager has two (2) years experience managing a development team for a large health and human services information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4484: It is desirable that the Software Development Manager has a current Certified Software Development Professional (CSDP) certification.

Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

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SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4485: It is desirable that the Software Development Manager has an active Project Management Institute-Project Management Professional (PMI-PMP®) Credential.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

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TRANSITION MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

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1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
4							
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8							

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2. MANDATORY REQUIREMENTS

TRANSITION MANAGER

Requirement Number 4493: The Transition Manager shall have a minimum of six (6) years experience managing an information technology (IT) implementation or system integration project similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRANSITION MANAGER

Requirement Number 4494: The Transition Manager shall have a minimum of five (5) years experience managing teams of business analysts, systems analysts, developers, testing, and quality assurance staff.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRANSITION MANAGER

Requirement Number 4495: The Transition Manager shall have a minimum of two (2) years experience delivering projects following the Bidder's proposed implementation approach.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRANSITION MANAGER

Requirement Number 4496: The Transition Manager shall have a minimum of two (2) years experience implementing systems in a service-oriented architecture (SOA) environment.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRANSITION MANAGER

Requirement Number 4497: The Transition Manager shall have a current project management certification or degree.		
Certification		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
	Member ID#:	
	Earned Date:	Expiration Date:
Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

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TRANSITION MANAGER

Requirement Number 4498: The Transition Manager shall have a baccalaureate degree from an accredited college/university.		
Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

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3. DESIRABLE REQUIREMENTS

TRANSITION MANAGER

Requirement Number 4499: It is desirable that the Transition Manager has experience working as an implementation manager on public sector IT projects for two (2) projects or more.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRANSITION MANAGER

Requirement Number 4500: It is desirable that the Transition Manager has worked on system implementation more than three (3) separate projects with a project value of at least $50 million.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRANSITION MANAGER

Requirement Number 4501: It is desirable that the Transition Manager has an active Project Management Institute-Project Management Professional (PMI-PMP ®) Credential.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

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TRANSITION MANAGER

Requirement Number 4502: It is desirable that the Transition Manager has a current Certified Software Development Professional (CSDP) certification.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

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TEST MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

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1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
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2. MANDATORY REQUIREMENTS

TEST MANAGER

Requirement Number 754: The Test Manager shall have a minimum of four (4) years of experience in software development/testing of n-tiered distributed systems.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TEST MANAGER

Requirement Number 755: The Test Manager shall have a minimum of five (5) years experience developing test plans, testing strategies, and test case templates.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TEST MANAGER

Requirement Number 756: The Test Manager shall have a minimum of two (2) years experience in a testing role in a service-oriented architecture (SOA) environment.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TEST MANAGER

Requirement Number 4503: The Test Manager shall have a minimum of five (5) years of experience managing testing on at least two (2) separate IT projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TEST MANAGER

Requirement Number 4504: The Test Manager shall have a minimum of two (2) years experience using test automation tools and methods proposed by the Bidder.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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3. DESIRABLE REQUIREMENTS

TEST MANAGER

Requirement Number 4505: It is desirable that the Test Manager has five (5) years experience in the role of testing lead for a project similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TEST MANAGER

Requirement Number 4506: It is desirable that the Test Manager has five (5) years experience in leading a test team that was in compliance with IEEE standards 1012-2004 for system verification and validation.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TEST MANAGER

Requirement Number 4507: It is desirable that the Test Manager has six (6) years experience executing formal, written functional, integration and system test procedures in compliance with a widely recognized standard, such as IEEE Standards 12207.1-1997.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TEST MANAGER

Requirement Number 4508: It is desirable that the Test Manager has two (2) years experience working as a testing lead on public sector IT projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRAINING MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

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1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
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2. MANDATORY REQUIREMENTS

TRAINING MANAGER

Requirement Number 4509: The Training Manager shall have a minimum of five (5) years experience as the training manager implementing a training program with over 5,000 attendees in various geographic locations.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRAINING MANAGER

Requirement Number 4510: The Training Manager shall have a minimum of five (5) years experience in information technology (IT) solutions end-user staff training.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRAINING MANAGER

Requirement Number 4511: The Training Manager shall have a minimum of five (5) years of experience managing a training team on information technology (IT) solutions end-user staff training.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRAINING MANAGER

Requirement Number 4512: The Training Manager shall have a minimum of two (2) years experience in instructional design of computer-based training (CBT) or online learning for adult learners.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRAINING MANAGER

Requirement Number 4513: The Training Manager shall have a minimum of three (3) years of experience in training on a project using the training methodology proposed by the Bidder.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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3. DESIRABLE REQUIREMENTS

TRAINING MANAGER

Requirement Number 4514: It is desirable that the Training Manager has experience working as a training manager on three (3) or more public sector IT projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRAINING MANAGER

Requirement Number 4515: It is desirable that the Training Manager have five (5) years experience as a training manager working on public sector social services programs.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRAINING MANAGER

Requirement Number 4516: It is desirable that the Training Manager have worked as the training manager on more than four (4) separate system implementation projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRAINING MANAGER

Requirement Number 4517: It is desirable that the Training Manager have five (5) years experience implementing online learning programs designed to current elearning guidelines. These guidelines may include SCORM®, AICC, Institute of Electrical and Electronics Engineers (IEEE), International Society of Performance Improvement (ISPS) and the International Board of Standards for Training, Performance, and Instruction (IBSTPI) or other industry-recognized elearning standard.	**Requirement Experience** **Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRAINING MANAGER

Requirement Number 4518: It is desirable that the Training Manager have five (5) years of experience in instructional design of computer-based training (CBT) or online learning for adult learners.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRAINING MANAGER

Requirement Number 4519: It is desirable that the Training Manager have five (5) years of experience reporting training statistics and outcomes for software training.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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TRAINING MANAGER

Requirement Number 4520: It is desirable that that the Training Manager have an active Instructional System Design (ISD) certification or equivalent.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

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TRAINING MANAGER

Requirement Number 4521: It is desirable that the Training Manager have an active Project Management Institute-Project Management Professional (PMI-PMP ®) Credential.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

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QUALITY ASSURANCE MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

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1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
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2. MANDATORY REQUIREMENTS

QUALITY ASSURANCE MANAGER

Requirement Number 4522: The Quality Assurance Manager shall have a minimum of five (5) years experience managing quality on software development or system implementation projects with a project value of at least $10 million.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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QUALITY ASSURANCE MANAGER

Requirement Number 4523: The Quality Assurance Manager shall have a minimum of five (5) years experience managing a quality assurance team on software development or implementation (hardware and software) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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QUALITY ASSURANCE MANAGER

Requirement Number 4524: The Quality Assurance Manager shall have a minimum of three (3) years of experience developing, applying, and managing a quality metrics program using the methods proposed by the bidder.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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QUALITY ASSURANCE MANAGER

Requirement Number 4525: The Quality Assurance Manager shall have a minimum of two (2) years quality assurance experience in a service-oriented architecture (SOA) environment.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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QUALITY ASSURANCE MANAGER

Requirement Number 4526: The Quality Assurance Manager shall have a baccalaureate degree from an accredited college/university.		
Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

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3. DESIRABLE REQUIREMENTS

QUALITY ASSURANCE MANAGER

Requirement Number 4527: It is desirable that the Quality Assurance Manager have experience working as a quality assurance manager on at least two (2) public sector information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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QUALITY ASSURANCE MANAGER

Requirement Number 4528: It is desirable that the Quality Assurance Manager have experience working on at least one (1) Social Service or health and human services IT project.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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QUALITY ASSURANCE MANAGER

Requirement Number 4529: It is desirable that the Quality Assurance Manager have worked as the quality assurance manager on software development or system implementation projects with a project value of at least $20 million.	**Requirement Experience** **Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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QUALITY ASSURANCE MANAGER

Requirement Number 4530: It is desirable that the Quality Assurance Manager has a current certification for practitioner's or manager's certificate in Information Technology Infrastructure Library (ITIL) services management.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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QUALITY ASSURANCE MANAGER

Requirement Number 4531: It is desirable that the Quality Assurance Manager have an active Project Management Institute-Project Management Professional (PMI-PMP®) Credential.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

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QUALITY ASSURANCE MANAGER

Requirement Number 4532: It is desirable that the Quality Assurance Manager have a current Six Sigma certification.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

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SERVICE AND SUPPORT MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

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1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
4							
5							
6							
7							
8							

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2. MANDATORY REQUIREMENTS

SERVICE AND SUPPORT MANAGER

Requirement Number 4533: The Service and Support Manager shall have a minimum of five (5) years experience managing the maintenance of a production application environment similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SERVICE AND SUPPORT MANAGER

Requirement Number 4534: The Service and Support Manager shall have a minimum of five (5) years experience managing operations of a system similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SERVICE AND SUPPORT MANAGER

Requirement Number 4435: The Service and Support Manager shall have a minimum of two (2) years of experience of service and support responsibilities in a service-oriented architecture (SOA) environment.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SERVICE AND SUPPORT MANAGER

Requirement Number 4436: The Service and Support Manager shall have a current certification for practitioner's or manager's certificate in Information Technology Infrastructure Library (ITIL) Information Technology (IT) services management.		
Certification		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
	Member ID#:	
	Earned Date:	Expiration Date:

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3. DESIRABLE REQUIREMENTS

SERVICE AND SUPPORT MANAGER

Requirement Number 4437: It is desirable that the Service and Support Manager have ten (10) years experience managing the provision and upkeep of a production operations environment similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SERVICE AND SUPPORT MANAGER

Requirement Number 4438: It is desirable that the Service and Support Manager have seven (7) years experience working as a service and support manager on public sector IT applications.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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SERVICE AND SUPPORT MANAGER

Requirement Number 4439: It is desirable that the Service and Support Manager have two (2) years experience working as a service and support manager in public sector social services programs.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

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FORM 6.4: KEY STAFF REFERENCE CHECK FORM

Note: The State will complete this form during the RFP final evaluations.

Reference Check Questions	Response	Explanation
(1) Did (*insert key staff's name and company he/she worked for*) work on the *(insert the project's name)*?	☐Yes ☐No ☐Don't Know (If "No," obtain an explanation. If "Don't Know," try to obtain another contact person who can provide a reference. In either case, stop the reference check.)	
(2) According to *(insert key staff's name)* employment history, his/her job title and job description while on your project was *(explain job title and job description from RFP Form 6.3).* Does this information match the position that *(insert key staff's name)* held?	☐Yes ☐No ☐Don't Know (If "No," obtain an explanation. If "Don't Know," try to obtain another contact person who can provide a reference. In either case, stop the reference check.)	
(3) According to *(insert key staff's name)* employment history, he/she worked (*insert number of years and months*) on your project?	_____Years _____Months ☐Don't Know (If "Don't Know," try to obtain another contact Person who can provide a reference.)	

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Introduction

The RFP Appendix D, Product Definitions contains the product definition document (PDD) for the Contractor Products identified in RFP Section VI.9, Contractor Products and Document Submission Process. A Product Definition Type identified as “none” will not have an associated PDD in Appendix D, Product Definitions. The product definition documents are grouped into four subgroups; Project Management, Technical Management, Transition, and Service and Support. The following content definitions for each PDD are provided below:

Product Identifier – Unique identifier assigned to the Product.

Product Name – Name of the Product and product definition document.

Product Definition Type: Specifies if the Product Item is a Data Item Description (DID), Deliverable Expectation Document (DED), or a Material Expectation Document (MED).

- A DID is a document that describes the specific format, content, Acceptance Criteria, and level of detail for a Contractor Deliverable that is a plan, report, Specification, or other document. The DID is prepared by the State and is included or referenced in the RFP and Contract. The Contractor must agree to comply with the provisions of the DID as part of the Contract.
- A DED is a document that describes the specific, format, content, Acceptance Criteria, and level of detail for a Contractor Deliverable that is a plan, report, Specification, or other document. The DED is prepared by the Contractor prior to beginning work on the Deliverable and is submitted to the State for approval. Once the DED is approved by the State, the Contractor must provide a Deliverable that conforms to the provisions of the DED. A preliminary DED may be prepared by the State and included or referenced in the RFP and Contract.
- A MED is a document that describes the specific format, content, and other information about the Material to be created or provided by a Contractor and submitted to the State. Materials are documents, reports and other supporting material. Materials submitted to the State are reviewed for compliance with the MED and acknowledged, but are not subject to a formal Acceptance process. The MED is prepared by the Contractor prior to beginning work on the Material and is submitted to the State for approval. Once the MED is approved by the State, the Contractor must provide Materials that conform to the provisions of the MED. As indicated in Contract Section 10.1.3, the State can reject Materials which do not conform to Specifications (MED). A preliminary MED may be prepared by the State and included or referenced in the RFP and Contract.

Standard/Format - A standard (e.g. IEEE or J-Standard) for the Deliverable format/content. If no standard is indicated, the Contractor may recommend a format for the Deliverable, which will require State Acceptance.

Acceptance/Submission Criteria - The conditions under which the State will accept a Product. It is expected that the criteria identified will be refined between the Contractor and the State.

Timeframe for Acceptance - The number of days allocated to the State for review and Acceptance following formal Deliverable submission for Acceptance.

Frequency of Submission - The information contained is used to indicate submissions that will be regularly occurring whether it is weekly, monthly, etc.

Date of First Submission - The date the Product item is initially due for submission. The dates are expressed as relative dates, tied to a Project milestone (e.g. Contract award). In some instance, the submission date is the milestone plus a stated period of time (e.g. Project Start plus 1 month). In other cases, the due date precedes the milestone (e.g. System Requirements Review minus 3 months).

Date of Subsequent Submission - The information contain is used to indicate the date of subsequent submission that is designated as the date allocated for a subsequent submission.

Delivery Media - This field indicates the format the Product is to be delivered to the State.

Requirement ID Reference - Cross-references Product to the requirement in which the Product is referenced.

Product Description - Provides a brief summary of each Product.

Content - The Content section will contain tailoring instructions to the listed standard, information the State wants addressed in the Product and/or a general statement regarding mutual tailoring of the standard per Agreement.

Project Management

PM001-Project Management Plan (PMP)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- IEEE Std 1490-2003 (see below) Project Management Body of Knowledge (PMBOK)®
- IEEE Std 1058-1998
- IEEE Std 730-2002
- OSI Best Practices
- Contractor format with State Acceptance
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is tailored to the CWS/Web Project.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
20 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the

same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 761

Product Description: The **Project Management Plan (PMP)** provides the Project stakeholders with an approved working guide for how the Contractor will manage the Project. The PMP describes how the Contractor Project Manager in coordination with the State Project Manager will manage the activities of the CWS/Web Project team, the Contractor staff and Subcontractor staff, and other supporting organizations throughout the project life cycle to ensure a timely, efficient, and effective system implementation, as defined in the State's Master Project Management Plan (MPP). The PMP outlines the activities required to plan and control the scope, Schedule, staffing, and budget of services provided in this Statement of Work (SOW).

Updates to this Deliverable must have the same structure and content described in this section.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The PMP shall conform to IEEE Std. 1058-1998, Standard for Software Project Management Plans sections (1.1.1, 1.1.2, 1.1.3, 1.1.4, 1.2, 2, 3, 4.1, 4.2, 4.3, 5.1.1, 5.1.2, 5.1.3, 5.1.4, 5.2.1, 5.2.2, 5.2.3, 5.2.4, 5.3.1, 5.3.2, 5.3.3, 5.3.4, 5.3.5, 5.3.6, 5.4, 5.5, 6.1, 6.2, 6.3, 6.4, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8) and shall incorporate and comply with IEEE Std.1490-2003 , IEEE Guide – Adoption of Project Management Institute (PMI) Standard – A Guide to the Project Management Body of Knowledge sections (3.1, 3.2, 3.3, 3.4, 4.1, 4.2, 4.3, 5.1, 5.2, 5.3, 5.4, 5.5, 6.1, 6.2, 6.3, 6.4, 6.5, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 9.1, 9.2, 10.1, 10.2, 10.3, 10.4, 11.1, 11.2, 11.3, 11.5, 11.6, 12.1, 12.2, 12.3, 12.4, 12.5 and 12.6).

The plan shall include the following:

- Introduction
    - Purpose, scope, and objectives
    - Assumptions and constraints
    - Project Deliverables
    - Schedule and budget summary
    - Maintenance of PMP
    - Related Documents
- References

- Definitions
- Project Organization
    - Overview
    - Bidder Organization
    - Bidder/State Organization
    - Bidder Project Management Office (PMO)
    - Roles and Responsibilities
    - Escalation Process
- Management plans
    - Integrated Planning
        - Project Plan Development
        - Project Plan Execution
        - Integrated Change Control
- Major Project Milestones
    - Identify the major activities and key milestones
- Scope Management
    - Identify what is in-scope and what is out of scope
    - How to manage scope changes
- Cost Management
    - Cost baseline
    - Cost estimates for work activities or packages
    - Factors that can affect cost baseline
    - How cost will be managed
    - How cost changes are managed
    - Expenditures to date
    - Document variances in cost for the previous and current reporting periods
    - Document variances in the budget to compare Current Fiscal Year (CFY)-1 operating budget and Total Year Actuals with CFY forecast budget, operating budget and Year-To-Date (YTD) Actuals
    - Activities to be performed or initiated by the Contractor
    - Cost Control and Monitoring report
        - Utilize earned value metrics for Contractor activities
- Staffing Management
    - Description of staff acquisition approach
    - Identify staff skill sets
    - Staff roles and responsibilities
    - Monitoring resources approach
    - Describe staff training and transition
    - Description of the Level of Effort expected from State and County staff.
        - Level of effort should be quantified in work hours for the State and County staff members and delineated by the State Fiscal Year in which the work hours are expected.

    - Level of effort should also be cross-referenced to the Bidder's Project Schedule from Solution Development and Transition through Service and Support.
- Communication Management
    - Document how various types of information will be collected and its filing structure for gathering and storage.
    - Document how collection and dissemination of updates and corrections to previously distributed material will occur.
    - Document the distribution structure that identifies to whom information (status reports, data, schedule, technical documentation, etc.) will flow
    - Details of the methods (written reports, meetings, etc.) that will be used to distribute various types of information
    - Document the methods for accessing information between scheduled communications
- Software Quality Assurance
    - Purpose
    - Reference Documents
    - Management
    - Documentation
    - Standards, practices, conventions, and metrics
    - Software reviews
    - Test
    - Problem reporting and corrective action
    - Tools, techniques, and methodologies
    - Media control
    - Supplier control
    - Records collection, maintenance, and retention
    - Training
    - Risk management
    - Glossary
- Contract Management
    - Define the roles and responsibilities of those involved in managing procurements and contract fulfillment
    - Define specific procedures managing invoices, monitoring contract implications of proposed changes, and describing how disagreements with vendors will be managed and escalated for resolutions
    - Invoice processing
    - Contractor performance management
    - Dispute resolution
    - Replacement of contract staff
    - Modifying a contract
- Project Closeout
    - Lessons Learned activities
    - Review of goals and objectives of project

  - Final status and closure of issues and risks related to project
  - Review of documentation and files for archival or destruction
- Subcontractor Management Plan
  - Documents how the Contractor will select and manage its Subcontractors
  - Identifies the activities to be performed or initiated by the Contractor to manage, track, amend, and close a contract for Subcontractors that will work on the CWS/Web Project. Identify the contractual relationship between the Contractor and the Subcontractor
  - Document how Subcontractor Project activities will integrate with the individual elements of the PMP
- The Issue and Action Item Process (IATP)
  - Issue description and analysis
  - Issue priority
  - Issue status (e.g., open, pending, under investigation, resolved)
  - Plan for resolution
  - Individual responsible for resolution
  - Targeted resolution date
  - Actual resolution dates
  - Resolution action
  - Escalation procedures and mechanisms for reporting high priority problems
- The Contract Closeout Plan
  - Document any outstanding contractual deficiencies and its resolution to successful completion.

PM002-Project Schedule

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- IEEE Std 1058-1998

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the State's Master Project Management Plan

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
30 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 769

Product Description: The **Project Schedule** details the specific tasks and activities to complete the CWS/Web Project.

The task and activity data is rolled-up to specific tasks of the Master Project Schedule.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Project Schedule shall include but not limited to the following:

- Specific measurable tasks
- Task assignments
- Task duration
- Task dependencies
- Task and activity due dates
- Tasks completed to date
- Baseline(s)
- Changes to schedule dates
- Project deliverables
- Milestones
- Task work breakdown structure element
- Resource assignment
- Deployment schedule

PM003-Configuration Status Report

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Documentation Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
N/A

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
30 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 842

Product Description: The purpose of the **Configuration Status Report** is to provide a common source of project information for the CWS/Web Project to

Project stakeholders about the status of configured items. The intent is to clearly communicate the status of proposed changes, deviations and waivers to the baselined or configured items, and implementation status of approved changes.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

PM004-Monthly Status Report

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance
- Prepared in accordance with the format guidelines specified in the CWS/Web Documentation Management Plan

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
N/A

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
30 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 814

Product Description: The **Monthly Status Report** communicates the progress or completion of activities for the completed reporting period, the Deliverables

planned for the reporting month, the status of those Deliverables any identified risks/concerns/issues, and a financial summary of the current Project performance against the budget.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Monthly Status Report will include the following:

- Activities completed in prior month compared to the schedule baseline.
- Deliveries and activities (i.e. deliveries missed and explanation, activities completed, activities in progress, and activities expected completion and completion date in prior month.
- Deliveries missed or late and the reason.
- Activities in progress compared to baseline, plan and actual.
- Activities planned for upcoming month, compared to baseline, plan, and actual.
- Deliveries planned for upcoming month.
- Adjustments made to plans or schedule.
- Change request status
- Quality review synopsis
- Issues synopsis, including list of critical issues.
- Staffing summary, including retention rates.
- Risk summary

PM005-Organization Chart and Contact List

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
N/A

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
15 calendar days after Project start date

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 737

Product Description: The **Organization Chart and Contact List** is to provide the up-to-date information for all Contractor personnel assigned to the CWS/Web

Project. The Contractor must maintain and electronically provide to the State an up-to-date organization chart and contact list.

Updates to the Organization Chart and Contact List must have the same structure and content as the original document.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Organization Chart and Contact List shall include, at a minimum, the following:

- Diagram depicting the organization, including reporting hierarchy
- Roles and responsibilities
- Names, titles, and phone, mobile/pager and e-mail information for all Contractor personnel assigned to the CWS/Web Contract

PM007-Benefits Measurement Plan (BMP)

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days after Acceptance of System/Subsystem Specification.

Date of Subsequent Submission:
Annually or as needed to support updates to the CWS/Web IAPD.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 766

Product Description: The **Benefits Measurement Plan** describes the plan to measure if the expected outcomes, and anticipated benefits as described in the IAPD have been achieved.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Benefits Measurement Plan shall include the following:

- Definition of the relationship between the Benefits Measurement Plan and other CWS/Web Project plans (e.g. Master Project Plan, IAPD, and Project Management Plan).
- A description of the methodology for tracking and reporting all benefits described in the approved CWS/Web IAPD.
- Roles and responsibilities for Contractor, County, and State staff in implementing the Benefits Measurement Plan.
- A description of the methodology for tracking all benefits to ensure validity.
- A description and methodology of tracking the savings identified and the reinvestment back into the CWS program to determine if there is a reduction of workload for the current social workers who are currently working overtime as documented in the SB 2030 report.
- A description of how the results of the benefits measurements will be displayed and reported
- List of Assumptions/Constraints
- A description of the process to establishing a baseline.

PM008-Requirements Control Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
30 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 763

Product Description: The **Requirements Control Plan (RCP)** will specify the control mechanisms for measuring, reporting, ensuring traceability, and controlling changes to the requirements. The approach will include roles and responsibilities in accordance with the CWS/Web Project Office Requirements Management Plan. The RCP will specify the mechanisms to be used in assessing the impact of requirements changes on Product scope and quality, and the impacts of requirements changes on Project Schedule, budget, resources, and risk factors. The Requirements Control Plan must be consistent with the Project Management Plan.

Content: The content and format of the document may be tailored as mutually agreed upon the CWS/Web Project Office and the Contractor.

The RCP shall include the following:

- Introduction
  - Purpose
  - Scope
  - Document Overview
  - Maintenance of the RCP
  - Related Documents
  - Assumptions
- Referenced Documents
- Requirement Control
  - Control Mechanisms
    - Requirement Changes
    - Impact Assessment
  - Requirement Traceability
    - Derived Requirements
- Requirement Verification
  - Testing Verification Process
- Requirement Reports
  - Metrics
  - Traced requirements
  - Full traceability of all Deliverables back to the requirements throughout the all phases of the Project

The plan must also include at a minimum:

- The mechanisms to be used in assessing the impact of requirements changes on Product scope and quality, and the impacts of requirements changes on Project Schedule, budget, resources, and risk factors. Configuration management mechanisms shall include change control procedures and a change control board.
- The techniques that will be used for requirements control, such as traceability, prototyping and modeling, impact analysis, and reviews.

- The control mechanisms for measuring, reporting, and controlling changes to the product requirements.
- The methodology used to track how requirement changes are analyzed and managed and how these changes are coordinated with the CWS/Web Change Management Plan.
- The methodology used to track how requirements traceability is maintained and validated.
- A methodology or description of how requirements are derived and validated.
- A methodology or description of how the Contractor will update the traceability component of the approved requirement management tool in coordination with the CWS/Web System Project Office and the processes defined by the CWS/Web Project Office Requirements Management Plan. The traceability updates shall be done in coordination with the pre-production Release cycles in order to keep the requirements traceability current on a recurring basis.
- A methodology or description of the process to verify requirements during testing.
- The methodology or description of how the CWS/Web Project Office works with the Contractor to ensure traceability of requirements for the CWS/Web Solution.
- A description of the System Requirements Traceability Reports to the CWS/Web Project Office that:
    - Allows for updating to the approved requirements management tool (by CWS/Web Project Office staff).
    - Substantiates traceability between defined CWS/Web Solution components and CWS/Web Solution requirements.

PM009-Risk Management Plan (RMP)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- IEEE Std. 1490-2003 Project Management Body of Knowledge (PMBOK)®,
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the Accepted CWS/Web Project Management Plan.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
10 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
30 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 770

Product Description: The **Risk Management Plan (RMP)** describes the methodology for identifying, tracking, mitigating, and ultimately retiring CWS/Web Solution risks. Additionally, the RMP defines the risk management roles and responsibilities of the CWS/Web Project Team. At a minimum, the RMP should identify and track the following activities:

- Risk Management Planning
- Risk Identification
- Risk Communication
- Risk Mitigation Strategy and Implementation
- Qualitative Risk Analysis
- Quantitative Risk Analysis
- Risk Response Planning
- Risk Monitoring and Control
- Document the methodology for identifying, tracking, mitigating, and retiring CWS/Web Solution risks
- Document and define the risk management roles and responsibilities of the CWS/Web Project Team

Updates to this deliverable must have the same structure and content described in this section.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

PM016-Configuration Management Plan (CMP)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- Must meet the intent of IEEE Std 828-2005
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable conforms to accepted Project Management Plan PM001

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 834

Product Description: The **Configuration Management Plan** (CMP) covers the implementation of this Configuration Management Process for the Software specific Deliverables of the Project.

The Configuration Management Process is a process of applying administrative and technical procedures throughout the software life cycle to:

- Identify and define Software items in a system
- Control modifications and releases of the items
- Record and report the status of the items and modification requests
- Ensure the completeness, consistency, and correctness of the items
- Control storage, handling, and delivery of the items.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Configuration Management Process consists of the following functional segments, whose functional execution must be described in the CMP:

- Process implementation
- Configuration identification
- Configuration control
- Configuration status accounting
- Configuration evaluation
- Release management and delivery

The Configuration Management Plan at a minimum will describe the administrative and technical procedures to be used throughout the solution life cycle to:

- Document the methods, processes and tools that will be used for managing Software and Hardware configurations
- Include procedures for configuration identification, configuration control, status accounting and a verification audit that confirms that the accuracy of configuration information
- Provide an automated Configuration Management System to store, manage and report on configured items
- Keep all configuration information related to Hardware, Software, analysis artifacts and documents produced for this Project up to date
- Provide Configuration Status Reports and other configuration management reports as defined in the approved Configuration Management Plan
- Provide a Definitive Software Library (DSL) as part of the Configuration Management System

- Maintain the Source Code in the DSL according to the Configuration Management Plan
- Define and maintain all version control methods and tools used to control configuration items as a result of Maintenance activities
- Describe the relationship between Change Management and Configuration Management
- Ensure all configured items received or generated by the Project are adequately documented, stored and managed
- Control changes to configured items
- Change processing and implementation status are recorded and reported
- Provide the State with all configuration management information related to Hardware, Software, analysis artifacts and documents produced for this Project

An impact evaluation for all Hardware and Software upgrades and custom application Releases during the Contract must be conducted and approved by the State as part of Configuration and Change Management.

Service and Support

SS001-Resource (personnel and non-personnel) Calculation and Justification Package

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the delivered State Staffing Package
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Division Office and the Contractor.

Date of First Submission:
5 calendar days after completion of statewide Deployment.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3676

Product Description: The **Resource (personnel and non-personnel) Calculation and Justification Package** describes for all functions the resources utilized, tools and processes used to keep the resource calculation and justification current. This package will be used in the creation of funding request documents (e.g., feasibility studies, Budget Change Proposals, Advance Planning Documents, Department of Personnel Administration Staff Classification Proposals) by the CWS/Web Division Office throughout the life of the CWS/Web Solution.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Resource (personnel and non-personnel) Calculation Justification Package for each function shall include (but is not limited to) the following:

- Tool selection justification, selection criteria and description
- Processes
- Management plan (tool, resources, processes)

SS002-State Staffing Package

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Prepared in accordance with the State Personnel Board Lawbook, Department of Personnel Administration Policies and Procedures.
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the delivered Resource (personnel and non-personnel) Calculation and Justification Package.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
5 Calendar days after completion of statewide Deployment.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3675

Product Description: The **State Staffing Package** describes for all functions the organization, resources, staffing, roles and responsibilities of assigned staff to the CWS/Web Project. The package will assist the State in expanding its responsibility for delivery through the four phases of sourcing maturity (Oversight only, Subject Matter Expert content review, Co-Delivery and Sole Delivery).

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The State Staffing Package shall include (but is not limited to) for each function the following:

- Civil service classifications
- Skill sets
- Roles and responsibilities
- Resource estimates
- Duty statements
- Justifications

SS003-Function Delivery Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the delivered CWS/Web Solution Management Guide
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
60 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
12 months prior to Pilot

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4390

Product Description: The **Function Delivery Plan** describes the factors needed to perform and manage each Function including the collaborations with other Functions to deliver the CWS/Web Solution service levels required for ongoing Maintenance. The Function Delivery Plan describes all Functions in the Service and Support Model.

Content: The content and format of the standard must be mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Function Delivery Plan shall include the following products (at a minimum) for each of the Service and Support Functions:

- Data captured and utilized in the ongoing delivery of the Function.
- Performance metrics captured and created in the ongoing delivery of the Function.
- Data gathering and reporting mechanisms that support those performance metrics.
- Governance structures and procedures utilized in the ongoing delivery of the Function.
- Management procedures used to oversee the ongoing delivery of the Function.
- Operational procedures utilized in the ongoing delivery of the Function.
- Toolsets utilized in ongoing delivery of the Function.
- Roles and responsibilities for all parties involved in the delivery of the Function (suppliers, users and deliverers).
- All OLA, SLA, IAA, MOU or other contract-like agreements between entities involved in the delivery of the Function.

The Function Delivery Plan shall include collaborations with other Functions as noted:

Oversight

Asset Management

- Contract Management Function to ensure all licenses and assets to be delivered by the Contractor to the State are recorded and tracked.
- Oversight – Internal Operations Function to report on financial needs for asset replacement, maintenance and license fee renewals.
- Proposal Development Function to analyze the financial impact on CWS/Web Solution assets impacted by a proposed change.

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Asset Management Function.
- All other Functions in the three Service and Support dimensions to ensure when an asset is purchased, modified or retired that it is recorded and tracked by the Asset Management Function.

Communications

- Customer Relationship Management Function to ensure communication. strategies being used meet the needs of the CWS/Web Solution stakeholders
- Customer Training Function to communicate training event details.
- Change and Release Management Functions to prepare and issue communications about upcoming CWS/Web Releases.
- Problem Management Functions to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes.
- Service Desk Function to announce events that will disrupt service that are out of the normal maintenance windows.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Communications Function.
- Policy Function to ensure communication strategies are developed and deployed regarding:
  - External policy impacts on the CWS/Web Solution.
  - The introduction or modification of any CWS/Web Solution specific policy impacts.

Customer Relationship Management

- Processes and Procedures for end user satisfaction surveys.
- Communications Function to ensure communication strategies being used meet the needs of the CWS/Web Solution stakeholders.
- Customer Training Function to obtain stakeholder input about training events and communicate feedback to the Customer Training Function.
- Change and Release Management Functions to provide stakeholders with clarifications about upcoming CWS/Web Releases.
- Problem Management Functions to communicate to CWS/Web Solution stakeholders about Major disruption resolution progress and outcomes.
- Service Desk Function to obtain stakeholder input about events that will disrupt service that are out of the normal maintenance windows.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Relationship Management Function.
- All other Functions in the three Service and Support dimensions to provide feedback from stakeholders about specific Service and Support Functions as necessary.

Governance

- All other Functions in the three Service and Support dimensions to ensure decision making structures for each individual Function are working satisfactorily and meeting expected outcomes.
- All external CWS/Web Solution governance structures are working satisfactorily and meeting expected outcomes.
- The Performance Measures and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Governance Function.
- Oversight (Internal) Function to assess and direct remediation's as necessary to improve the performance of the CWS/Web Solution.

Work Request Receipt

- Change Management Function to obtain the status of an approved work request.
- Policy Function to record any policy impact analysis requests.
- Proposal Development Function to obtain the status of a submitted work request.
- Service Desk Function to provide status information that can be provided to the requestor.
- Oversight – Internal Operations Function to provide an inventory of all work requests received, pending, approved, disapproved, or in development to aid in prioritization and assignment of work requests.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Work Request Receipt Function.

Oversight-Internal Operations

- Asset Management Function to report on financial needs for asset replacement, maintenance and license fee renewals.
- Contract Management Function to address any contractual actions that need to be taken in the case of the CWS/Web Solution not meeting contractual performance requirements.
- IT Resource Management Function to provide the information needed to:
  - Understand CWS/Web Solution capacity to make future workload commitments.
  - Understand CWS/Web Solution capacity to effectively maintain and support existing workload commitments.
  - Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs.
  - Analyze workload requirements to determine if short term/long term contracted services should be utilized to meet critical skill shortfalls or excess workload requirements.

- Proposal Development Function to evaluate and make approval decisions regarding work request received and analyzed.
- Work Request Receipt Function to review the inventory of all work requests received, pending, approved, disapproved, in development for prioritization and assignment of work requests.
- Service Level Management and Performance Measures Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expectations.
- Performance Measures and Governance Functions to assess and direct remediation's as necessary to improve the performance of the CWS/Web Solution.
- Release Management Function for authorizing, prioritizing, and scheduling releases to the CWS/Web Solution.
- All other Functions in the three Service and Support dimensions to review their performance and direct remediation's as necessary to improve the performance of those Functions having degraded performance.

Performance Measures

- Contract Management Function to address any contractual actions that need to be taken in the case of the CWS/Web Solution not meeting contractual performance requirements.
- Oversight – Internal Operations Function to report and provide performance analytics to enable the Oversight – Internal Operations Function to assess overall Service and Support performance and identify remediation's necessary because of degraded performance.
- Service Level Management Function to provide the reporting and performance analytics necessary for the CWS/Web Division Office to report against its Service Level Agreement with the CWS Program.
- All other Functions in the three Service and Support dimensions to maintain and enhance their performance tracking, reporting and performance analytics to provide each Function the information they need to maintain expected performance levels or identify remediation's necessary because of degraded performance.

Policy

- Communications Function to ensure communication strategies are developed and deployed regarding:
  - External policy impacts on the CWS/Web Solution.
  - The introduction or modification of any CWS/Web Solution specific policy impacts.
- Control Agency Compliance Function to get clarifications about external policy requirements to aid in the analysis of impact on the CWS/Web Solution.

- Proposal Development Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy.
- Work Request Receipt Function to record any policy impact analysis requests.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Policy Function.
- All other Functions in the three Service and Support dimensions to obtain:
  - Policy impact analysis on the CWS/Web Solution.
  - CWS/Web Solution specific policy needs.

Proposal Development

- Asset Management Function to analyze the financial impact on CWS/Web Solution assets impacted by a proposed change.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Proposal Development Function.
- Policy Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy.
- IT Resource Management Function to determine skill set and human resource availability for potential assignment to the work request upon its approval

Oversight – Internal Operations Function to present work request analysis results for approval and prioritization decisions.

- Work Request Receipt Function to report status of the work request.
- All other Functions in the three Service and Support dimensions to secure the information necessary to scope, cost and timeline necessary to satisfy the work request.

IT Resource Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the IT Resource Management Function.
- Proposal Development Function to determine skill set and human resource availability for potential assignment to the work request upon its approval.
- Oversight – Internal Operations Function to provide the information needed to:
  - Understand CWS/Web Solution capacity to make future workload commitments.
  - Understand CWS/Web Solution capacity to effectively maintain and support existing workload commitments.
  - Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs.

- Analyze workload requirements to determine if short term/long term contracted Services should be utilized to meet critical skill shortfalls or excess workload requirements.

- All other Functions in the three Service and Support dimensions to secure the information necessary to scope, cost and timeline necessary to satisfy the work request.

Service Level Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Level Management Function.
- Performance Measures Function to obtain the reporting and performance analytics necessary for the CWS/Web Division Office to report against its service level agreement with the CWS Program.
- Oversight – Internal Operations Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expectations.
- Contract Management Function to assess the impact of requested service level changes with the CWS Program on existing contractual Agreements.
- Customer Relationship Management Function to obtain and report on stakeholder satisfaction with the CWS/Web Solution.

Solution Architecture

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Solution Architecture Function.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure:
  - All solutions are designed and conform to Solution Architecture standards.
  - Solution Architecture standards evolve to meet new needs in a real life manner.
  - All solutions nearing their end of life have a technology retirement strategy identified and pursued.
  - That the introduction of change is appropriately managed and transitioned into the CWS/Web Solution production environment.
  - That the necessary skill-sets to provide ongoing production support to meet the stakeholders required levels of service are put in place prior to the change being introduced into the CWS/Web production environment.
- Availability Management, Capacity Management, Change Management, Configuration Management, Service Continuity Management Functions to ensure all changes being developed for the CWS/Web Solution are

validated to conform to CWS/Web Solution Architecture standards and service level requirements.

Service Maintenance

Application Maintenance & Support

- Information Management Function for any data related changes necessary to support the application changes being developed and deployed.
- Requirements Management Function to develop CWS/Web Solution requirements Documentation.
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.
- Customer Training Function for training material updates required to reflect planned application enhancement changes.
- Project Management to ensure alignment between those Functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.
- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for application related information including Source Code, Job processing scripts, Load libraries, As-built Documentation.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Interface Management Function to maintain the usability of all necessary interfaces, SOA and shared services solutions deployed within the CWS/Web Solution.
- Solution Architecture Function to ensure the application layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.
- Service Desk, Incident and/or Problem Management Functions to provide 2nd and 3rd level support for incidents or problems being assigned to the Application Maintenance & Support Function.
- Service Continuity Management Function to ensure all Software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.
- Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

- Release Management Function to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Servers (Hosting) & Storage Function for any server or storage changes necessary to support the application changes being developed and deployed
- Performance Measures, Governance and Oversight – Internal Operations. Functions to assess and adjust as necessary the performance of the Application Maintenance & Support Function.

Directory Repository Management

- Application Maintenance & Support Function to provide feedback from stakeholders on the usability of the CWS/Web Solution directory repositories for improvement consideration.
- Customer Relationship Management Function to obtain feedback on the usefulness of the various CWS/Web Solution directory repositories.
- Customer Training and Technical Writing Functions to ensure training materials and curriculum associated with CWS/Web Solution directory repository usage and management are maintained.
- Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution directory repository tools and processes by stakeholders.
- Security Function to ensure solutions are put in place that allow delegated input, deletion and update of directory repository content by only authorized stakeholders.
- Requirements Management Function to communicate new or revised directory repository requirements, as well as assessment of any proposed changes on the directory repositories deployed in the CWS/Web Solution.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Directory Repository Function.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Control Agency Compliance

- All other Functions in the three Service and Support dimensions as necessary to obtain the information necessary in a timely manner to allow the CWS/Web Division Office to meet all Control Agency Compliance requirements accurately.
- The Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Control Agency Compliance Function.

Customer Report Creation Support

- Application Maintenance & Support Function for creation of templates and standard queries for commonly used reports.
- Capacity Management Function to ensure the query and reporting solution can meet workload demands.
- Customer Training Function to ensure all training materials are reflective of the query and reporting solution as changes occur.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Report Creation Support Function.
- Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution Customer Report Creation Support Function tools and processes by stakeholders.
- Information Management Function to ensure that all data repositories are maintained in a manner that allows the reporting and query solution to operate as required and not degrade other aspects of the CWS/Web Solution.
- Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Forms Management

- Change Management and Release Management Functions to ensure form changes are introduced into production only when all Service and Support mechanisms associated with forms management are ready to provide stakeholders the support they need based on the changes being introduced.
- Application Maintenance & Support Function for creation or update of automated forms.
- Customer Training Function to ensure all training materials are reflective of new or updated forms as changes occur.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Forms Management Function.
- Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution automated forms.
- Information Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution.
- Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use.

- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Information Management

- Application Maintenance & Support Function for any data related changes necessary to support the application changes being developed and deployed.
- Requirements Management Function to develop CWS/Web Solution requirements Documentation as those requirements pertain to CWS/Web Solution data repositories.
- Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches.
- Customer Training Function for providing pre-populated training environment data repositories required to reflect planned application enhancement changes.
- Project Management to ensure alignment between those Functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.
- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for application related information such as System Software, Data Base Schemas, job processing scripts.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Forms Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution.
- Servers (Hosting) & Storage Function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs.
- Release Management Function to ensure data is secured to ensure confidentiality, integrity and availability.
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.
- Solution Architecture Function to ensure the data layer remains in conformance and compliance with the overall CWS/Web Solution Architecture (i.e. the data dictionary which is a part of the SAF Toolset for the Physical Data Model).
- Operations Function to plan for and assist in the recovery of data after a failure.

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Information Management Function.
- Service Desk, Incident and/or Problem Management Functions to provide 2nd and 3rd level support for incidents or problems being assigned to the Information Management Function.
- Service Continuity Management Function to ensure all data are managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.
- Customer Relationship Management Function to obtain feedback on the usefulness of the CWS/Web Solution data warehouse/mart functionality being provided to stakeholders.
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution data repositories
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Interface Management

- Application Maintenance & Support Function to provide Specifications for change, testing requirements, and implementation guidance.
- Availability Management Function to ensure the interface, SOA or shared service is designed to meet availability requirements as defined in the agreement between the CWS/Web Division Office and the interface partner.
- Capacity Management Function to ensure the interface, SOA or shared service is designed to meet performance and capacity requirements as defined in the agreement between the CWS/Web Division Office and the interface partner.
- Change Management Function to ensure changes proposed to the CWS/Web solution will not negatively impact any existing or planned interfaces, SOA or shared services.
- Servers (Hosting) & Storage Function to maintain the confidentiality, integrity and availability of all necessary server and storage environments needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.
- Customer Training Function to incorporate any unique requirements that an interface, SOA object or shared service requires to be utilized in CWS/Web Solution training.
- Service Desk, Incident Management and Problem Management Functions to ensure swift restoration of service of CWS/Web Solution Interface, SOA and shared services.

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Interface Management Function.
- Project Management to ensure alignment between those Functions necessary to successfully deploy an interface, SOA object or shared service change into the targeted CWS/Web Solution environment.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches as they relate to an interface, SOA object or shared service.
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution utilized interfaces, SOA and shared services.
- Service Continuity Management Function to ensure all interfaces, SOA and shared services are designed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Project Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Project Management Function.
- Capacity Management, Service Continuity Management and Availability Management Functions to ensure the change design meets CWS/Web Solution performance and availability requirements.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Change Management, Configuration Management, Release Management, Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches and ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders.
- Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions for appropriate involvement in the change to ensure the

change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders.

- Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received.
- Requirements Management to ensure changes do not impact requirements that are not intended to be modified by the change.
- Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change.
- Customer Relationship Management and Communications Functions to ensure all stakeholders are kept informed of the project status and planned events.
- Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Quality Assurance

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Quality Assurance Function.
- Change Management, Configuration Management, Release Management, and Testing Functions to ensure the change is ready for Acceptance testing.
- Release Management Function to communicate that Acceptance has been granted and the change can be scheduled for implementation.
- Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions are involved appropriately in the acceptance test to ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders.
- Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received.
- Requirements Management to ensure changes do not impact requirements that are not intended to be modified by the change.
- Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change.
- Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment.

- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Requirements Management

- Project Management Function to elicit, document, analyze, prioritize and agree on requirements.
- Change Management, Configuration Management, and Testing Functions to ensure the change has been thoroughly tested against new and base requirements and is ready for acceptance testing.
- Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions to ensure new and base requirements have been appropriately planned for in all phases of testing to validate the change can be implemented in a manner that will not disrupt CWS/Web Solution availability and usability by stakeholders.
- Quality Assurance Function to ensure all acceptance test plans, criteria, and evaluations address both new and base requirement validations.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Requirements Management Function.
- Release Management Function to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Technical Writing

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Technical Writing Function.
- All other Functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support Documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site.
- All other Functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support Documentation is created in a common format and level of detail to ensure usability by other Functions, as appropriate.
- Document Management Function to ensure Documentation is created and stored in compliance with document management librarian and directory requirements.

Testing

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Testing Function.
- Release Management Function to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- All other Functions in the three Service and Support dimensions impacted by the change will be adequately tested to ensure the Implementation of the change will not disrupt CWS/Web Solution production environment availability and usability.
- The Quality Assurance Function to ensure all pre-acceptance testing has been completed satisfactorily and the change is ready for acceptance testing.
- Requirements Management to ensure changes do not impact requirements that are not intended to be modified by the change and have completely and satisfactorily addressed the requirements associated with the change.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Workflow & Business Rules Management

- Information Management Function to ensure new workflows and business rules are supported with the required data.
- Requirements Management Function to ensure requirements representing workflow and business rules are captured, documented and stored in the requirements repository.
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test data, test results and test approaches; (4) Customer Training Function for training material updates required to reflect planned workflow and business rules changes.
- Customer Training Function for training material updates required to reflect planned workflow and business rules changes.
- Project Management, Change Management, Release to Production Management, Capacity Management, Security, Operations, Service Desk and Availability Management Functions to ensure the introduction of new or modified workflows and business rules are managed appropriately and introduced into the production environment in a manner that does not disrupt the security and availability of the CWS/Web Solution.
- Configuration Management Function to ensure configurable items are identified in the Configuration Management Database.
- Customer Relationship Management Function to facilitate effective communication regarding the introduction of new or modified workflows and business rules.

- Governance to ensure business rules are managed to prevent disruption of the CWS/Web Solution.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Workflow & Business Rules Management Function.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function of the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Interface Management Function to ensure the introduction of new workflow and business rules does not adversely impact existing interfaces.
- Solution Architecture Function to ensure alignment of the workflow and business rules Implementation remains in conformance and compliance with the overall CWS/Web Solution Architecture.
- Service Desk, Incident and/or Problem Management Functions to provide 3rd level support for incidents or problems associated with the Workflow and Business Rules Function.
- Service Continuity Management Function to ensure all Software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.
- Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing.

Service Delivery

Availability Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Availability Management Function.
- Performance Measures and Oversight – Internal Operations Functions to track and report on CWS/Web Solution availability against contractual requirements.
- Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements.
- Change Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes

are designed, built, tested, implemented to meet CWS/Web availability requirements.

- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.
- Proposal Development Function to provide the availability requirements and costs associated with work request assessments.
- Operations Function to assess and remediate any availability issues being experienced in the CWS/Web Solution production environment.

Capacity Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Capacity Management Function.
- Performance Measures and Oversight – Internal Operations Functions to track and report on CWS/Web Solution performance against contractual requirements.
- Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, implemented and maintained to meet CWS/Web capacity and performance requirements.
- Change Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested, implemented to meet CWS/Web capacity and performance requirements.
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.
- Proposal Development Function to provide the capacity and performance requirements and costs associated with work request assessments.
- Operations Function to assess and remediate any capacity or performance issues being experienced in the CWS/Web Solution production environment.

Change Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Change Management Function.
- Oversight – Internal Operations Function for authorizing, prioritizing, and scheduling of resources to develop the solution for a work request.
- Communications and Customer Relationship Management Functions to communicate the forward schedule of changes planned for the CWS/Web Solution.
- Operations and Service Desk Functions to provide the forward schedule of changes planned for the CWS/Web Solution.
- Proposal Development Function for determining risks, impacts, schedules, and costs of requests for change in order to determine whether they should be approved and when they should be scheduled.
- Release Management Function for implementing an approved, developed, and tested request for change to the CWS/Web Solution.
- Service Desk, Work Request Receipt and Customer Relationship Management Functions to report on requests for change, their current state in the change management process, and any details associated with the changes including cost and schedule.
- Service Continuity Management Function to ensure service continuity needs are accounted for and included in all CWS/Web Solution Releases to meet recovery point and time requirements for the CWS/Web Solution.
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Release Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Configuration Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Configuration Management Function.

- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.
- Proposal Development Function for determining risks and impacts of a change on all configuration items.
- Release Management Function for updating the configuration management data base.
- Service Desk, Incident Management and Problem Management Functions to provide disruption history about configuration items that are experiencing or have experienced degraded performance.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Release Management, Change Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Customer Training

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Training Function.
- Application Maintenance & Support Function to maintain and enhance automated training tools.
- Change Management and Release Management Functions to ensure all training materials are updated to reflect the change being developed so training can be provided in advance of the change being implemented into production.
- Communications Function to announce training events.
- Customer Relationship Management Function to provide stakeholders with details about training events and secure feedback on training performance for process improvement.
- Service Desk, Incident Management and Problem Management Functions to identify patterns of calls that might be eliminated if additional training was provided or training updated to address the problem areas in greater depth.
- Servers (Hosting) & Storage, Information Management and Operations Functions to prepare the CWS/Web Solution training environment to be used during training events.

- Technical Writing Function to assist in the finalization of written training materials.

Incident Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Incident Management Function.
- Personal Device Support Function for training and materials on how to provide resolution to stakeholder calls to the Service Desk related to personal device (i.e. PDA, laptops, scanners) issues.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to 2nd and 3rd level escalation to resolve an incident and restore service to the impacted stakeholder(s).
- Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment.
- Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by the Problem Management Function.
- Problem Management Function to ensure Incident Management processes result the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented.
- Service Desk Function as it is the agent by which the Incident Management Function is typically performed.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Network Connectivity

- Application Maintenance & Support Function for any data transmission changes necessary to support the application changes being developed and deployed.
- Requirements Management Function to develop CWS/Web Solution requirements Documentation as those requirements pertain to CWS/Web Solution network environment.
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.
- Customer Training Function to provide access to the training environment.
- Project Management to ensure alignment between those Functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.

- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for information related to the network environment configurations under the direct control of the Contractor or CWS/Web Division Office.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Information Management Function to ensure the network has the capacity to support current and future data mart and data warehouse queries.
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary Data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.
- Solution Architecture Function to ensure the network layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.
- Operations Function to plan for and assist in the recovery of data after a failure.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Network (Connectivity) Function.
- Service Desk, Incident and/or Problem Management Functions to provide 2nd and 3rd level support for incidents or problems being assigned to the Network (Connectivity) Function.
- Personal Device Support Function to develop and publish CWS/Web Solution policies in regards to personal device security, configuration and currency requirements.
- Service Continuity Management Function to ensure that connectivity can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders.
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution network components.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Operations

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Operations Function.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in

the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

- Availability Management Function to ensure changes are designed, built, tested, implemented to meet CWS/Web Solution availability requirements.
- Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Configuration Management Function to ensure changes are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Incident Management and Service Desk Functions for 2nd and 3rd level escalation to resolve an incident and restore service to the impacted stakeholder(s).
- Problem Management Function to do root cause analysis and identify temporary and permanent fixes to known problems.
- Release Management Function to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Release Management Function to ensure Releases are designed, built, tested and planned for Implementation in a manner that will facilitate CWS/Web Solution recovery at an alternate site.
- Service Desk and Incident Management Functions for escalation of incidents per requirements in the CWS/Web Solution Contract.
    - Applications Maintenance & Support Function to:
        - Create and maintain production job processing scripts.
        - Provide print operations and distribution.
        - Schedule and monitor CWS/Web Solution batch or offline processes.
- Information Management and Service Continuity Management Functions to:
    - Provide recovery processing.
    - Perform data backup.
    - Manage off site tape storage and retrieval.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to:
    - Coordinate production outage resolutions.
    - Provide CWS/Web Solution monitoring.
    - Provide operational consulting to CWS/Web Solution developers.
- Provide operational consulting to CWS/Web Solution developers.
- Personal Device Support.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Personal Device Support Function.

- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site.
- Service Desk and Incident Management Functions for training and materials on how to provide resolution to stakeholder calls to the Service Desk related to personal device (i.e. PDA, laptops, scanners) issues.
- Policy, Security and Network (Connectivity) Functions to develop and publish CWS/Web Solution policies in regards to personal device security, configuration and currency requirements.
- Service Continuity Management Function to ensure that the CWS/Web Solution can be recovered at an alternate site and still allow personal device usage by stakeholders to securely access the CWS/Web Solution.
- Problem Management Function to analyze assistance requests for trends and problems to identify potential fixes or enhancement requirements to the CWS/Web Solution or stakeholder infrastructure.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.
- Release Management Function to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.

Problem Management

- Communications Function to communicate to CWS/Web Solution stakeholders about Major disruption resolution progress and outcomes.
- Customer Relationship Management Function to communicate to CWS/Web Solution stakeholders about Major disruption resolution progress and outcomes.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Problem Management Function.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to do root cause analysis and identify temporary and permanent fixes to known problems.

- Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management.
- Incident Management Function to ensure Incident Management processes result the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented.
- Service Desk Function to establish criteria (i.e. Major outage) that would trigger the Problem Management Function to be activated to lead the resolution and restoration of the CWS/Web Solution rather than utilizing normal escalation processes to address the incident.

Release Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Release Management Function.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.
- Oversight – Internal Operations Function for authorizing, prioritizing, and scheduling Releases to the CWS/Web Solution.
- Communications and Customer Relationship Management Functions to communicate the Schedule of Releases planned for the CWS/Web Solution
- Operations and Service Desk Functions to provide them the Schedule of Releases planned for the CWS/Web Solution.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.

Security

- Application Maintenance & Support Function identify and implement any security changes necessary to support the application changes being developed and deployed.
- Requirements Management Function to develop CWS/Web Solution requirements Documentation as those requirements pertain to CWS/Web Solution security.
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.

- Personal Device Support Function to develop and publish CWS/Web Solution policies in regards to personal device security.
- Release Management Function to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Project Management to ensure alignment between those Functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.
- Configuration Management Function to maintain the Definitive Software Library or related security Function controlled libraries for security related information for the CWS/Web Solution under the direct control of the Contractor or CWS/Web Division Office.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Information Management Function to ensure data is secured to ensure confidentiality, integrity and availability.
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.
- Solution Architecture Function to ensure the security layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Security Function.
- Service Desk, Incident and/or Problem Management Functions to provide support for security incidents.
- Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements.
- Change Management Function to ensure changes are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Service Continuity Management Function to ensure that security can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

- Servers (Hosting) & Storage Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution server and storage components.

Servers (Hosting) & Storage

- Application Maintenance & Support Function for any server or storage changes necessary to support the application changes being developed and deployed.
- Requirements Management Function to develop CWS/Web Solution requirements Documentation as those requirements pertain to CWS/Web Solution server and storage environments.
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.
- Customer Training Function to ensure the training environment is available for use in delivering training.
- Project Management to ensure alignment between those Functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.
- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for information for server and storage environment configurations under the direct control of the Contractor or CWS/Web Division Office.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Information Management Function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs.
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary server and storage environments needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.
- Release Management Function to ensure Releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Solution Architecture Function to ensure the server and storage layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.
- Operations Function to plan for and assist in the recovery of servers and storage environments after a failure.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Servers (Hosting) & Storage Function.

- Service Desk, Incident and/or Problem Management Functions to provide 2nd and 3rd level support for incidents or problems being assigned to the Servers (Hosting) & Storage Function.
- Service Continuity Management Function to ensure that servers and storage can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders.
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution server and storage components.
- Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements.
- Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Security Function to identify and implement any security changes necessary to support the servers and storage changes being developed and deployed.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Service Continuity Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Continuity Management Function.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site.
- Change Management and Release Management Functions to ensure service continuity needs are accounted for and included in all CWS/Web Solution Releases to meet recovery point and time requirements for the CWS/Web Solution.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions to conduct annual service continuity testing to validate that continuity plans have been correctly constructed to ensure to the ability to recover the CWS/Web solution at an alternate site in the case of a disaster.
- Information Management and Operations Function to ensure data backup and recovery and offsite storage arrangements meet the requirements for CWS/Web Solution recovery at an alternate site in the case of a disaster.

- Availability Management Function to ensure changes are designed, built, tested, implemented to meet CWS/Web availability requirements.
- Configuration Management Function to ensure changes are designed, built, tested and planned for Implementation in a manner that enables recovery of the CWS/Web Solution at an alternate site.
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.
- All other Function in the three dimensions annually update the CWS/Web Division Office and CWS/Web Solution disaster recovery plans ensuring all organizations that play a role in the delivery of the CWS/Web Solution are included in the plan.
- OSI Information Security Office to ensure CWS/Web Division Office and CWS/Web Solution needs are addressed in the OSI Continuity of Government and Continuity of Operations and Disaster Recovery plans.

Service Desk

- Incident Management Function and the:
  - Communications Function to announce events that will disrupt service that are out of the normal maintenance windows.
  - Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions for escalation of incidents per requirements in the CWS/Web Solution Contract.
  - Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment.
  - Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management.
  - Problem Management Function to ensure Incident Management processes result in the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented.
  - Service Desk and Incident Management Functions to ensure training prior to Pilot, the Contractor's Service Desk staff in the CWS/Web System, Service Desk supporting tools.
- Work Request Receipt, Proposal Development, Customer Relationship Management and Change Management Functions to receive, log, track and provide ongoing feedback on work requests submitted by CWS/Web Solution stakeholders.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in

the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Desk Function.

Training (internal)

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Training (Internal) Function.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.
- All other Functions in the three Service and Support dimensions to identify the training needs of the individuals that have delivery or management responsibilities for a Function.
- All other Functions in the three Service and Support dimensions to provide or secure the training identified for the individuals that have delivery or management responsibilities for a Function.

SS005-CWS/Web Performance Agreement

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
Beginning of Pilot phase

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3954

Product Description: The **CWS/Web Performance Agreement** describes in a report the performance of each function and its specific performance metrics and targets. The report provides the results of testing, monitoring and auditing the overall CWS/Web Solution performance metrics and targets actual performance against contractual obligations, actual costs versus projected cost, work request issues, and satisfaction survey responses to determine performance issues

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The CWS Performance Agreement shall include (but is not limited to) the following:

- Methodology Applied
- Performance Auditing
- Performance testing and results
- Performance metrics and results
- Analysis of actual cost versus projected cost
- Stakeholder satisfaction survey responses
- Function specific measurements
- Performance issues and status
- Remediation plans and progress regarding degraded performance issues
- Work request issues and status

SS006-Systems Integrator Service Level Agreement

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
Contractor format with State Acceptance.
Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable consistent with the accepted Performance and Capacity Management Plan.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
Proposed SLA 40 calendar days prior to Pilot

Date of Subsequent Submission:
Updated SLA 60 calendar days following completion of the IR Implementation Phase Final SLA in conjunction with Compensation Milestone for IR Implementation Acceptance

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3910

Product Description: The **Systems Integrator Service Level Agreement** documents the formal agreements between the State and the Contractor on performance requirements

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Systems Integrator Service Level Agreement shall include (but is not limited to) the following:

- Methodology Applied
- Performance Auditing
- Performance testing and results
- Performance metrics and results
- Requirement/Contract Verification and Validation Process
- Function Specific Measurements
- Issue Resolution

SS007-CWS/Web Solution Management Guide

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the delivered Function Delivery Plan
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
60 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
12 months prior to Pilot.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3907

Product Description: The **CWS/Web Solution Management Guide** describes how the individual Services and Support Function Delivery Plans are interrelated. This guide is a management, oversight/governing tool envisioned to be utilized by the CWS/Web Division Office.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The CWS/Web Service and Support Management Guide provides CWS/Web Division Office leadership a detailed explanation of:

- How all the functions, contained within this solicitation and the Contractor's proposal, relate to one another and will be managed as a whole to ensure CWS/Web Solution availability and performance requirements are met
- How all CWS/Web Division Office sourcing arrangements relate to one another and will be managed as a whole to ensure CWS/Web availability and performance requirements are met
- How the CWS/Web Solution is constructed and delivered and how CWS/Web Division Office individual responsibilities contribute to the success of the CWS/Web Solution
- Incorporation of the OSI internal collaborations contained within RFP Section VI.6.1.1 – OSI Collaborations

SS009-Corrective Application Maintenance Performance Report

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted Function Delivery Plan for Corrective Application Maintenance
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
5 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
At the beginning of Service and Support phase

Date of Subsequent Submission:
Quarterly

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4082

Product Description: The **Corrective Application Maintenance Performance Report** describes all service levels, measurable events, and targets that are performed for corrective application maintenance.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Corrective Application Maintenance Performance Report shall include (but is not limited to) the following:

Table D - 1. Application Maintenance Performance Levels

Measurable Event	Service Level Requirement	Calculation	Measurement Interval
Timely Resolution of Application Problems and Maintenance Service Requests	Severity 1: 90% within 6 hours Severity 2: 90% within 16 hours Severity 3: 90% within 40 hours	Performance = Number of Tickets Closed within severity level timeframe / Total number of Tickets Closed Severity Level 1 – Number of requests resolved within 4 business hours / total calls in Service Level 1* 100% = "Service Level Attained" Severity Level 2 – Number of requests resolved within eight business hours / total calls in Service Level 2* 100% = "Service Level Attained" Severity Level 3 – Number of requests resolved within remaining hours in current business day + the next eight business hours / total calls in Service Level 3* 100% = "Service Level Attained"	Measure = Monthly; Report Period = Quarterly

SS012-Annual Disaster Recovery Exercise Results

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Consistent with the accepted Service Continuity Management Disaster Recovery Plan
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
Annually

Date of First Submission:
10 calendar days after the disaster recovery exercise

Date of Subsequent Submission:
10 calendar days after the disaster recovery exercise

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3730

Product Description: The **Annual Disaster Recovery Exercise Results** describes the outcome of the annual disaster recovery exercise described in the disaster recovery plan. The annual exercise assesses the disaster recovery planning for the ability to quickly recover critical functionality in the event of a disaster or system interruption.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Annual Disaster Recovery Exercise Results shall include (but is not limited to) the following:

- Content Overview
- Description and Methodology
- Identification of all components
- Roles and Responsibilities
- Audits
- Procedures
- Identified Issues and Resolution
- Results
- Analysis of Results
- Recommendations
- Metrics
- Baseline (pre-test baseline)

SS013-Service Continuity Management Disaster Recovery Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Consistent with the accepted Function Delivery Plan for the Service Continuity Management Function
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
30 calendar days before start of system qualification testing.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3723

Product Description: The **Service Continuity Management Disaster Recovery Plan** describes how an organization will recover and restore partially or completely interrupted critical (urgent) functions after a disaster or extended disruption.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Service Continuity Management Disaster Recovery Plan shall include (but is not limited to) the following:

- Assumption and Constraints
- Strategies
- Recovery Time Objective
- Recovery Point Objective
- Maintenance of Contacts
- Roles and Responsibilities
- Maintenance of Security Assets
- Service Level Agreement (SLA) for Service Continuity Management Disaster Recovery
- Policies
- Processes and Procedures
- Scripts
- Impact Analysis
- Approach to planning, executing and testing disaster recovery exercises

SS014-Incident Management Performance Report

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted Function Delivery Plan for Incident Management
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
5 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
30 calendar days after start of Pilot

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4049

Product Description: The **Incident Management Performance Report** describes ongoing measurement of performance in recurring problem areas and their resolutions to assure a high quality and high reliability of performance. The performance monitoring of incidents provides the ability to monitor consistency with agreed-to levels and is a resource to the ongoing development of processes and procedures for incident resolution.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Incident Management Performance Report shall be in accordance with the CWS/Web Performance Agreement and shall include (but is not limited to) the following:

- Incorporate and adhere to critical service levels descriptions:
    - Severity One Level Outages (defined as a complete or severe loss of service in at least one Critical Business Function, the system business operations cannot reasonably continue or can continue only in a restricted fashion
    - Severity Two Level Outages (defined as a Minor loss of service meaning the impact is an inconvenience and Critical Business Functions are not significantly impaired and the system business operations can continue with minimal disruption to customers
    - Severity Three Level Outages (defined as a deviation from the standard of performance that causes no loss of service. This may be a Minor error, incorrect behavior, or a documentation error that does not impede the operations and has minimal impact on customers.
- Performance categories such as severity level definitions.
- Resolution time within each severity level and incident responses
- Root cause analysis
- Chronic problem identification
- Performance category for response time
- Key measurements
- Incident resolution

SS015-Maintenance Activity Report

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
Within 24 hours of incident.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1873

Product Description: The **Maintenance Activity Report** describes the communication of maintenance activities and services.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Maintenance Activity Report shall include (but is not limited to) the following:

- Date and time of notification
- Date and time of arrival
- Detailed configuration item information for the impacted component(s)
- Detailed configuration item information for the replaced component(s)
- Start and end time spent on repair
- Duration time spent for repair
- List of component(s) replaced
- Description of malfunction or defect
- Resolution, location, status of component(s) repaired

SS017-Service Partner Performance Agreement

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable consistent with the accepted Performance Capacity Management Plan
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
Annually or as necessary and mutually agreed upon by CWS/Web Division Office and the Contractor.

Date of First Submission:
Within 60 calendar days of Detailed Design review milestone.

Date of Subsequent Submission:
Annually or as necessary and mutually agreed upon by CWS/Web Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4041

Product Description: The **Service Partner Performance Agreement** describes the formalized performance agreement (e.g., Interagency Agreement, Memorandum of Understanding, Service Level Agreement, Contract) between service partners. The Service Partner Performance Agreement specifies details that may be required to provide overall security safeguards, roles and responsibilities, and requirements regarding the partnership.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Service Partner Performance Agreement shall include (but is not limited to) the following:

- Purpose of Agreement
- Statement of Requirements
- Security Considerations
- Service Offered
- Incident Reporting
- Processes and Procedures
- Topological Drawing
- Organizational Structure
- High level description of systems
- Roles and Responsibilities
- Auditing
- Restrictions (i.e. equipment)
- Authority Signatures
- Availability
- Critical Business Functions
- Service Disruptions
- Performance Measurement
- Outage Policies and Procedures
- Reporting
- Root Cause Analysis
- Trend Analysis

SS018-Backup and Recovery Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted Function Delivery Plan for the Operations Function
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
30 State business day before Pilot

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1952

Product Description: The **Backup and Recovery Plan** describes the planned strategies and procedures of the backup and recovery of the CWS/Web System. The Backup and Recovery Plan provides a tested, reliable process and procedure for preventing critical data loss due to data corruptions, hardware and system failures and the ability to re-construct data in the event of data loss.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Backup and Recovery Plan shall include (but is not limited to) the following:

- Roles and Responsibilities
- Processes and procedures for all elements of the backup and recovery
    - Administration/Management
    - Hardware
    - Database
    - Software
    - Infrastructure
- Backup and Recovery tools
- Strategies for backup and recovery
- Failure modes and techniques and tools for each failure mode
- Scenarios
- Preventative Measures
- Backup and recovery policies
- Retention Policies
- Archiving older backup
- Frequency of backups that will meet or exceed the following performance levels:
    - 100% Daily incremental backups, stored onsite & offsite
    - 100% Weekly full backups, stored onsite & offsite
    - 100% Monthly full backups, stored offsite
- Ability to provide full and incremental backup
- Maintenance of Backup and Recovery Plan
- Testing backup and delivery plan
- Protecting redundancy set
- Restore Points
- Retention Policy
- Physical and logical backup and restore

SS019-Preventive Maintenance Schedule

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
N/A

Frequency of Submission:
Quarterly

Date of First Submission:
10 calendar days after Statewide Deployment

Date of Subsequent Submission:
One month in advance of each calendar quarter.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1875

Product Description: The **Preventive Maintenance Schedule** lists the scheduled preventative maintenance activities and services.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Preventive Maintenance Schedule shall include (but is not limited to) the following:

- List of Activities Planned
    - Availability of the System
    - Affected Services
    - Affected Counties and State agencies
    - Preventive maintenance activities for the next calendar quarter
- Frequencies and durations of activities planned
- Impact to CWS/Web Solution

SS020-Production Release Package

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Meets the intent of EIA/IEEE J-STD 016 – 1995, I.2.1
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
30 calendar days prior to Pilot

Date of Subsequent Submission:
As needed or major change to the Release Plan

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 2008

Product Description: The **Production Release Package** describes the activities performed and configuration items updated and created for a production release. In addition the Production Release Package describes the sequence of events to perform the release to production.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Production Release Plan shall include (but is not limited to) the following:

- Roles and Responsibilities
- Updated Configuration Information
- Updated Architectural Description
- Updated System/Subsystem Design, including detailed system technical and user documentation
- Release Schedules
- Production Release processes and procedures
- Communication process and procedures
- Management process and procedures
- Release notification process and procedures
- Release back-out plan
- Release readiness review
- Tools

SS021-User Account Administration Performance Report

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to the accepted product definition document

Timeframe for State Acceptance:
5 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
90 business days after completion of Implementation.

Date of Subsequent Submission:
Quarterly

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3803

Product Description: The **User Account Administration Performance Report** describes a report of User account administration activities.

Content: The User Account Administration Performance Report shall include (but is not limited to) the following:

- Issues/Resolution
- Processes/Policies
- Guidelines
- Audits
- Performance

SS023-Asset Management System Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
30 calendar days prior to delivery of the Asset Management System

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4890

Product Description: The **Asset Management System Description** shall provide detailed Specifications and description of the Asset Management System. In addition, the Asset Management System Description will describe how the system will incorporate the life cycle information about each asset from an IT financial management perspective.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Asset Management System Description shall include (but is not limited to) the following:

Specification Information
- Reference or include requirements/specification information from other CWS/Web Products, if applicable

Design Information
- Include design information or, if applicable, reference other CWS/Web Products

Development/Procurement Information
The components of the end item including:
- Listing of all hardware items comprising the Asset Management System, including sub items and how the sub items are assembled to form the end item
- Listing of all software items comprising the Asset Management System including sub items and how the sub items are assembled to form the end item
- Listing of all documentation associated with hardware and software items and sub items

Installation and Configuration Information:
- Identify all facility requirements (floor space, power, cooling, etc.) for the end item
- Reference or Include procedures for installation and configuration of the end item

Service and Support Information
- Draft Asset Management Function content for the Function Delivery Plan and CWS/Web Solution Management Guide
- Reference or Include procedures to maintain and operate the end item
- List all interfaces with the end item
    - Configuration Management System

SS026-Service Desk Solution Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the Function Delivery Plan for Service Desk Solution
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
30 calendar days prior to delivery of the Service Desk Solution

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4893

Product Description: The **Service Desk Solution Description** shall provide detailed Specifications and description of the automated Service Desk Solution tool by which service disruptions and request for services are reported, logged and tracked.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Service Desk Solution Description shall include (but is not limited to) the following:

Specification Information
- Reference or include requirements/specification information from other CWS/Web Solution Products, if applicable

Design Information
- Include design information or, if applicable, reference other CWS/Web Solution Products

Development/Procurement Information
- The components of the end item including:
- Listing of all hardware items comprising the Service Desk Solution, including sub items and how the sub items are assembled to form the end item
- Listing of all software items comprising the Service Desk Solution including sub items and how the sub items are assembled to form the end item
- Listing of all documentation associated with hardware and software items and sub items

Installation and Configuration Information:
- Identify all facility requirements (e.g., floor space, power, cooling) for the end item
- Reference or Include procedures for installation and configuration of the end item

Service and Support Information
- Draft Service Desk Solution Function content for the Function Delivery Plan and CWS/Web Solution Management Guide
- Reference or Include procedures to maintain and operate the end item
- List all interfaces with the end item
- Incident, Problem and Defect Integrated Tracking System

Technical Management

TM001-Data Conversion Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
120 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 872

Product Description: The **Data Conversion Plan** describes the approach to converting State and or County legacy data to a new format/database. The plan describes the tool(s) to be used, types of automated and manual processes to be used, how Data anomalies and errors are handled, and how converted Data will be validated to ensure it is correct prior to its use in the new production System.

Content: The content and format of the plan may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The statewide plan shall include system-specific appendices and shall include at a minimum planning for: methodology, activities, resources, roles and responsibilities, timelines, Deliverables, conversion risks identified, timing issues, considerations and rationale. The analysis shall identify where the Data is coming from, the process for extracting Data from the County system or County data service center, and potential issues. This plan shall describe the methodology for each Site's conversion cutover process to achieve minimal downtime.

The plan shall include at a minimum:

- Data conversion strategy
    - Identify the process by which clients, families and resources that are defined in multiple databases can be reconciled
    - Describe the process of merging duplicate information that can only be done manually.
    - Document any instance categorized as a serious Data quality issue in the Data Conversion Design Specification
    - Provide the Specifications and procedures for manual conversion of Data
    - Determine the overall scope of Data that must be converted:
        - Source Systems
        - Determine archive Data needs per Data archive policy (e.g., historical Data that is no longer needed in the active System)
        - Determine which Data elements must be converted
- Activities prior to and leading up to the conversion (e.g., determining the scope and approach or method, merge of duplicate Data, and synchronization of Data if needed)
- Plans and schedules for conversion of Data in support of:
    - Development
    - Testing
    - Pilot
    - Statewide deployment
    - Data verification and validation
- Establishment of the data conversion environment, (e.g., physical service, software, staging areas)

- Process for handling corrupted Data
- Development and testing of conversion procedures and applications for automated conversion
- Process for quality assurance and verification of conversion prior to deployment, including a definition of the metrics that will be generated by the conversion process. These metrics will be used to measure the completeness and quality of the conversion. The metrics must include record counts for each major grouping of data elements from both the legacy source systems and the new System (e.g., number of persons, cases, resources).
- Training, Documentation, Maintenance or Software identified in the conversion Specification document as being required to support the conversion from the existing system and County-specific systems to CWS/Web System.
- Post-conversion reviews
- Data Conversion Problems Report, which supports the conversion efforts by providing both a pre-conversion quality assessment of the Data and Data clean-up activities. The report documents information for the State and each County to include bad Data, missing Data, duplicate Data, fragmented Data, and suspect duplicate Data. The report will be used in problem resolution and Data cleansing efforts prior to conversion.
- Data Quality Report, which supports the conversion efforts by providing post-conversion quality assessments of the Data and any anomalies. The report will be used to resolve the anomalies and assist in post-conversion Data cleansing efforts.

TM002-Software Development Plan (SDP)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- EIA/IEEE J-Std 016 -1995, E.2.1
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable comprehensively describes the processes and methods for all software development activities.
- Deliverable identifies all standards and practices for representing requirements, design, code, and test.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
No later than 45 days after Project start date

Date of Subsequent Submission:
Annually or at major milestones

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 811

Product Description: The **Software Development Plan** describes the systematic and documented methods for all Software development activities of the CWS/Web Solution. It includes the standards and practices for developing and documenting requirements, design, code, test cases, test procedures, and test results.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

Subclause 4.1 shall be interpreted to include the following text:

Subclause 4.1 shall specify the process(es) and methodologies for:

- Avoidance and clearance of significant defects, as defined by the Problem Resolution Plan (TM023).
- Assigning defect corrections to periodically Scheduled Releases, e.g. quarterly Releases.
- Scheduling Releases due to the clearance of significant defects.
- Preparing Release Schedules for both periodically Scheduled Releases and Releases due to the clearance of significant defects.

Subclause 4.1 shall identify the roles and responsibilities for the Contractor and State in establishing the Release Schedule with the State making the final determination regarding the Schedule. Release Schedule(s) shall be prepared for both periodically Scheduled Releases and Releases due to the clearance of significant defects.

TM003-System Security Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
180 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 867

Product Description: The **System Security Plan** provides an overview of the security requirements of the CWS/Web System and describes the controls to meet those requirements. The System Security Plan delineates responsibilities and expected behavior of all individuals who access the CWS/Web System. The security plan should be viewed as documentation of the structured process of planning adequate, cost-effective security protection for a system.

Content: The content and format of the plan may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The plan must meet the following policies:

- OMB Circular A 130 (Contractor to review for applicability)
- ISO 27002
- National Institute of Standards and Technology (NIST) Special Publication (SP) 800 18
- State security policies (e.g., SAM, SIMM, Budget Letters, OSI Information Security Office)
- Federal security requirements listed in 45 CFR Part 95 and OISM-IM-93-1

The plan shall include at a minimum:

- System Identification
    - Accountabilities, separation of duties, the roles, and responsibilities for system and information security
    - A System Environment Description that identifies environmental and technical factors that raise special security concerns
    - System Interconnection/Information Sharing
    - Laws, Regulations and Policies Affecting the System
    - Sensitivity of Information Handled, including data classification
- Management Controls
    - Security Risk Assessment and Management
    - Security Audit Procedures and Practices, including ongoing review and updates of security policies and procedures
    - Review of Security Controls, including (1) Independent Security Review and Findings and (2) Periodic Internal Reviews and Findings, including encryption
- Rules of Behavior
    - Security Planning for the Life Cycle including development, Implementation, and Maintenance and Operations

- Accreditation
- Security Policy and Procedure communication

- Operational Controls
  - Personnel Security
  - Physical and Environmental Protection of Hardware, Software and Components
  - Production Input/Output Controls
  - Maintenance Controls
  - Data Integrity/Validation Controls, (including Malicious Programs, Virus Protection, Message Authentication, Integrity Verification, Reconciliation, and encryption)
  - Security Awareness and Training
  - Incident Response Capability, (including reporting, impact and cause analysis)
- Technical Controls
  - Identification and Authentication, (including password management and encryption)
  - Provisioning (e.g., Server, User, Mobile subscriber, Mobile content, Internet access)
  - Authorization/Access Controls, (including logical access controls and user access)
  - Public Access Controls
  - Audit Trails

TM004-Database Design Description (DBDD)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- EIA/IEEE J-Std 016 -1995 Annex G.2.3
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted System/Subsystem Design Document
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days after Acceptance of Software Requirements Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1810

Product Description: The **Database Design Description (DBDD)** defines the database designed for the CWS/Web Application. It is the basis for the detailed data design, defines the data manipulation language and establishes the data definition language that supports the database management system (DBMS). The DBDD documents the overall control and management of the planning, execution and Documentation of the data architecture and data model(s) and how data usage will be monitored in terms of access controls and data security. It identifies how the Contractor will correct data errors caused by program faults and User input mistakes (e.g., User creates a new case, but it is later determined to be a duplicate case that must be removed from CWS/Web System).

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The following remarks are made to the referenced standard: J-STD-016- 1995, G.2.3.

- J-STD-016- 1995, G.2.3, Sub clause 3.d add following items:
  - The number of DBMS process(es) to be used
  - The unique name of the DBMS process(es)
  - The physical location of the DBMS process(es)
  - The DBMS configuration settings
  - Comment(s) regarding decisions for various product installation/configuration decisions
- J-STD-016-1995, G.2.3, Sub clause 4.x.a.1 add following item:
  - Project requirement identifier
  - J-STD-016-1995, G.2.3, Sub clause 4.x.a.2 add following item:
  - User defined data type(s) - apply all of this standard's sub clause 4.x.a to each.
- J-STD-016-1995, G.2.3, Sub clause 4.x.a add following item:
  - Constraint
- J-STD-016-1995, G.2.3, Sub clause 4.x.b.5 add following items:
  - Verbs or verb phrases describing how entities are linked to each other.
  - The maximum number of occurrences
  - The modality (i.e., optional or required existence).
- J-STD-016-1995, G.2.3, Sub clause 4.x.b.1 add following item:
  - Project requirement identifier
- J-STD-016-1995, G.2.3, Sub clause 4.x.b add following item:
  - DBMS-specific language stored and used to present the display

TM005-Data Warehouse Design Description (DWDD)

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Must meet the intent of EIA/IEEE J-Std 016 -1995 Annex G.2.1
- Must meet the intent of EIA/IEEE J-Std 016 -1995 Annex G.2.3
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted System/Subsystem Design Description.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days post Acceptance of Software Requirements Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4740

Product Description: The **Data Warehouse Design Description (DWDD)** is the representation of the CWS/Web Solution data warehousing system. The Data Warehouse Design Document will document the architecture and technology, database design, Extraction-Transformation-Loading designs, staging and analytical design, and reporting/front end design.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Data Warehouse Design Description shall include at a minimum:

- Data Warehouse Architecture & Technology (e.g., ETL Tool, RDBMS, Scheduling Tools)
- Assumptions and Constraints
- Dimension model diagram for the data mart at the column level, including the table definitions for data mart and staging with data type and length
- Database Design
    - Staging Design – ER Diagram for staging schema, data model objects according to Data standards, physical data model by specifying schema object names, index plan, database partitioning strategy
    - Data Warehouse/Data Marts Design – ER Diagram for DWH/DM schema, data model objects according to Data Standards, physical data model by specifying schema object names, summary tables according to Data aggregation requirements, index plan, database partitioning strategy, business architecture matrix
    - Database Details
- Extraction-Transformation-Loading
    - Source Details – Source details, Push/Pull strategy, frequency of extraction
    - Data/Process Flow Diagram
    - Transformation Specifications
    - Pseudo code for mappings
- Staging to Data Warehouse and Data Marts
    - Data/Process Flow Diagram
    - Transformation Specifications
    - Pseudo code for mappings
    - Reusable components
    - Job scheduling
    - Other Scripts
    - Error Management
    - Security Features

- Reporting/Front End Layer Design
  - Semantic Layer Details – Identification of name (e.g., universe, catalog, package), Description, Dimensions included
  - Groups – Group name, Semantic name (e.g., universe name, catalog name) hierarchy details (e.g., dimension levels)
  - Security Restrictions – by Universe, Catalog, Group
  - Statewide Reports Information – Report Name, Refresh Strategy, Publish Folder, Security

TM006-Interface Design Description (IDD)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- IEE/EIA J-STD-016-1995 5.4.1, 5.4.2, 5.6.1, 5.6.2, 5.6.3
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted Software Requirements Specification and the accepted System/Subsystem Requirements Specification TM010.
- Deliverable accurately and completely addresses the design of all CWS/Web system interfaces.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with delivery of the Software Design Description.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The

Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3670

Product Description: The **Interface Design Description (IDD)** describes the interface characteristics of one or more system, subsystem, Hardware item, Software item, manual operation, or other system component. IDD may describe any number of interfaces.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor

TM007-Reporting Inventory

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
Not Applicable

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with delivery of the Software Requirements Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1798

Product Description: The **Reporting Inventory** identifies the complete report list for the CWS/Web System based on the reports from the CWS Report Listing.

This inventory verifies that reports from CWS/CMS, outcome measures, UC Berkeley, and CDSS are included.

Content: The content and format of this MED may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM008-Software Design Description (SDD)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- EIA/IEEE J-Std-016-1995 Annex G.2.4
- Meets the intent of IEEE Std 1016-1998
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted Software Requirements Specification and the accepted System Requirements Specification
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days after Acceptance of the Software Requirements Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 993

Product Description: The **Software Design Description (SDD)** is the representation of the CWS/Web software system. The SDD will document the detailed technical design of software which will include detailed processing logic, user interface and database access. This application design information is needed for development and Implementation of the software system.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Software Design Description shall include, at a minimum, the items listed in the outline below:

- Description of processes (e.g., intake, case management, adoption, eligibility determination, financial management, interfaces)
- Design requirements
- Hi fidelity screen mockups
- Detailed workflows
- Business rules
- Interface design
- Data validation rules
- Inventory and description of Web Services
- Generated XML Schema Definition (XSD) for Business Entities (Data Objects)
- Logical and physical data models
- Data update frequency rules
- Plans to manage data backup and increasing storage requirements
- Reports creation and generation to include pre-determined and ad hoc reports.
- Reports design, data mapping and underlying data model (e.g., star schema)
- Narrative, methodology, pseudo code and SQL logic for each report prior to the beginning of User Acceptance Test
- How the shared service will be registered and promoted for use locally or remotely.
- Entity-relationship diagram (ERD) and lists of the names, descriptions, and data types of the fields in the data warehouse. This documentation must be updated and provided with each Release/System change

TM009-Software Requirements Specification (SRS)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- Must meet the intent of J-STD-016-1995 Annex F.2.4 and IEEE Std 830-1998
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted System/Subsystem Design Description TM010.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
30 calendar days prior to Software design phase.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 990

Product Description: The **Software Requirements Specification (SRS)** is a complete description of the behavior of the CWS/Web System. The SRS will define and baseline Software Requirements which will be used as input to Software design and test scripts. The SRS will address Software functionality, external interfaces, performance, attributes, and possible design constraints. The SRS will also contain Software technical (non-functional) requirements. Software technical requirements are requirements which impose constraints on the design or Implementation (such as performance engineering requirements, quality standards, or design constraints).

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM010-System/Subsystem Specification (SSS)

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Meets the intent of the EIA/IEEE J -Std 016-1995 Annex F.2.2
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
120 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 987

Product Description: The **System/Subsystem Specification (SSS**) will define the requirements to be met by the System. The SSS will describe all Data, technical, functional and behavioral requirements of the System under development. The SSS will describe inputs, outputs, and required relationships between inputs and outputs. The SSS will communicate the functional requirements of the customer to the technical community who will specify and build the System.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM011-Software Test Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Must meet the intent of IEEE 829-1998
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable is tailored to the CWS/Web Project.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
Review and update 15 calendar days prior to testing any Software Release.

Date of First Submission:
Software Design Description delivery + 1 month.

Date of Subsequent Submission:
Review and update 15 calendar days prior to testing any Software Release.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 862

Product Description: The **Software Test Plan** describes the resources, and Schedule of intended testing activities. It identifies test items, the features to be tested, the testing tasks, who will do each task, and any risks requiring contingency

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The following remarks are made to the referenced standard: IEEE 829-1998

The tests described are:

- Unit tests
- Unit Integration Tests
- Data conversion Testing
- Software qualification tests
- System integration tests
- Stress testing
- Security testing
- Regression testing
- Performance testing
- System tests
- Test certification

TM012-Software Test Documentation

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Must meet the intent of IEEE 829-1998
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted Software Test PlanTM011.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
10 State business days.

Frequency of Submission:
As necessary and mutually agreed upon in the Software Test Plan by the CWS/Web Project Office and the Contractor

Date of First Submission:
60 calendar days prior to System Test.

Date of Subsequent Submission:
As necessary and mutually agreed upon in the Software Test Plan by the CWS/Web Project Office and the Contractor

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.
Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1012

Product Description: The **Software Test Documentation** describes the procedures to be used to document testing of CWS/Web Solution and record results.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The content includes all applicable Documentation in the standard with the exception of Software Test Plan which is covered in another document (TM010). Delivery includes System Test and Performance Test.

- Test design Specification
- Test case Specification
- Test procedure Specification
- Test item transmittal report
- Test log
- Test incident report
- Test summary report

TM013-Data Conversion Design Specification

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted Data Conversion PlanTM001.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with Database Design Description.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1081

Product Description: The **Data Conversion Design Specification** documents the rule definitions, data migration and data transformation between the data sources (automated and non-automated) and the target system. The Data Conversion Design Specification provides the design for data extraction and data loading.

Content: The content and format of this standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

This Data Conversion Design Specification shall include for each data source:

- Data conversion requirements
- Results of the assessment of sources of conversion data
- Location and volume of Data
- Supporting reports
- Rules for selection and conversion of Data (e.g., migration, mapping, transformation)

TM014-Hardware and Software Specifications for the Environments at OTech and Counties/CDSS

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted System/Subsystem Design Description TM021.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
System/Subsystem Design Description delivery + 10 calendar days.

Date of Subsequent Submission:
Not Applicable

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4739

Product Description: The **Hardware and Software Specifications for the Environments at OTech and Counties/CDSS** describes the Hardware and Software items to be procured by OTech and Counties/CDSS.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Hardware and Software Specifications for the Environments at OTech and Counties/CDSS will describe the components of the environments to be hosted by OTech and shall include:

- Listing of all Hardware items the environments, including sub items and how the sub items are assembled to form the each environment
- Listing of all Software items comprising the environment, including sub items and how the sub items are assembled to form each environment.

TM015-Data Conversion Environment Computer Operation Manual

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Must meet the intent of EIA/IEEE J-STD-016-1995 Annex J.2.4
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
Not applicable

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Date of first submission shall coincide with the Acceptance of the Data Conversion Environment.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1066

Product Description: The **Data Conversion Environment Computer Operation Manual** identifies and records information needed to operate the computers on which the data conversion Software will run.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM016-Training Environment Computer Operation Manual

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Meets the intent of EIA/IEEE J-STD-016-1995 Annex J.2.4
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
Not applicable

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Date of first submission shall coincide with the Acceptance of the Training Environment.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 972

Product Description: The **Training Environment Computer Operation Manual**, which includes development and test, identifies and records information needed to operate the computers on which the Software will run for the Training Environment.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM017-Development Environment Computer Operation Manual

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Must meet the intent of EIA/IEEE J-STD-016-1995 Annex J.2.4
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Date of first submission shall coincide with the Acceptance of the Development Environment

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 956

Product Description: The **Development Environment Computer Operation Manual**, which includes both development and test, identifies and records information needed to operate the computers on which the Software will run for the development environment.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM018-User Acceptance Testing Environment Computer Operation Manual

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Meets the intent of EIA/IEEE J-STD-016-1995 Annex J.2.4
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
Not applicable

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Date of first submission shall coincide with the Acceptance of the User Acceptance Testing Environment.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 979

Product Description: The **User Acceptance Testing Environment Computer Operation Manual** identifies and records information needed to operate the computers on which the Software will run for User Acceptance Testing environments.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM019-Production Environment Computer Operation Manual

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Must meet the intent of EIA/IEEE J-STD-016-1995 Annex J.2.4
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
Not applicable

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Date of first submission shall coincide with the Acceptance of the Production Environment.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 985

Product Description: The **Production Environment Computer Operation Manual** identifies and records information needed to operate the computers on which the Software will run for production environment.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM020-System Operation Manual (SOM)

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Meets the intent of EIA/IEEE J-Std 016-1995 Annex J.2.2, EIA/IEEE J-Std 016 -1995 Annex J.2.3
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days prior to the beginning of User Acceptance Testing.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 986

Product Description: The **System Operation Manual (SOM**) documents and describes the Scheduled operations, installation and set-up procedures, runs to be performed, and identifies and records information operations needed by persons who will submit input to, and receive output from, the Software, relying on others to operate the Software in a computer center or other centralized or networks software installation. The SOM is the computer operator's instruction manual. It contains specific instructions on tasks an operator needs to perform to manage the system on a daily basis. This includes the descriptions of daily, weekly and other Schedules, batch runs, process/job flows, error messages and their actions. It identifies the regular scheduled reports used to monitor and manage operation of the System. It also includes descriptions of scheduled administrative jobs, such as backups, to be run by operators or scheduled for automatic execution, including the administrative tasks provide instructions on how to run the job, and what to do in abnormal situations.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The SOM will include the following:

- Software Summary: This section shall summarize the Software environment from an operator's point of view. This section may reference other documents containing the relevant information. This section shall include:
- Description of the Software application
- Identification of software files
- Description of software environment, as defined by J-STD-016-1995 J.2.3.3.3
- Description of the Software organization and overview of operations, as defined by JSTD- 016-1995 J.2.3.3.4.

Processing Procedures: This section shall identify and describe the processing procedures. It shall include:

- Backup and Restore Procedures, as defined by J-STD-016-1995 J.2.1.5.5
- Normal Stop/Start Procedures
- Emergency Stop / Start Procedures
- Recovery from errors and malfunctions, as defined by J-STD-016-1995 2.1.5.6
- Error messages and conditions, as defined by JSTD-016-1995 J.2.1.5.7
- To J-STD-016-1995, J.2.3, Subclause 5.5.x add following item:
- 5.5.x.7) Process/Job Flow. This subclause shall provide information and a graphical representation pertaining to the process/job flow.

Operations

- Run Schedules: This section shall define the Daily, Weekly, Monthly, and other periodic scheduled activities
- Run Descriptions: This section shall describe the operational runs, and be structured as represented in J-STD- 016-1995 J.2.3.5

Contacts: This section shall identify points of contact and procedures to be followed to obtain assistance and report problems, as defined by J-STD-016-1995 J.2.3.3.7.

TM021-System/Subsystem Design Description (SSDD)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- A/IEEE J-Std-016-1995 Annex G.2.1
- Meets the intent of IEEE Std 1471 - 2000
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted System/Subsystem Specification.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
20 calendar days following System/Subsystem Specification Acceptance.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 991

Product Description: The **System/Subsystem Design Description (SSDD)** describes the design and organization of the CWS/Web System. The SSDD includes topics such as system scope, system-wide design and system architectural design.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The System/Subsystem Design Description must include the items below:

- A Hardware/Software Production Equipment List for all System components.
- An overview of their overall architecture and approach to meeting CWS/Web System reporting needs.

The SSDD must describe how the architectural design supports use of an Enterprise Service Bus (ESB) and meets the following criteria:

- Supports security, including authentication and authorization, generally working in conjunction with external identity management, encryption and decryption services.
- Supports and provide adapters to files, database management systems (DBMSs), legacy platforms, legacy protocols and packaged applications.
- How the ESB meets system availability per the Service Level Agreement.
- Capability to implement synchronous and asynchronous program-to-program communication, moving messages between SOA service consumer modules and service provider modules at runtime (may be required to interface with external County and State systems).
- Supports large Data files.
- Applies optional intermediary functions to messages in flight. Mediation functions that must be discussed include: inspection, validation, rerouting, transformation, enrichment, logging and tracking messages as they pass through.
- Supports content-based routing and basic service orchestration.
- Supports proposed business applications.
- Provide metrics that measures web service performance and reliability.
- Control changes to the shared service between Service Provider and consumer
- Identify how the Interface metadata that implements the provider component will be accessible separately from the code to allow consumer developers to use the service without having a copy of the provider software module.

The SSDD must identify reuse and consumption of shared services for the following:

- Where the service is currently being provided within the public domain, private sector, or government and who owns it.
- A general description of the service and how it can be reused or consumed in support of the proposed solution.
- The basis by which the service could be made available for use including the associated costs with the shared service.
- A feasibility assessment of using the service from a business, security, and technical perspective.
- An explanation of how the shared service will be registered and promoted for use locally or remotely in support of the solution.
- The SOA infrastructure required to implement the shared service.
- The mechanism the Service Provider uses to control changes to the shared service and how the Project can be involved.
- Identify how the interface metadata that implements the provider component is accessible separately from the code to allow consumer developers to use the service without having a copy of the provider software module
- Provide a list of shared services to be included as part of the solution and how these shared services will be consumed.
- Document the relationship of each shared service to the business model and the major business processes, and primary business functions performed within the process business model.

The SSDD must provide the following information for each shared service proposed for development:

- A general description of the service to be shared and the extent that the service can be shared across the State, agency, department, and /or local government.
- The overall value or benefit for providing or using an existing shared service (business case).
- The provisioning option being recommended based on furnishing separate cost and resource estimates for providing versus consuming the service.
- The web service pattern recommended for use, and if a composite or orchestrated service pattern is selected, a list of the other web services required along with the service owner
- The Contractor shall provide a list of the shared service stakeholders and identification of the service owner/custodian.

The SSDD must describe the Infrastructure Design details that must address, as a minimum, the Hardware configuration for the hosted server environments, including, but not limited to:

- Web Servers.
- Application Servers.
- Database Servers.

- Network
- Storage infrastructure (e.g. SAN).
- Load balancers/switches.
- Hardware configuration document for the network
- Physical configuration of the systems, including:
- Hardware configuration.
- Software configuration.

The SSDD must describe the Network Environment and must include the following:

- Flexible, distributed network access model that leverages the benefits of centralized management and resource pooling.
- Group Network Environment into network classifications of local trusted, local untrusted, remote internal trusted and remote untrusted.
- All remote connections to unmanaged networks must fall within the remote untrusted classification. Remote connections to the New System-managed networks must fall under the remote internal trusted classification.
- Each network classification must be separated into distinct network domains (e.g. a specific Project LAN segment is a single distinct network domain).
- Untrusted traffic from the Internet must only be allowed in a protected segment of the network called the demilitarized zone (DMZ). The DMZ must sit between the trusted internal network and an untrusted external network.
- Each network domain must reside on its own LAN segment.
- Communication between network classifications must be controlled by a firewall.

TM022-Performance and Capacity Management Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
15 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days following Acceptance of the System/Subsystem Design Description.

Date of Subsequent Submission:
Within 30 calendar days of approved changes to performance or availability requirements, changes in SLA reporting requirements, or changes in SLA. At major milestones, or as needed.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 854

Product Description: The **Performance and Capacity Management Plan** describes the activities and techniques used to address performance and capacity for the CWS/Web System, and serves as the approach for performance and capacity metrics. It covers monitoring and measuring, analyzing, reporting, and tuning the CWS/Web System. Together these activities constitute a performance engineering methodology for the CWS/Web System development and operation.

Updates to this deliverable must have the same structure and content described in this section.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Performance and Capacity Management Plan shall include the following, at a minimum, for both performance and capacity planning:

- Approach to performance and capacity management to include:
    - Measurement and reporting on the performance, capacity and availability of the CWS/Web System (e.g., data archive performance, data warehouse performance, network performance)
    - Risks, constraints and assumptions
- Roles and Responsibilities
- Processes and procedures to monitor, measure, and report system performance and system capacity
- Tools and Technologies to monitor, measure, and report system performance and system capacity
- The Upgrade and/or replacement of Hardware and Software to ensure CWS/Web System meets Service Level Objectives
- Monitoring of trends in system performance and usage to identify the need for system changes due to user growth or State-directed changes
- Provide ongoing analysis of system usage to identify opportunities to improve system performance and capacity through changes in technology or business practice
- Describe monitoring and reporting on network performance and availability trends and anomalies, including recommendations for changes in network configuration or bandwidth to ensure service level objectives are met
- Identify the tools to measure all areas of system and network performance such as: end-to-end transaction time, system availability, system disk space, CPU utilization and database updates. These tools must perform at the server, client and database levels.
- Load balancing, clustering, redundancy

- Outline of storage management procedures to manage the Data files to maintain optimal performance
- System performance budget tracking
- Defining metrics and method for collecting
- Reporting metrics
- Format/Template for performance report

TM023-Problem Resolution Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- IEEE Std 1058, 4.7.6
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted Project Management Plan PM001.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
10 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with Software Test Plan.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 851

Product Description: The **Problem Resolution Plan** documents the general approach, objectives and activities for the problem resolution management process.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM024-Training Environment Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted Master Training and Knowledge Management Plan TR001.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with delivery of System/Subsystem Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by CWS/Web Project/Division Office and the Contractor.
20 State Business Days prior to the delivery of the Training Environment.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4802

Product Description: The **Training Environment Description** describes the characteristics of the components related to the Training Environment, including Specifications of Hardware, Software and Product licenses. The Training Environment supports training development, delivery and administration.

Updates to this deliverable must have the same structure and content described in this section.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. It is the State's expectation that this Deliverable have multiple submissions: Specification, design, development/procurement, installation, and Service and Support.

The document should provide details of the components of the Training Environment including, but not limited to

Specification Information
- Include requirements/Specification information or, if applicable, reference other CWS/Web Solution Products.

Design Information
- Include design information or, if applicable, reference other CWS/Web Solution Products.

Development/Procurement Information
- Listing of all Hardware items comprising the Training Environment, including sub items and how the sub items are assembled to form the end item.
- Listing of all Software items comprising the Training Environment including sub items and how the sub items are assembled to form the end item.
- Listing of all Documentation associated with Hardware and Software items and sub items.

Installation and Configuration Information
- Identify all facility requirements (e.g., floor space, power, cooling) for the end item.
- Include procedures for installation and configuration of the end item or, if applicable, reference other CWS/Web Solution Products.

Service and Support Information
- Include procedures to maintain and operate the end item or if applicable, reference the Functions in the Service and Support Model.
- Listing of all interfaces with the Training Environment.

TM025-Incident, Problem and Defect Integrated Tracking System Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the Accepted Problem Resolution Plan TM023.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
20 State business days prior to the delivery of the Incident, Problem and Defect Integrated Tracking System.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4803

Product Description: The **Incident, Problem and Defect Integrated Tracking System Description** describes the automated system by which incidents, problems and defects are maintained and managed in support of the CWS/Web Solution and Problem Resolution Management Plan.

Updates to this Deliverable must have the same structure and content described in this section.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. It is the State's expectation that this Deliverable have multiple submissions: Specification, design, development/procurement, installation, and Service and Support.

The document should provide details of the components of the Incident and Problem Tracking System including, but not limited to:

Specification Information
- Include requirements/Specification information or, if applicable, reference other CWS/Web Solution Products

Design Information
- Include design information or, if applicable, reference other CWS/Web Solution Products

Development/Procurement Information
- Listing of all Hardware items comprising the Incident, Problem and Defect Integrated Tracking System, including sub items and how the sub items are assembled to form the end item
- Listing of all Software items comprising the Incident, Problem and Defect Integrated Tracking System including sub items and how the sub items are assembled to form the end item
- Listing of all documentation associated with Hardware and Software items and sub items

Installation and Configuration Information
- Identify all facility requirements (e.g., floor space, power, cooling) for the end item
- Include procedures for installation and configuration of the end item or, if applicable, reference other CWS/Web Solution Products

Service and Support Information

- Include procedures to maintain and operate the end item or if applicable, reference the Functions in the Service and Support Model
- List all interfaces with the end item

TM026-Data Conversion Environment Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted Data Conversion Plan
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with delivery of System/Subsystem Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor. 20 State Business Days prior to the delivery of the Data Conversion Environment.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4805

Product Description: The **Data Conversion Environment Description** describes the characteristics of the components related to the Data Conversion Environment, including Specifications of Hardware, Software and Product licenses.

Updates to this Deliverable must have the same structure and content described in this section.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. It is the State's expectation that this Deliverable have multiple submissions: Specification, design, development/procurement, installation, and Service and Support.

The document should provide details of the components of the Data Conversion Environment including, but not limited to:

Specification Information
- Include requirements/Specification information or, if applicable, reference other CWS/Web Solution Products.

Design Information
- Include design information or, if applicable, reference other CWS/Web Solution Products.

Development/Procurement Information
- Listing of all Hardware items comprising the Data Conversion Environment, including sub items and how the sub items are assembled to form the end item.
- Listing of all Software items comprising the Data Conversion Environment including sub items and how the sub items are assembled to form the end item.
- Listing of all Documentation associated with Hardware and Software items and sub items.

Installation and Configuration Information
- Identify all facility requirements (e.g., floor space, power, cooling) for the end item.
- Include procedures for installation and configuration of the end item or, if applicable, reference other CWS/Web Solution Products.

Service and Support Information
- Include procedures to maintain and operate the end item or if applicable, reference the Functions in the Service and Support Model.
- List all interfaces with the end item.

TM027-User Acceptance Testing Environment Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted Software Test Plan
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with delivery of the System/Subsystem Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by CWS/Web Project Office and the Contractor.
20 State Business Days prior to the delivery of the User Acceptance Testing Environment.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4806

Product Description: The **User Acceptance Testing Environment Description** describes the characteristics of the components related to the User Acceptance Testing Environment, including Specifications of Hardware, Software and Product licenses.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. It is the State's expectation that this Deliverable have multiple submissions: Specification, design, development/procurement, installation, and Service and Support.

The document should provide details of the components of the User Acceptance Environment including, but not limited to:

Specification Information
- Include requirements/Specification information or, if applicable, reference other CWS/Web Solution Products

Design Information
- Include design information or, if applicable, reference other CWS/Web Solution Products

Development/Procurement Information
- Listing of all Hardware items comprising the User Acceptance Testing Environment, including sub items and how the sub items are assembled to form the end item
- Listing of all Software items comprising the User Acceptance Testing Environment including sub items and how the sub items are assembled to form the end item
- Listing of all Documentation associated with Hardware and Software items and sub items

Installation and Configuration Information
- Identify all facility requirements (e.g., floor space, power, cooling) for the end item
- Include procedures for installation and configuration of the end item or, if applicable, reference other CWS/Web Solution Products

Service and Support Information
- Include procedures to maintain and operate the end item or if applicable, reference the Functions in the Service and Support Model
- List all interfaces with the end item

TM028-Production Environment Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted System/Subsystem Design Description
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with delivery of the System/Subsystem Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by CWS/Web Project/Division Office and the Contractor. 20 State Business Days prior to the delivery of the Production Environment.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4807

Product Description: The **Production Environment Description** describes the characteristics of the components related to the Production Environment, including Specifications of Hardware, Software and Product licenses.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. It is the State's expectation that this Deliverable have multiple submissions: Specification, design, development/procurement, installation, and Service and Support.

The document should include details of the components of the Production Environment including, but not limited to:

Specification Information

- Include requirements/Specification information or, if applicable, reference other CWS/Web Solution Products

Design Information

- Include design information or, if applicable, reference other CWS/Web Solution Products

Development/Procurement Information

- Listing of all Hardware items comprising the Production Environment, including sub items and how the sub items are assembled to form the end item
- Listing of all Software items comprising the Production Environment including sub items and how the sub items are assembled to form the end item
- Listing of all Documentation associated with Hardware and Software items and sub items

Installation and Configuration Information

- Identify all facility requirements (e.g., floor space, power, cooling) for the end item
- Include procedures for installation and configuration of the end item or, if applicable, reference other CWS/Web Solution Products

Service and Support Information

- Include procedures to maintain and operate the end item or if applicable, reference the Functions in the Service and Support Model
- List all interfaces with the end item

TM029-Development Environment Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the Software Development Plan
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
90 calendar days from Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.
20 State Business Days prior to the delivery of the Development Environment and Test Environment.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4808

Product Description: The **Development Environment Description** describes the characteristics of the components related to the Development Environment and the Test Environment, including Specifications of Hardware, Software and Product licenses.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. It is the State's expectation that this Deliverable have multiple submissions: Specification, design, development/procurement, installation, and Service and Support.

The document should provide details of the components of the Development Environment and Test Environment including, but not limited to:

Specification Information
- Include requirements/Specification information or, if applicable, reference other CWS/Web Solution Products

Design Information
- Include design information or, if applicable, reference other CWS/Web Solution Products

Development/Procurement Information
- Listing of all Hardware items comprising the Development Environment and Test Environment, including sub items and how the sub items are assembled to form the end item
- Listing of all Software items comprising the Development Environment and Test Environment including sub items and how the sub items are assembled to form the end item
- Listing of all Documentation associated with Hardware and Software items and sub items

Installation and Configuration Information
- Identify all facility requirements (e.g., floor space, power, cooling) for the end item
- Include procedures for installation and configuration of the end item or, if applicable, reference other CWS/Web Solution Products

Service and Support Information
- Include procedures to maintain and operate the end item or if applicable, reference the Functions in the Service and Support Model
- List all interfaces with the end item

TM030-Configuration Management System Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the Accepted Configuration Management Plan.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
20 State business days prior to the delivery of the Configuration Management System.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4804

Product Description: The **Configuration Management System Description** describes the automated system by which configured items are stored, maintained and managed within the CWS/Web Solution in accordance with the Configuration Management Plan.

Updates to this Deliverable must have the same structure and content described in this section.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. It is the State's expectation that this Deliverable have multiple submissions: Specification, design, development/procurement, installation, and Service and Support.

The document should provide details of the components of the Configuration Management System including, but not limited to:

Specification Information
- Include requirements/Specification information or, if applicable, reference other CWS/Web Solution Products

Design Information
- Include design information or, if applicable, reference other CWS/Web Solution Products

Development/Procurement Information
- Listing of all Hardware items comprising the Configuration Management System, including sub items and how the sub items are assembled to form the end item
- Listing of all Software items comprising the Configuration Management System including sub items and how the sub items are assembled to form the end item
- Listing of all documentation associated with Hardware and Software items and sub items

Installation and Configuration Information
- Identify all facility requirements (e.g., floor space, power, cooling) for the end item
- Include procedures for installation and configuration of the end item or, if applicable, reference other CWS/Web Solution Products

Service and Support Information
- Include procedures to maintain and operate the end item or if applicable, reference the Functions in the Service and Support Model
- List all interfaces with the end item

Transition

TR001-Master Training and Knowledge Management Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in Accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to delivery
- Deliverable conforms to its Product Definition Document
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor

Timeframe for State Acceptance:
20 State Business Days

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Project Start + 90 Calendar Days.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:

One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.
Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 1090

Product Description: The **Master Training and Knowledge Management Plan** describes, at a high level, the plan to deliver training in four key areas, User training, technical training, knowledge transfer and administration of training. The Master Training and Knowledge Management Plan will describe how the CWS/Web User Training Plan TR002, Technical Training Plan TR003, Knowledge Management Plan TR016, Service and Support Staff Training Plan TR010 and the Training Administration Plan TR004 are integrated to achieve the overarching training goals and objectives of the CWS/Web Project and its stakeholders.

Content: The content and format of the strategy document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TR002-CWS/Web User Training Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in sccordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document
- Deliverable conforms as defined in the Accepted Master Training and Knowledge Management Plan
- Remainder of the Deliverable Acceptance Criteria to be developed between the State and Contractor

Timeframe for State Acceptance:
20 State Business Days

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days following Acceptance of the Master Training and Knowledge Management Plan.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 4738

Product Description: The **CWS/Web User Training Plan** describes the approach to training the Users of the CWS/Web. The CWS/Web User Training Plan is a User-oriented document that describes the details of the training effort in preparation for the Deployment of the CWS/Web.

Content: The content may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The document should include details of the high level plan introduced in the Master Training and Knowledge Management Plan. The plan should detail the delivery of User training offered in the training curriculum.

- Plan overview
- Referenced documents
- Related Deliverables
- Roles and responsibilities
- Training methodology
- Training delivery method
- Training materials (not covered in the training curricula or manuals)
- Training schedule
- Personnel required to attend
- Training effectiveness evaluations and metrics

TR003-Technical Training Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan

Acceptance/Submission Criteria:
- Walk-thru prior to delivery.
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Master Training and Knowledge Management Plan.
- Remainder of the Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days following Acceptance of the Master Training and Knowledge Management Plan

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 1129

Product Description: The **Technical Training Plan** describes the approach to training a variety of technical Users and technical support staff tasked with supporting the CWS/Web Solution. The plan will cover technical skills, staffing levels and roles and responsibilities. The plan should also include training methods, tools, objectives, scheduling, resources and evaluation.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

- Plan overview
- Referenced documents
- Related Deliverables
- Roles and responsibilities
- Training methodology
- Training delivery method
- Training materials (not covered in the training curricula or manuals)
- Training schedule
- Personnel required to attend
- Training effectiveness evaluations and metrics

The Technical Training Plan should include, but not limited to, training on the following topics:

- Reporting
- Data mining tools
- Web content management
- Workflow configuration and management
- BI Application and tools
- System design and schema
- System usage
- Database design and maintenance
- System procedures
- Application and tools development
- Report generation
- System administration and maintenance
- Setup and configuration and operation of all computing environments
- Specialized hardware

TR004-Training Administration Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Master Training and Knowledge Management Plan.
- Remainder of the Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days following Acceptance of the Master Training and Knowledge Management Plan.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 1121

Product Description: The **Training Administration Plan** describes in detail the approach to developing, managing and administering the CWS/Web User Training, Technical Training, Knowledge Management and Service and Support Staff Training.

Content: The content may be tailored as mutually agreed upon by the CWS/Web Project staff and the Contractor.

- Monthly Status Reports
- Roles and responsibilities
- Classroom facility identification, scheduling and coordination
- Training scheduling, attendance goals and progress reporting
- Management, production and delivery of curriculums
- Implementation and management of web based enrollment
- Implementation and management of CBT support
- Evaluation methods, metrics and processes.

Track training classes, participants' metrics and evaluations and provide reports on a monthly basis and as requested for State and county reporting requirements.

TR005-Training Curriculum

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Master Training and Knowledge Management Plan
- Remainder of Deliverable acceptance criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
90 calendar days prior to scheduled training

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1122

Product Description: The **Training Curriculum** describes the training to be offered to Users and technical support staff on the CWS/Web solution. The objective of the training curriculum is to provide materials that support the enrollment of Users to the appropriate training needed to use and/or support the CWS/Web Solution. The deliverable should include training curriculum, training course outlines, courses of training and a training syllabus for each course provided by the Contractor.

Content: The content and format of the documents may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The Contractor shall deliver the individual draft modules of curriculum to the State for review as the modules are developed on a mutually agreed upon schedule.

Definitions
Curriculum: set of courses
Training Course Outline : within a curriculum, describes the content of a particular course by statement of objectives, prerequisites, descriptions of teaching aids, definition of evaluation criteria, and indication of desired outcome.
Course of Training: complete series of studies recommended for a user or technical support role.
Syllabus - an outline or other brief statement of the main points of a discourse, the subjects of a course of lectures, the contents of a curriculum, etc.

TR006-CWS/Web Training Manual

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Master Training and Knowledge Management Plan
- Remainder of Deliverable acceptance criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days prior to scheduled training

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1109

Product Description: A **CWS/Web Training Manual** (Trainee and Trainer versions) will be designed for each course and provided to all attendees and trainers. The Training Manual will include all materials used in performing the training as defined in the course training curriculum.

Content: The content and format of the manual may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TR007-Statewide Deployment Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its Product Definition Document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days after the Acceptance of the Software Design Description.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 1145

Product Description: The **Statewide Deployment Plan** documents the strategy and activities necessary to effectively deploy the CWS/Web Solution. It is the document upon which the assessment, planning, and scheduling of Deployment activities will be based. The plan should discuss the diverse organizations involved and the need to customize the plan based upon the size, organizational structure, available resources and geographical implications of each organization.

Content: The content and format of the plan document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The Statewide Deployment Plan shall address at a minimum:

Plan Overview
- Purpose
- Business Context
- Summary
- Assumptions
- Dependencies
- Constraints

Support Model
- Roles and Responsibilities
    - Contractor
    - State (e.g., CDSS, OSI, DTS)
    - County
    - Other
- Staff on site
- Staff off site
- Staffing hours

Organizational Change Readiness
- Discuss relationship to Organizational Readiness Plan TR009 and activities.

Operational Readiness
- Deployment Diagram
- Site Preparation
    - Planning sessions
    - Software
    - Hardware
    - Accessibility
    - On site support
    - Service Desk
    - CWS/Web Solution
        - Configuring roles and workflows

    - User IDs and accounts
    - Configuring County specific tables
- Assessment of Deployment Readiness

Business Process Transition
- Discuss relationship to Business Process Transition Plan PM010

Data Creation/Conversion
- Data creation and Conversion specific to Deployment as defined in the Data Conversion Plan TM001.

Interface Deployments
- Interface Implementation specific to Deployment as defined in the System/Subsystem Design Description TM021.

Pilot and Subsequent Deployments
- Pilot Deployment locations, Users, durations, sequencing and timing
- Describe how the Pilot Deployment will include staff that represents each broad category of work reflected in the CWS/Web and represents the diversity in size of the various offices
- Service Desk operations, including hours of service, communications, procedures, and reporting mechanisms during the Pilot Deployment.
- Contractor staffing at each Deployment organization through Acceptance
- Contractor resource teams dedicated to assist County workers and IT staff with setup of security, firewalls, VPN, routers, and switches
- Reporting in the dual environment
- Disaster Recovery procedures and practices
- Roll-back plan

Training and Documentation
- Discuss relationship to Master Training and Knowledge Management Plan TR001 and activities
- Documentation
    - Help desk procedures, functionality and incident reporting
    - Problem management procedures
    - Help related Documentation

Transition to Support
- Approval, transition and closeout procedures for each Deployment Site
- Resource Requirements
- Recommended Procedures
- Expected Areas of Change
- Transition Activities

Notification of Deployment

- Approach for communication and coordination of Deployment activities and issues
- Go-Live Support Guide that provides:
    - All the tasks that the State and each county will execute as they prepare to implement and operate the CWS/Web Solution.
    - Describe the specific roles and responsibilities, a schedule of activities for the go live period, and instructions for how to log and escalate problems and issues and instructions to receive resolution of fixes

Service and Support Planning

- Process to transfer roles and responsibilities to county and State system administrators upon Acceptance
    - Resource Requirements
    - Recommended Procedures
    - Expected Areas of Change
    - Transition Activities

CWS/Web Deployment Evaluation Review

- Approach for validating worker productivity and efficiency
- Approach for testing and validating mobility
- Approach and procedures for evaluating User experience and feedback
- Approach and process for evaluation of the initial Deployment against defined Deployment success criteria
- Detail process to validate the implementation process and tools and certify the CWS/Web Solution and Users are ready to move to full production implementation

TR008-Software Installation Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Meets the intent of EIA/IEEE J-Std 016-1995, E.2.3
- Contractor format with State Acceptance
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Statewide Deployment Plan.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor.
- Walk-thru prior to State review and Acceptance.

Timeframe for State Acceptance:
20 State Business Days

Frequency of Submission:
As changes occur to the scheduled Deliverables, design of the CWS/Web Solution or the schedule for Deployment.

Date of First Submission:
Software Design Description Acceptance + 30 calendar days.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 815

Product Description: The **Software Installation Plan** shall include processes and procedures for performing any Software installation and just in time technical support training needed at county and State facilities or Deployment Sites in support of the **Statewide Deployment Plan TR007**.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project/Division Office and the Contractor. The Software Installation Plan must meet the intent of the standard where applicable.

TR009-Organizational Change Readiness Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its Product Definition Document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Project Start Date plus 90 calendar days

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.
Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3668

Product Description: The **Organizational Change Readiness Plan** describes the approach and methodology for assessing, planning and preparing the organizations and Users for the transition to the CWS/Web Solution.

Content: The content and format of the plan document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The Organizational Change Readiness Plan will, at a minimum, address the following:

- Overall philosophy and approach to organizational change readiness.
- Methodology for assessing, planning, and executing Change Readiness activities.
- Techniques and tools for monitoring, measuring and reporting Change Readiness progress.
- Coordination with training and statewide Deployment plans.
- Methodology for identification of changes in business processes.
- Formation of a joint Contractor-State-County Change Readiness Work Group to oversee and approve Change Readiness activities.
- Specific Change Readiness communication and other activities.
- Activities planned from requirements analysis through SACWIS Assessment Review.
- Key milestones for Change Readiness and related Project milestones.
- Schedule of Change Readiness Assessments.

TR010-Service and Support Staff Training Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Master Training and Knowledge Management Plan.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with the Function Delivery Plan.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3677

Product Description: The **Service and Support Staff Training Plan** describes the strategy and approach the Contractor will use to train staff to successfully and effectively perform and/or utilize each function or process included in the Function Delivery Plan. This ability to perform includes the usage, maintenance, support and operation of any underpinning Documentation and toolsets.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The document should include details of the high level plan introduced in the Master Training and Knowledge Management Plan. The plan should detail the delivery of Service and Support staff training offered in the training curriculum.

- Plan overview
- Referenced documents
- Related Deliverables
- Roles and responsibilities
- Training methodology
- Training delivery method
- Training materials (not covered in the training curricula or manuals)
- Training schedule
- Personnel required to attend
- Training effectiveness evaluations and metrics

TR012-Deployment Readiness Assessment Certification Letter

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its Product Definition Document.
- Material conforms to the Accepted Statewide Deployment Plan.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
Not Applicable

Date of First Submission:
10 State Business Days prior to Initial Deployment.

Date of Subsequent Submission:
10 State Business Days before each subsequent Deployment of the CWS/Web Solution.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1179

Product Description: The **Deployment Readiness Assessment Certification Letter** certifies the readiness of an organization to transition to the CWS/Web.

The letter certifies that a Deployment Readiness Assessment has been performed for the Deployment organization and that the Users and their organization have demonstrated their readiness to transition to CWS/Web.

Content: The content and format of the letter may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TR013-Deployment Readiness Assessment Checklist

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Statewide Deployment Plan.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
10 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
90 State Business Days prior to Pilot.

Date of Subsequent Submission:
30 State Business Days prior to any subsequent Deployment.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1158

Product Description: The **Deployment Readiness Assessment Checklist** is a list of items with their status information that is used to determine the readiness of an organization to participate in the Deployment of the CWS/Web. The checklist will be developed and completed by the Contractor with participation from State and county organizations prior to Deployment of the CWS/Web to the Deployment organization.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor

TR014-Deployment Completion Certification Letter

Product Definition Type: Material Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its Product Definition Document.
- Material conforms to the Accepted Statewide Deployment Plan

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
Not Applicable

Date of First Submission:
10 calendar days after the completion of the final Deployment to the CWS/Web Solution

Date of Subsequent Submission:
Not Applicable

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1181

Product Description: The Contractor will complete and deliver a **Deployment Completion Certification Letter** certifying the completion of Deployment in accordance with the Statewide Deployment Plan.

Content: The content and format of the letter should meet the contract requirements.

TR015-Deployment Completion Report

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its Product Definition Document
- Material conforms to the Accepted Statewide Deployment Plan

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
Not Applicable

Date of First Submission:
20 calendar days after completion of the Pilot.

Date of Subsequent Submission:
20 calendar days after each subsequent deployment .

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1180

Product Description: The **Deployment Completion Report** is a report prepared by the Contractor following the Deployment of the CWS/Web to an

organization to verify completion of the Deployment and to document the results of the Deployment.

Content: The content and format of the report may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The report will document the analysis and verify completion of all Implementation requirements. The report should provide status of all tasks and requirements associated with the organizations transition to the CWS/Web application and provide a plan for any outstanding items.

TR016-Knowledge Management Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Master Training and Knowledge Management Plan.
- Remainder of the Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days following Acceptance of the Master Training and Knowledge Management Plan.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 1141

Product Description: The **Knowledge Management Plan** describes in detail the approach to transference of knowledge during the Contract to State, county and designated assignees. The plan includes training and mentoring methods, tools, objectives, scheduling, resources and evaluation.

Content: The content and format of the plan may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Knowledge Management Plan describes how the Contractor intends to conduct, assess, and report knowledge transfer activities. The Knowledge Management Plan is a User-oriented document that describes the approach, methodology, requirements, and plan for providing skill and knowledge development opportunities to the State and county staff involved with the development and support of the CWS/Web solution. The CWS/Web Project team and the Contractor will use this plan to track and evaluate knowledge transfer progress.

TR018-Software User Manual (SUM)

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Must meet the intent of EIA/IEEE J-Std 016 -1995, J.2.1.
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Software Development Plan TM002.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days prior to User Acceptance Testing.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:

One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 1108

Product Description: The **Software User Manual (SUM)** describes information needed by hands-on Users of the CWS/Web Application. This information includes system scope, organization, access, remote access, security, capabilities and procedures for how to use the CWS/Web Solution to perform work activities. The remote access description should include the security guidelines and processes for external devices for telework and remote access.

Content: The content and format of the manual may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The SUM shall include (but is not limited to) the following:

- Diagrams
- Security Concerns

TR019-Software Transition Plan

Product Definition Type: Data Item Description (DID)

Standard/Format:
- EIA/IEEE J-Std 016 -1995, E.2.4
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor

Date of First Submission:
90 calendar days prior to Pilot start date

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor

Delivery Media:

One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 880

Product Description: The **Software Transition Plan** includes the set of activities that enables responsibility for Software development to pass from the Contractor to the entity responsible for software maintenance. The plan will identify all Software development resources that will be needed by the organization to fulfill the support strategy in the contract.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Software Transition Plan shall also address:

- Detail of how equipment, configurations, and Software will be transitioned into the DTS environment
- Include a System Transition Risk Assessment, in accordance with the Risk Management Plan, prior to transition that complies with Risk Mitigation Strategy and outlines any significant risks, estimated impact and probability of occurrence
- Include documented and approved contingency plans for all significant risks
- Include coordination activities with DTS that provides a clear definition of data center responsibilities and tasks
- Approach for maintaining data synchronization between the current system (CWS/CMS) and CWS/Web throughout Deployment until Initial Release Implementation.

TR021-Business Process Transition Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
30 calendar days after Acceptance of Software Design Description (SDD).

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1155

Product Description: The **Business Process Transition Plan** provides the roadmap for the activities for transitioning business functions and provides a high-level transition plan for the business functions of the new CWS/Web System environment. The Plan will articulate the goals, priorities and strategies in place for a successful transition.

Updates to this deliverable must have the same structure and content described in this section.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

- The Business Process Transition Plan shall include (but is not limited to) the following:
- A high-level review of the present CWS business environment
    - Identify the various business areas that provide CWS program services and entities with which the CWS program interacts, both internally and externally.
- A high-level of the new CWS/Web and its business functions
- Document the new CWS/Web Project's approach to planning, Piloting, executing, monitoring, safeguarding and evaluating the transition from current environment to the new CWS/Web business environment and System.
- Document the new CWS/Web Project processes for managing the transition in an integrated and coordinated manner
- Identify and document the parties and entities involved in the transition process and the roles and responsibilities of each of these parties and entities.
- Document the processes and procedures that will be used to manage problem ownership and resolution during the transition process
- Identify and describe the approach for managing processes that will be used to access and manage aspects of the transition such as: work backlogs, work-in progress, and potential operational disruption during transition, and close-out activities for the existing Child Welfare Service/ Case Management System.
- Document the business rollback plan as a component of the overall Business Process Transition Plan to provide the processes and procedures that will be used in the event that a critical problem encountered during the transition requires a partial or full rollback of operations

Office of Systems Integration **CWS/Web Project**
RFP OSI-0530-208 **Appendix E - Cost Workbook**

PRINT INSTRUCTIONS FOR THE CWS/WEB SYSTEMS INTEGRATOR RFP COST WORKBOOK

1. All Bidders should select "Legal" size paper.

2. For the following worksheets, Bidder's should format to "LANDSCAPE".
VII-1, VII-2, VII-3, VII-4, VII-5a, VII-5b, VII-6, VII-7, VII-8, VII-9, VII-11a, VII-11b, VII-13a, VII-13b, VII-15.

3. For the following worksheets, Bidder's should format to "PORTRAIT".
VII-10, VII-12, VII-14

State of California

Wksht VII-1. TOTAL COST SUMMARY (Bid Amount)

(1) Row	(2) Category	(3) FY 2011/12 YR 1	(4) FY 2012/13 YR 2	(5) FY 2013/14 YR 3	(6) FY 2014/15 YR 4	(7) FY 2015/16 YR 5	(8) FY 2016/17 YR 6	(9) FY 2017/18 YR 7	(10) FY 2018/19 YR 8	(11) FY 2019/20 YR 9	(12) Total Costs
1	**Initial Release (Solution Development and Transition)**										
2	Hardware Costs (Worksheet VII-3)	$0	$0	$0	$0	$0					**$0**
3	Software Costs (Worksheet VII-4)	$0	$0	$0	$0	$0					**$0**
4	Staffing Costs - Initial Release (Worksheet VII-5a)	-	-	-	-	-	-	-	-		-
5	Staffing Costs - Initial Release Development and Transition (Worksheet VII-5a)	$0	$0	$0	$0	$0					**$0**
6	Staffing Costs - Initial Release End-User Training (Worksheet VII-5a)	$0	$0	$0	$0	$0					**$0**
7	Staffing Costs - Initial Release Service and Support (Worksheet VII-5a)	$0	$0	$0	$0	$0					**$0**
8	End-User Training Costs Non-Staffing (Worksheet VII-7)	$0	$0	$0	$0	$0					**$0**
9	Unanticipated Tasks (10% of Initial Release Costs)	$0	$0	$0	$0	$0					**$0**
10	OTech Data Center Services (VII-15a)	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
11	**Total - Initial Release**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
12											
13	**Future Release (Solution Development and Transition)**										
14	Hardware Costs (Worksheet VII-3)	$0	$0	$0	$0	$0					**$0**
15	Software Costs (Worksheet VII-4)	$0	$0	$0	$0	$0					**$0**
16	Staffing Costs - Future Release (Worksheet VII-5b)	-	-	-	-	-	-	-	-		-
17	Staffing Costs - Future Release Development and Transition (Worksheet VII-5b)	$0	$0	$0	$0	$0					
18	Staffing Costs - Future Release End-User Training (Worksheet VII-5b)	$0	$0	$0	$0	$0					
19	End-User Training Costs Non-Staffing (Worksheet VII-7)	$0	$0	$0	$0	$0					**$0**
20	Unanticipated Tasks (10% of Future Release Costs)	$0	$0	$0	$0	$0					**$0**
21	OTech Data Center Services (VII-15a)	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
22	**Total - Future Release**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
23											
24	**Service and Support (Maintenance and Operations)**										
25	Hardware Costs (Worksheet VII-3)	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
26	Software Costs (Worksheet VII-4)	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
27	Staffing Service and Support (Worksheet VII-6)	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
28	Technical Services*	$0	$0	$0	$1,410,000	$1,410,000	$1,410,000	$1,410,000	$1,410,000	$1,410,000	**$7,050,000**
29	OTech Data Center Services (VII-15a)	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
30	System Changes*	$0	$0	$0	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000	**$36,000,000**
31	**Total - Service and Support**	**$0**	**$0**	**$0**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$43,050,000**
32											
33	**TOTALS**	**$0**	**$0**	**$0**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$43,050,000**
34											**TOTAL BID AMOUNT**
35	*** These services are conditional upon approval of an official request form and the completion of Solution Development and Transition.**										

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Wksht VII-2. TOTAL COST SUMMARY (Contract Amt)

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	OPTION YEARS (11)	(12)	(13)
Row	Category	FY 2011/12 YR 1	FY 2012/13 YR 2	FY 2013/14 YR 3	FY 2014/15 YR 4	FY 2015/16 YR 5	FY 2016/17 YR 6	FY 2017/18 YR 7	Base Contract Subtotals	FY 2018/19 YR 8	FY 2019/20 YR 9	Total Amount Subtotals
1	**Initial Release (Solution Development and Transition)**											
2	Hardware Costs (Worksheet VII-3)	$0	$0	$0	$0	$0			**$0**			**$0**
3	Software Costs (Worksheet VII-4)	$0	$0	$0	$0	$0			**$0**			**$0**
4	Staffing Costs - Initial Release (Worksheet VII-5a)	-	-	-	-	-	-	-		-		
5	Staffing Costs - Initial Release Development and Transition (Worksheet VII-5a)	$0	$0	$0	$0	$0			**$0**			**$0**
6	Staffing Costs - Initial Release End-User Training (Worksheet VII-5a)	$0	$0	$0	$0	$0			**$0**			**$0**
7	Staffing Costs - Initial Release Service and Support (Worksheet VII-5a)	$0	$0	$0	$0	$0			**$0**			**$0**
8	End-User Training Costs Non-Staffing (Worksheet VII-7)	$0	$0	$0	$0	$0			**$0**			**$0**
9	Unanticipated Tasks (10% of Initial Release Costs)	$0	$0	$0	$0	$0			**$0**			**$0**
10	**Total - Initial Release**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
11												
12	**Future Release (Solution Development and Transition)**											**$0**
13	Hardware Costs (Worksheet VII-3)	$0	$0	$0	$0	$0			**$0**			**$0**
14	Software Costs (Worksheet VII-4)	$0	$0	$0	$0	$0			**$0**			**$0**
15	Staffing Costs - Future Release (Worksheet VII-5b)	-	-	-	-	-	-	-		-		
16	Staffing Costs - Future Release Development and Transition (Worksheet VII-5b)	$0	$0	$0	$0	$0			**$0**			**$0**
17	Staffing Costs - Future Release End-User Training (Worksheet VII-5b)	$0	$0	$0	$0	$0			**$0**			**$0**
18	End-User Training Costs Non-Staffing (Worksheet VII-7)	$0	$0	$0	$0	$0			**$0**			**$0**
19	Unanticipated Tasks (10% of Future Release Costs)	$0	$0	$0	$0	$0			**$0**			**$0**
20	**Total - Future Release 1**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
21												
22	**Service and Support (Maintenance and Operations)**											
23	Hardware Costs (Worksheet VII-3)	$0	$0	$0	$0	$0	$0	$0	**$0**	$0	$0	**$0**
24	Software Costs (Worksheet VII-4)	$0	$0	$0	$0	$0	$0	$0	**$0**	$0	$0	**$0**
25	Staffing Service and Support (Worksheet VII-6)	$0	$0	$0	$0	$0	$0	$0	**$0**	$0	$0	**$0**
26	Technical Services*	$0	$0	$0	$1,410,000	$1,410,000	$1,410,000	$1,410,000	**$5,640,000**	$1,410,000	$1,410,000	**$8,460,000**
27	System Changes*	$0	$0	$0	$6,000,000	$6,000,000	$6,000,000	$6,000,000	**$24,000,000**	$6,000,000	$6,000,000	**$36,000,000**
28	**Total - Service and Support**	**$0**	**$0**	**$0**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$29,640,000**	**$7,410,000**	**$7,410,000**	**$44,460,000**
29												
30	**TOTALS**	**$0**	**$0**	**$0**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	$29,640,000	**$7,410,000**	**$7,410,000**	**$44,460,000**
31									**BASE CONTRACT AMOUNT**			**TOTAL AMOUNT (Including Option Years)**
32	*** These services are conditional upon approval of an official request form and the completion of Solution Development and Transition.**											

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Wksht VII-3. HARDWARE COSTS

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)
Row Number	Hardware Description/ Manufacturer/ Model Number	Environment(s) Supported	Warranty Period	Unit Price	Freight and Setup	Sales Tax	Hardware Maintenance Price	Quantity	Total Price per Item	Year 1 FY 2011/12	Year 2 FY 2012/13	Year 3 FY 2013/14	Year 4 FY 2014/15	Year 5 FY 2015/16	Year 6 FY 2016/17	Year 7 FY 2017/18	Year 8 FY 2018/19	Year 9 FY 2019/20	Hardware Subtotals
1	**Initial Release Hardware**																		
2									$0										$0
3									$0										$0
4									$0										$0
5									$0										$0
6									$0										$0
7									$0										$0
8									$0										$0
9									$0										$0
10									$0										$0
11									$0										$0
12									$0										$0
13									$0										$0
14									$0										$0
15									$0										$0
16	**Initial Release Hardware Subtotal**								**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
17																			
18	**Future Release Hardware**																		
19									$0										$0
20									$0										$0
21									$0										$0
22									$0										$0
23									$0										$0
24									$0										$0
25									$0										$0
26									$0										$0
27	**Future Release Hardware Subtotal**								**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
28																			
29	**Service and Support Hardware**																		
30									$0										$0
31									$0										$0
32									$0										$0
33									$0										$0
34									$0										$0
35									$0										$0
36									$0										$0
37									$0										$0
38									$0										$0
39	**Service and Support Subtotal**								**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
40																			
41	**ALL HARDWARE SUBTOTAL**								**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**

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Wksht VII-4. SOFTWARE COSTS

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)
Row	Software Description	License Type	Unit Price	Freight Cost	Sales Tax	License Cost	Software Maintenance Costs	Quantity	Cost per Software	Year 1 FY 2011/12	Year 2 FY 2012/13	Year 3 FY 2013/14	Year 4 FY 2014/15	Year 5 FY 2015/16	Year 6 FY 2016/17	Year 7 FY 2017/18	Year 8 FY 2018/19	Year 9 FY 2019/20	Software Subtotals
1	INITIAL RELEASE SOFTWARE																		
2									$0										$0
3									$0										$0
4									$0										$0
5									$0										$0
6									$0										$0
7									$0										$0
8									$0										$0
9									$0										$0
10									$0										$0
11									$0										$0
12									$0										$0
13	Initial Release Software Subtotal								$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
14																			
15	FUTURE RELEASE SOFTWARE																		
16									$0										$0
17									$0										$0
18									$0										$0
19									$0										$0
20									$0										$0
21									$0										$0
22									$0										$0
23									$0										$0
24									$0										$0
25	Future Release 1 SUBTOTAL								$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
26																			
27	SERVICE AND SUPPORT SOFTWARE																		
28									$0										$0
29									$0										$0
30									$0										$0
31									$0										$0
32									$0										$0
33									$0										$0
34									$0										$0
35									$0										$0
36									$0										$0
37									$0										$0
38									$0										$0
39	Services and Support SUBTOTAL								$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
40																			
41	Total Software Costs								$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0

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Wksht VII-5a. STAFFING COSTS - INITIAL RELEASE

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)
					FY 2011/12			FY 2012/13			FY 2013/14			FY 20114/15			FY 2015/16		
Row	Team Member Position	Team Member Name	Sub-contractor (Y/N)	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	TOTAL STAFFING COST
	INITIAL RELEASE				**YEAR 1**			**YEAR 2**			**YEAR 3**			**YEAR 4**			**YEAR 5**		
1	**INITIAL RELEASE (SOLUTION DEVELOPMENT & TRANSITION)**																		
2	**Key Positions**																		
3	*A. Project Manager*	*Insert name*																	
4	*B. Functional Manager*	*Insert name*																	
5	*C. Chief Architect*	*Insert name*																	
6	*D. Software Architect*	*Insert name*																	
7	*E. Database Architect*	*Insert name*																	
8	*F. Infrastructure Manager*	*Insert name*																	
9	*G. Data Conversion Manager*	*Insert name*																	
10	*H. Security Architect*	*Insert name*																	
11	*I. Software Development Manager*	*Insert name*																	
12	*J. Transition Manager*	*Insert name*																	
13	*K. Test Manager*	*Insert name*																	
14	*L. Training Manager*	*Insert name*																	
15	*M. Quality Assurance Manager*	*Insert name*																	
16	**Non-Key Positions**																		
17	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
18	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
19	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
20	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
21	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
22	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
23	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
24	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
25	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
26	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
27	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
28	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
29	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
30	**Subtotal**					$0			$0			$0			$0			$0	$0
31																			
32	**INITIAL RELEASE (END-USER TRAINING)**																		
33	*Training Manager*	*Insert name*				$0			$0			$0			$0			$0	$0
34	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
35	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
36	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
37	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
38	**Subtotal**					$0			$0			$0			$0			$0	$0
39																			
40	**INITIAL RELEASE (SERVICE AND SUPPORT)**																		
41	*Service and Support Manager*	*Insert name*				$0			$0			$0			$0			$0	$0
42	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
43	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
44	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
45	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
46	**Subtotal**					$0			$0			$0			$0			$0	$0

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Wksht VII-5b. STAFFING COSTS - FUTURE RELEASE

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)
					FY 2011/12			FY 2012/13			FY 2013/14			FY 20114/15			FY 2015/16		
Row	Team Member Position	Team Member Name	Sub-contractor (Y/N)	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	TOTAL STAFFING COST
	FUTURE RELEASE				**YEAR 1**			**YEAR 2**			**YEAR 3**			**YEAR 4**			**YEAR 5**		
1	**FUTURE RELEASE (SOLUTION DEVELOPMENT & TRANSITION)**																		
2	**Key Positions**																		
3	***Project Manager***	*Insert name*				$0			$0			$0			$0			$0	$0
4	***Chief Architect***	*Insert name*				$0			$0			$0			$0			$0	$0
5	***Software Architect***	*Insert name*				$0			$0			$0			$0			$0	$0
6	***Software Development Manager***	*Insert name*				$0			$0			$0			$0			$0	$0
7	***Data Conversion Manager***	*Insert name*				$0			$0			$0			$0			$0	$0
8	***Transition Manager***	*Insert name*				$0			$0			$0			$0			$0	$0
9	***Test Manager***	*Insert name*				$0			$0			$0			$0			$0	$0
10	**Non-Key Positions**																		
11	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
12	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
13	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
14	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
15	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
16	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
17	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
18	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
19	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
20	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
21	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
22	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
23	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
24	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
25	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
26	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
27	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
28	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
29	**Subtotal**					$0			$0			$0			$0			$0	$0
30																			
31	**FUTURE RELEASE END-USER TRAINING**																		
32	***Training Manager***	*Insert name*				$0			$0			$0			$0			$0	$0
33	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
34	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
35	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
36	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
37	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
38	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
39	**Subtotal**					$0			$0			$0			$0			$0	$0

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
					FY 2012/13			FY 2013/14			FY 20114/15			FY 2015/16			FY 2016/17			FY 2017/18			FY 2018/19			FY 2019/20			
Row	Team Member Positions / Functional Categories	Team Member Names	Subcontractor (Y/N)	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Staffing Subtotals
	Service and Support (M&O)			**YEAR 2**			**YEAR 3**			**YEAR 4**			**YEAR 5**			**YEAR 6**			**YEAR 7**			**YEAR 8**			**YEAR 9**		
1	**GENERAL SERVICE AND SUPPORT**																											
2	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
3	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
4	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
5	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
6	**SERVICE OVERSIGHT**																											$0
7	**1. Asset Management**																											
8	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
9	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
10	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
11	**2. Communications**																											$0
12	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
13	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
14	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
15	**3. Customer Relationship Management**																											$0
16	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
17	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
18	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
19	**4. Governance**																											$0
20	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
21	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
22	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
23	**5. Work Request Receipt**																											$0
24	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
25	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
26	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
27	**6. Oversight - Internal Operations**																											$0
28	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
29	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
30	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
31	**7. Performance Measures**																											$0
32	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
33	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
34	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
35	**8. Policy**																											$0
36	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
37	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
38	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
39	**9. Proposal Development**																											$0
40	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
41	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
42	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
43	**10. IT Resource Management**																											$0
44	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
45	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
46	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
47	**11. Service Level Management**																											$0
48	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
49	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
50	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
51	**12. Solution Architecture**																											$0
52	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
53	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
54	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
55	**SERVICE MAINTENANCE**																											$0
56	**1. Application Maintenance and Support**																											
57	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
					FY 2012/13			FY 2013/14			FY 20114/15			FY 2015/16			FY 2016/17			FY 2017/18			FY 2018/19			FY 2019/20			
Row	Team Member Positions / Functional Categories	Team Member Names	Subcontractor (Y/N)	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Staffing Subtotals
	Service and Support (M&O)				**YEAR 2**			**YEAR 3**			**YEAR 4**			**YEAR 5**			**YEAR 6**			**YEAR 7**			**YEAR 8**			**YEAR 9**		
58	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
59	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
60	**2. Directory Repository Management**																											$0
61	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
62	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
63	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
64	**3. Control Agency Compliance**																											$0
65	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
66	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
67	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
68	**4. Customer Report Creation Support**																											$0
69	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
70	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
71	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
72	**5. Forms Management**																											$0
73	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
74	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
75	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
76	**6. Information Management**																											$0
77	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
78	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
79	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
80	**7. Interface Management**																											$0
81	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
82	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
83	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
84	**8. Project Management**																											$0
85	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
86	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
87	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
88	**9. Quality Assurance**																											$0
89	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
90	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
91	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
92	**10. Requirements Management**																											$0
93	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
94	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
95	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
96	**11. Technical Writing**																											$0
97	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
98	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
99	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
100	**12. Testing**																											$0
101	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
102	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
103	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
104	**13. Workflow and Business Rule Management**																											
105	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
106	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
107	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
108	**SERVICE DELIVERY**																											$0
109	**1. Availability Management**																											
110	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
111	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
112	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
113	**2. Capacity Management**																											$0
114	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
					FY 2012/13			FY 2013/14			FY 20114/15			FY 2015/16			FY 2016/17			FY 2017/18			FY 2018/19			FY 2019/20			
Row	Team Member Positions / Functional Categories	Team Member Names	Subcontractor (Y/N)	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Staffing Subtotals
	Service and Support (M&O)				**YEAR 2**			**YEAR 3**			**YEAR 4**			**YEAR 5**			**YEAR 6**			**YEAR 7**			**YEAR 8**			**YEAR 9**		
115	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
116	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
117	**3. Change Management**																											$0
118	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
119	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
120	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
121	**4. Configuration Management**																											
122	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
123	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
124	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
125	**5. Customer Training**																											$0
126	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
127	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
128	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
129	**6. Facilities Management**																											$0
130	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
131	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
132	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
133	**7. Incident Management**																											$0
134	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
135	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
136	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
137	**8. Network (Connectivity)**																											$0
138	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
139	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
140	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
141	**9. Operations (Data Center and Network Operations Center)**																											
142	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
143	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
144	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
145	**10. Personal Device Support**																											$0
146	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
147	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
148	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
149	**11. Problem Management**																											$0
150	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
151	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
152	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
153	**12. Release Management**																											$0
154	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
155	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
156	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
157	**13. Security**																											$0
158	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
159	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
160	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
161	**14. Servers (Hosting) and Storage**																											
162	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
163	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
164	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
161	**15. Service Continuity Management**																											
162	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
163	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
164	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
165	**16. Service Desk**																											$0
166	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
167	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0

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1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
					FY 2012/13			FY 2013/14			FY 20114/15			FY 2015/16			FY 2016/17			FY 2017/18			FY 2018/19			FY 2019/20			
Row	Team Member Positions / Functional Categories	Team Member Names	Subcontractor (Y/N)	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Staffing Subtotals
	Service and Support (M&O)				**YEAR 2**			**YEAR 3**			**YEAR 4**			**YEAR 5**			**YEAR 6**			**YEAR 7**			**YEAR 8**			**YEAR 9**		
168	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
169	**17. Training (Internal)**																											$0
170	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
171	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
171	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
169	**SUPPORT SACWIS REVIEW**																											$0
170	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
171	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
171	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
172	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
173	**Subtotal**					$0			$0			$0			$0			$0			$0			$0			$0	$0

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Wksht VII-7. END-USER TRAINING COSTS NON-STAFFING

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Row Number	Class/ Session Description	Class Location	FY 2011/12 Non-Staffing Training Costs	FY 2012/13 Non-Staffing Training Costs	FY 2013/14 Non-Staffing Training Costs	FY 2014/15 Non-Staffing Training Costs	FY 2015/16 Non-Staffing Training Costs	FY 2016/17 Non-Staffing Training Costs	Subtotals
1	**INITIAL RELEASE**								
2									$0
3									$0
4									$0
5									$0
6									$0
7									$0
8									$0
9									$0
10									$0
11									$0
12									$0
13									$0
14									$0
15									$0
16									$0
17									$0
18									$0
19									$0
20									$0
21	**Fiscal Year Subtotals**		**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
22									
23	**FUTURE RELEASE**								$0
24									$0
25									$0
26									$0
27									$0
28									$0
29									$0
30									$0
31									$0
32									$0
33									$0
34									$0
35									$0
36									$0
37									$0
38									$0
39									$0
40									$0
41									$0
42									$0
43	**Fiscal Year Subtotals**		**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
44									
45	**Subtotal for All Non-Staffing Training Costs for Solution Development and Transition**		**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**

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Wksht VII-8. SYSTEM INTERFACE COSTS

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)
Row Number	Interface Description	Hardware Cost	Software Cost	Staffing Cost	DTS Cost	Extended Cost	FY 2011/12 YR 1	FY 2012/13 YR 2	FY 2013/14 YR 3	FY 2014/15 YR 4	FY 2015/16 YR 5	FY 2016/17 YR 6	FY 2017/18 YR 7	FY 2018/19 YR 8	FY 2019/20 YR 9	Subtotals
	INITIAL RELEASE															
1	California Department of Social Services (CDSS) Statewide Automated Welfare System (SAWS)					$0										$0
2	CDSS, Consortium 4 (C-IV)					$0										$0
3	CDSS, CalWIN					$0										$0
4	CDSS, LEADER Replacement System (LRS)					$0										$0
5	CDSS, Community Care Licensing Division (CCLD) Licensing Information System (LIS)					$0										$0
6	County Auditor/Controller Offices					$0										$0
7	California Department of Health Care Services (DHCS) SCI					$0										$0
8	DHCS MISDSS					$0										$0
9	DHCS MEDS					$0										$0
10	California Department of Justice (DOJ), Law Enforcement Telecommunication System (CLETS)					$0										$0
11	DOJ, Child Abuse Central Index					$0										$0
12	California Department of Education (CDE) , Statewide School Information					$0										$0
13	Judicial Council of California, Administrative Office of the Courts, Court Case Management Systems					$0										$0
14	California State Controllers Office, Payment System					$0										$0
15	Department of Motor Vehicles (DMV)					$0										$0
16	U.S. Administration for Children and Families (AFCARS, NYTD, NACNDS)					$0										$0
17	California Department of Child Support Services, California Child Support Automated Systems					$0										$0
18	UC Berkeley					$0										$0
19	San Bernardino County, Department of Public Services, Probation Department					$0										$0
20	Los Angeles County, Department of Public Social Services, Automated Provider Payment Services					$0										$0
21	Los Angeles County, Department of Public Social Services, LEADER					$0										$0
22	Los Angeles County, Department of Public Social Services, Welfare Care Management Information System (WCMIS)					$0										$0
23	LEXIS-NEXIS					$0										$0
24	Local Law Enforcement Agencies					$0										$0
	Initial Release SUBTOTAL					$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)
Row Number	Interface Description	Hardware Cost	Software Cost	Staffing Cost	DTS Cost	Extended Cost	FY 2011/12 YR 1	FY 2012/13 YR 2	FY 2013/14 YR 3	FY 2014/15 YR 4	FY 2015/16 YR 5	FY 2016/17 YR 6	FY 2017/18 YR 7	FY 2018/19 YR 8	FY 2019/20 YR 9	Subtotals
	FUTURE RELEASE															
25	California Department of Corrections and Rehabilitation					$0										$0
26	California Employment Development Department					$0										$0
27	California Department of Alcohol and Drug Programs					$0										$0
28	California Department of Education (CDE) Educational Information					$0										$0
29	California Department of Public Health (CDPH), Office of Vital Records, Electronic Death Registration System (CA-EDRS)					$0										$0
30	CDPH, Women, Infants, and Children (WIC)					$0										$0
31	CDPH, Birth Information															$0
32	U.S. Social Security Administration					$0										$0
	Future Release SUBTOTAL					$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0

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Wksht VII-9. LABOR RATES for WORK AUTH, SYSTEM CHANGE AUTH, TECHNICAL SUPPORT REQUESTS

(1)	(2)	(3) FY 2011/12 YR 1	(4) FY 2012/13 YR 2	(5) FY 2013/14 YR 3	(6) FY 2014/15 YR 4	(7) FY 2015/16 YR 5	(8) FY 2016/17 YR 6	(9) FY 2017/18 YR 7	(10) FY 2018/19 YR 8	(11) FY 2019/20 YR 9
Row Number	Project Team Member	Hourly Rate for Each Project Team Member by Project Year								
1	**Key Staff**									
2	***Project Manager***									
3	***Chief Architect***									
4	***Software Architect***									
5	***Database Architect***									
6	***Infrastructure Manager***									
7	***Data Conversion Manager***									
8	***Security Architect***									
9	***Software Development Manager***									
10	***Functional Manager***									
11	***Transition Manager***									
12	***Test Manager***									
13	***Training Manager***									
14	***Service and Support Manager***									
15	***Quality Assurance Manager***									
16	**Non-Key Staff**									
17	*insert team member*									
18	*insert team member*									
19	*insert team member*									
20	*insert team member*									
21	*insert team member*									
22	*insert team member*									
23	*insert team member*									

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(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Row	Product ID#	LIST OF PRODUCTS	Type of Product (Deliverable or Material)	Initial Release (Y/N)		Future Release (Y/N)		Initial Release Cost	Future Release Cost
1	PM001	Project Management Plan	DL	Y		Y			
2	PM002	Project Schedule	DL	Y		Y			
3	PM007	Benefits Measurement Plan	DL	Y		Y			
4	PM008	Requirements Control Plan	DL	Y		Y			
5	PM009	Risk Management Plan	DL	Y		Y			
6	PM010	Business Process Transition Plan	DL	Y		Y			
7	PM016	Configuration Management Plan	DL	Y		Y			
8	SS001	Justification Package	DL	Y		Y			
9	SS002	State Staffing Package	DL	Y		Y			
10	SS003	Function Delivery Plan	DL	Y		Y			
11	SS004	Asset Management System	DL	Y		Y			
12	SS005	CWS/Web Performance Agreement	DL	Y		Y			
13	SS006	Systems Integrator Service Level Agreement	DL	Y		Y			
14	SS007	CWS/Web Solution Management Guide	DL	Y		Y			
15	SS013	Service Continuity Management Disaster Recovery Plan	DL	Y		Y			
16	SS017	Service Partner Performance Agreement	DL	Y		Y			
17	SS018	Backup and Recovery Plan	DL	Y		Y			
18	SS020	Production Release Package	DL	Y		Y			
19	SS023	Asset Management System Description	DL	Y		Y			
20	SS025	Service Desk Solution	DL	Y		N			$0
21	SS026	Service Desk Solution Description	DL	Y		N			$0
22	TM001	Data Conversion Plan	DL	Y		Y			
23	TM002	Software Development Plan	DL	Y		Y			
24	TM003	System Security Plan	DL	Y		Y			
25	TM004	Database Design Description	DL	Y		Y			
26	TM005	Data Warehouse Design Description	DL	Y		Y			
27	TM006	Interface Design Description	DL	Y		Y			
28	TM008	Software Design Description	DL	Y		Y			
29	TM009	Software Requirements Specification	DL	Y		Y			
30	TM010	System/Subsystem Specification	DL	Y		Y			
31	TM011	Software Test Plan	DL	Y		Y			
32	TM012	Software Test Documentation	DL	Y		Y			
33	TM013	Data Conversion Design Specification	DL	Y		Y			
34	TM014	and Counties/CDSS	DL	Y		**N**			$0
35	TM015	Data Conversion Environment Computer Operation Manual	DL	Y		**N**			$0
36	TM016	Training Environment Computer Operation Manual	MT	Y		**N**			$0
37	TM017	Development Environment Computer Operation Manual	MT	Y		**N**			$0
38	TM018	User Acceptance Testing Environment Computer Operation Manual	MT	Y		**N**			$0
39	TM019	Production Environment Computer Operation Manual	MT	Y		**N**			$0
40	TM020	System Operation Manual	DL	Y		Y			
41	TM021	System/Subsystem Design Description	DL	Y		Y			
42	TM022	Performance and Capacity Management Plan	DL	Y		Y			
43	TM023	Problem Resolution Plan	DL	Y		Y			
44	TM024	Training Environment Description	DL	Y		Y			
45	TM025	Description	DL	Y		Y			
46	TM025	Data Quality Report	MT	Y		Y			
47	TM026	Data Conversion Environment Description	DL	Y		**N**			$0
48	TM027	User Acceptance Testing Environment Description	**DL**	Y		**N**			$0
49	TM028	Production Environment Description	DL	Y		Y			
50	TM029	Development Environment Description	DL	Y		**N**			$0
51	TM030	Configuration Management System Description	DL	Y		**N**			$0
52	TM031	Training Environment	DL	Y		**N**			$0
53	TM032	Incident, Problem and Defect Integrated Tracking System	DL	Y		**N**			$0
54	TM034	Configuration Management System	DL	Y		**N**			$0
55	TM035	Data Conversion Environment	DL	Y		**N**			$0
56	TM036	User Acceptance Testing Environment	DL	Y		**N**			$0
57	TM037	Production Environment	DL	Y		**N**			$0
58	TM038	Development Environment	DL	Y		**N**			$0
59	TM040	Test Certification	MT	Y		Y			
60	TM041	Data Conversion Problems Report	MT	Y		Y			
61	TR001	Master Training and Knowledge Management Plan	DL	Y		Y			
62	TR002	CWS/Web User Training Plan	DL	Y		Y			
63	TR003	Technical Training Plan	DL	Y		Y			
64	TR004	Training Administration Plan	DL	Y		Y			
65	TR005	Training Curriculum	DL	Y		Y			
66	TR006	CWS/Web Training Manual	DL	Y		Y			
67	TR007	Statewide Deployment Plan	DL	Y		Y			
68	TR008	Software Installation Plan	DL	Y		Y			
69	TR009	Organizational Change Readiness Plan	DL	Y		Y			
70	TR010	Service and Support Staff Training Plan	DL	Y		Y			
71	TR012	Deployment Readiness Assessment Certification Letter	MT	Y		Y			
72	TR013	Deployment Readiness Assessment Checklist	DL	Y		Y			
73	TR014	Deployment Completion Certification Letter	MT	Y		Y			
74	TR015	Deployment Completion Report	MT	Y		Y			
75	TR016	Knowledge Management Plan	DL	Y		Y			
76	TR018	Software User Manual	DL	Y		Y			
77	TR019	Software Transition Plan	DL	Y		Y			
78		**Subtotal**							

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Wksht VII-11a. IR Compensation Schedule by Percentage

(1) Row	(2) Compensation Milestone Number	(3) Product ID#	(4) Compensation Milestones and Associated Products	(5) Type of Product (Deliverable or Material)	(6) Bidder's Proposed Milestone Review Date	(7) Percent of Payment (Bidder's Proposed)	(8) Percent of Payment (State's Preferred)	(9) Percent of Payment (Lower Limit)	(10) Percent of Payment (Upper Limit)
1		SS004	Asset Management System	DL					
2		SS023	Asset Management System Description	DL					
3		PM016	Configuration Management Plan	DL					
4		PM001	Project Management Plan	DL					
5		PM002	Project Schedule	DL					
6		PM008	Requirements Control Plan	DL					
7		PM009	Risk Management Plan	DL					
8		TM002	Software Development Plan	DL					
9	**1**		**CM-1 Project Management System**				**7.00%**	**6.37%**	**7.63%**
10		TM034	Configuration Management System	DL					
11		TM030	Configuration Management System Description	DL					
12		TM038	Development Environment	DL					
13		TM017	Development Environment Computer Operation Manual	MT					
14		TM029	Development Environment Description	DL					
15		TM032	Incident, Problem and Defect Integrated Tracking System	DL					
16		TM025	Incident, Problem and Defect Integrated Tracking System Description	DL					
17		TM010	System/Subsystem Specification	DL					
18	**2**		**CM-2 System Specification / Support Systems**				**7.00%**	**6.37%**	**7.63%**
19		TR002	CWS/Web User Training Plan	DL					
20		TR016	Knowledge Management Plan	DL					
21		TR001	Master Training and Knowledge Management Plan	DL					
22		TR009	Organizational Change Readiness Plan	DL					
23		TR010	Service and Support Staff Training Plan	DL					
24		TR003	Technical Training Plan	DL					
25		TR004	Training Administration Plan	DL					
26	**3**		**CM-3 Training Plans**				**4.00%**	**3.64%**	**4.36%**
27		PM007	Benefits Measurement Plan	DL					
28		TM009	Software Requirements Specification	DL					
29		TM003	System Security Plan	DL					
30		TM021	System/Subsystem Design Description	DL					
31	**4**		**CM-4 Requirements Specifications**				**8.00%**	**7.28%**	**8.72%**
32		TM005	Data Warehouse Design Description	DL					
33		TM004	Database Design Description	DL					
34		TM014	Hardware and Software Specifications for the Environments at DTS and Counties/CDSS	DL					
35		TM006	Interface Design Description	DL					
36		TM008	Software Design Description	DL					
37	**5**		**CM-5 Design**				**8.00%**	**7.28%**	**8.72%**
38		SS007	CWS/Web Solution Management Guide	DL					
39		TM013	Data Conversion Design Specification	DL					
40		TM035	Data Conversion Environment	DL					
41		TM015	Data Conversion Environment Computer Operation Manual	MT					
42		TM026	Data Conversion Environment Description	DL					
43		TM001	Data Conversion Plan	DL					
44		TM041	Data Conversion Problems Report	MT					
45		SS003	Function Delivery Plan	DL					
46		TM011	Software Test Plan	DL					
47	**6**		**CM-6 Data Conversion Preparation**				**6.00%**	**5.46%**	**6.54%**
48		SS013	Service Continuity Management Disaster Recovery Plan	DL					
49		TM040	Test Certification	MT					

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Wksht VII-11a. IR Compensation Schedule by Percentage

(1) Row	(2) Compensation Milestone Number	(3) Product ID#	(4) Compensation Milestones and Associated Products	(5) Type of Product (Deliverable or Material)	(6) Bidder's Proposed Milestone Review Date	(7) Percent of Payment (Bidder's Proposed)	(8) Percent of Payment (State's Preferred)	(9) Percent of Payment (Lower Limit)	(10) Percent of Payment (Upper Limit)
50	**7**		**CM-7 Test Certification**				**3.00%**	**2.73%**	**3.27%**
51		TM025	Data Quality Report	MT					
52	**8**		**CM-8 Data Conversion**				**3.00%**	**2.73%**	**3.27%**
53		SS018	Backup and Recovery Plan	DL					
54		TR021	Business Process Transition Plan	DL					
55		TR006	CWS/Web Training Manual	DL					
56		TR012	Deployment Readiness Assessment Certification Letter	MT					
57		TR013	Deployment Readiness Assessment Checklist	DL					
58		TM022	Performance and Capacity Management Plan	DL					
59		TM023	Problem Resolution Plan	DL					
60		SS020	Production Release Package	DL					
61		TR008	Software Installation Plan	DL					
62		TM012	Software Test Documentation	DL					
63		TR019	Software Transition Plan	DL					
64		TR018	Software User Manual	DL					
65		TR007	Statewide Deployment Plan	DL					
66		TM020	System Operation Manual	DL					
67		TR005	Training Curriculum	DL		`			
68	**9**		**CM-9 Transition Preparation**				**9.00%**	**8.19%**	**9.81%**
69		TM037	Production Environment	DL					
70		TM019	Production Environment Computer Operation Manual	MT					
71		TM028	Production Environment Description	DL					
72		SS025	Service Desk Solution	DL					
73		SS026	Service Desk Solution Description	DL					
74		TM031	Training Environment	DL					
75		TM016	Training Environment Computer Operation Manual	MT					
76		TM024	Training Environment Description	DL					
77		TM036	User Acceptance Testing Environment	DL					
78		TM018	User Acceptance Testing Environment Computer Operation Manual	MT					
79		TM027	User Acceptance Testing Environment Description	DL		`			
80	**10**		**CM-10 Environments**				**8.00%**	**7.28%**	**8.72%**
81		TR015	Deployment Completion Report	MT					
82	**11**		**CM-11 Pilot Deployment Completion**				**2.00%**	**1.82%**	**2.18%**
83		SS005	CWS/Web Performance Agreement	DL					
84		TR014	Deployment Completion Certification Letter	MT					
85		SS001	Resource (personnel and non-personnel) Calculation and Justification Package	DL					
86		SS017	Service Partner Performance Agreement	DL					
87		SS002	State Staffing Package	DL					
88		SS006	Systems Integrator Service Level Agreement	DL		`			
89	**12**		**CM-12 Initial Release Implementation Completion**				**20.00%**	**15.00%**	**25.00%**
90			**Holdback Release - IR Acceptance (5% of Initial Release Cost)**			**5.00%**	**5.00%**		
91			**Management Performance Balanced Scorecard (10% of IR Total Cost)**			**10.00%**	**10.00%**		
92			**Total**			**15.00%**	**100.00%**		

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Wksht VII-11b. FR Compensation Schedule by Percentage

(1) Row	(2) Compensation Milestone Number	(3) Product ID#	(4) Compensation Milestones and Associated Products	(5) Type of Product (Deliverable or Material)	(6) Bidder's Proposed Milestone Review Date	(7) Percent of Payment (Bidder's Proposed)	(8) Percent of Payment (State's Preferred)	(9) Percent of Payment (Lower Limit)	(10) Percent of Payment (Upper Limit)
1		PM016	Configuration Management Plan	DL					
2		PM001	Project Management Plan	DL					
3		PM002	Project Schedule	DL					
4		PM008	Requirements Control Plan	DL					
5		PM009	Risk Management Plan	DL					
6		TM002	Software Development Plan	DL					
7	**1**		**CM-1 Project Management System**				**8.00%**	**7.28%**	**8.72%**
8		TR002	CWS/Web User Training Plan	DL					
9		TR016	Knowledge Management Plan	DL					
10		TR001	Master Training and Knowledge Management Plan	DL					
11		TR009	Organizational Change Readiness Plan	DL					
12		TR010	Service and Support Staff Training Plan	DL					
13		TR003	Technical Training Plan	DL					
14		TR004	Training Administration Plan	DL					
15	**2**		**CM-2 Training Plans**				**4.00%**	**3.64%**	**4.36%**
16		PM007	Benefits Measurement Plan	DL					
17		TM009	Software Requirements Specification	DL					
18		TM003	System Security Plan	DL					
19		TM021	System/Subsystem Design Description	DL					
20	**3**		**CM-3 Requirements Specifications**				**10.00%**	**9.10%**	**10.90%**
21		TM005	Data Warehouse Design Description	DL					
22		TM004	Database Design Description	DL					
23		TM014	Hardware and Software Specifications for the Environments at DTS and Counties/CDSS	DL					
24		TM006	Interface Design Description	DL					
25		TM008	Software Design Description	DL					
26	**4**		**CM-4 Design**				**10.00%**	**9.10%**	**10.90%**
27		SS007	CWS/Web Solution Management Guide	DL					
28		TM013	Data Conversion Design Specification	DL					
29		TM001	Data Conversion Plan	DL					
30		TM041	Data Conversion Problems Report	MT					
31		SS003	Function Delivery Plan	DL					
32		TM011	Software Test Plan	DL					
33	**5**		**CM-5 Data Conversion Preparation**				**6.00%**	**5.46%**	**6.54%**
34		SS013	Service Continuity Management Disaster Recovery Plan	DL					
35		TM040	Test Certification	MT					
36	**6**		**CM-6 Test Certification**				**4.00%**	**3.64%**	**4.36%**
37		TM025	Data Quality Report	MT					
38	**7**		**CM-7 Data Conversion**				**3.00%**	**2.73%**	**3.27%**
39		SS018	Backup and Recovery Plan	DL					
40		TR021	Business Process Transition Plan	DL					
41		TR006	CWS/Web Training Manual	DL					
42		TR012	Deployment Readiness Assessment Certification Letter	MT					
43		TR013	Deployment Readiness Assessment Checklist	DL					
44		TM022	Performance and Capacity Management Plan	DL					
45		TM023	Problem Resolution Plan	DL					
46		SS020	Production Release Package	DL					
47		TR008	Software Installation Plan	DL					
48		TM012	Software Test Documentation	DL					
49		TR019	Software Transition Plan	DL					

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Wksht VII-11b. FR Compensation Schedule by Percentage

(1) Row	(2) Compensation Milestone Number	(3) Product ID#	(4) Compensation Milestones and Associated Products	(5) Type of Product (Deliverable or Material)	(6) Bidder's Proposed Milestone Review Date	(7) Percent of Payment (Bidder's Proposed)	(8) Percent of Payment (State's Preferred)	(9) Percent of Payment (Lower Limit)	(10) Percent of Payment (Upper Limit)
50		TR018	Software User Manual	DL					
51		TR007	Statewide Deployment Plan	DL					
52		TM020	System Operation Manual	DL					
53		TR005	Training Curriculum	DL		`			
54	**8**		**CM-8 Transition Preparation**				**15.00%**	**13.65%**	**16.35%**
55		TR015	Deployment Completion Report	MT					
56		SS005	CWS/Web Performance Agreement	DL					
57		TR014	Deployment Completion Certification Letter	MT					
58		SS001	Resource (personnel and non-personnel) Calculation and Justification Package	DL					
59		SS017	Service Partner Performance Agreement	DL					
60		SS002	State Staffing Package	DL					
61		SS006	Systems Integrator Service Level Agreement	DL		`			
62	**9**		**CM-9 Future Release Implementation Completion**				**25.00%**	**18.75%**	**31.25%**
63			**Holdback Release - FR Acceptance (5% of Future Release Cost)**			**5.00%**	**5.00%**		
64			**Management Performance Balanced Scorecard (10% of FR Total Cost)**			**10.00%**	**10.00%**		
65			**Total**			**15.00%**	**100.00%**		

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Wksht VII-12. Compensation by Percentage for Statewide Deployment of Initial Release (Compensation Milestone 12)

(1) Row	(2) Deployment Location	(3) Percent of Milestone Cost	(4) Compensation Group Number (1-6)
1	CDSS	1.07%	
2	Alameda	3.39%	
3	Alpine	0.01%	
4	Amador	0.05%	
5	Butte	0.84%	
6	Calaveras	0.11%	
7	Colusa	0.04%	
8	Contra Costa	2.54%	
9	Del Norte	0.15%	
10	El Dorado	0.28%	
11	Fresno	3.43%	
12	Glenn	0.14%	
13	Humboldt	0.50%	
14	Imperial	0.45%	
15	Inyo	0.07%	
16	Kern	2.75%	
17	Kings	0.40%	
18	Lake	0.15%	
19	Lassen	0.09%	
20	Los Angeles	31.64%	
21	Madera	0.32%	
22	Marin	0.31%	
23	Mariposa	0.07%	
24	Mendocino	0.50%	
25	Merced	0.85%	
26	Modoc	0.06%	
27	Mono	0.03%	
28	Monterey	0.58%	
29	Napa	0.24%	
30	Nevada	0.13%	
31	Orange	6.56%	
32	Placer	0.86%	
33	Plumas	0.06%	
34	Riverside	4.60%	
35	Sacramento	5.07%	
36	San Benito	0.10%	
37	San Bernardino	5.58%	
38	San Diego	7.65%	
39	San Francisco	1.97%	
40	San Joaquin	1.32%	
41	San luis Obispo	0.82%	
42	San Mateo	1.19%	
43	Santa Barbara	0.71%	
44	Santa Clara	3.90%	
45	Santa Cruz	0.70%	
46	Shasta	0.81%	
47	Sierra	0.02%	
48	Siskiyou	0.12%	
49	Solano	0.72%	
50	Sonoma	0.80%	
51	Stanislaus	1.08%	
52	Sutter	0.33%	
53	Tehama	0.26%	
54	Trinity	0.07%	
55	Tulare	1.37%	
56	Tuolumne	0.12%	
57	Ventura	1.30%	
58	Yolo	0.37%	
59	Yuba	0.35%	
60	**Total**	**100.00%**	

Milestones and Bidder's Cost by Compensation Group

(5) Row	(6) Milestone	(7) Compensation Group		(8) Milestone Review Date (MM/YYYY)	(9) Percent of Milestone Cost
61	12A	1			**0.00%**
62	12B	2			**0.00%**
63	12C	3			**0.00%**
64	12D	4			**0.00%**
65	12E	5			**0.00%**
66	12F	6			**0.00%**
67	**Total**				**0.00%**

Note: Totals may not equal 100 percent due to rounding.

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Worksheet VII-13a. Initial Release Compensation Schedule by Dollar Amount

(1) Row	(2) Compensation Milestone Number	(3) Product ID#	(4) Compensation Milestones and Associated Products	(5) Type of Product (Deliverable or Material)	(6) Bidder's Proposed Milestone Review Date	(7) Payment Amount (Bidder's Proposed)	(8) Adjusted Payment (80%)	(9) Percent of Total Payment (Bidder's Proposal)
1		SS004	Asset Management System	DL				
2		SS023	Asset Management System Description	DL				
3		PM016	Configuration Management Plan	DL				
4		PM001	Project Management Plan	DL				
5		PM002	Project Schedule	DL				
6		PM008	Requirements Control Plan	DL				
7		PM009	Risk Management Plan	DL				
8		TM002	Software Development Plan	DL				
9	**1**		**CM-1 Project Management System**			**$0.00**	**$0.00**	#DIV/0!
10		TM034	Configuration Management System	DL				
11		TM030	Configuration Management System Description	DL				
12		TM038	Development Environment	DL				
13		TM017	Development Environment Computer Operation Manual	MT				
14		TM029	Development Environment Description	DL				
15		TM032	Incident, Problem and Defect Integrated Tracking System	DL				
16		TM025	Incident, Problem and Defect Integrated Tracking System Description	DL				
17		TM010	System/Subsystem Specification	DL				
18	**2**		**CM-2 System Specification / Support Systems**			**$0.00**	**$0.00**	#DIV/0!
19		TR002	CWS/Web User Training Plan	DL				
20		TR016	Knowledge Management Plan	DL				
21		TR001	Master Training and Knowledge Management Plan	DL				
22		TR009	Organizational Change Readiness Plan	DL				
23		TR010	Service and Support Staff Training Plan	DL				
24		TR003	Technical Training Plan	DL				
25		TR004	Training Administration Plan	DL				
26	**3**		**CM-3 Training Plans**			**$0.00**	**$0.00**	#DIV/0!
27		PM007	Benefits Measurement Plan	DL				
28		TM009	Software Requirements Specification	DL				
29		TM003	System Security Plan	DL				
30		TM021	System/Subsystem Design Description	DL				
31	**4**		**CM-4 Requirements Specifications**			**$0.00**	**$0.00**	#DIV/0!
32		TM005	Data Warehouse Design Description	DL				
33		TM004	Database Design Description	DL				
34		TM014	Hardware and Software Specifications for the Environments at DTS and Counties/CDSS	DL				
35		TM006	Interface Design Description	DL				
36		TM008	Software Design Description	DL				
37	**5**		**CM-5 Design**			**$0.00**	**$0.00**	#DIV/0!
38		SS007	CWS/Web Solution Management Guide	DL				
39		TM013	Data Conversion Design Specification	DL				
40		TM035	Data Conversion Environment	DL				
41		TM015	Data Conversion Environment Computer Operation Manual	MT				
42		TM026	Data Conversion Environment Description	DL				
43		TM001	Data Conversion Plan	DL				
44		TM041	Data Conversion Problems Report	MT				
45		SS003	Function Delivery Plan	DL				
46		TM011	Software Test Plan	DL				
47	**6**		**CM-6 Data Conversion Preparation**			**$0.00**	**$0.00**	#DIV/0!

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Worksheet VII-13a. Initial Release Compensation Schedule by Dollar Amount

(1) Row	(2) Compensation Milestone Number	(3) Product ID#	(4) Compensation Milestones and Associated Products	(5) Type of Product (Deliverable or Material)	(6) Bidder's Proposed Milestone Review Date	(7) Payment Amount (Bidder's Proposed)	(8) Adjusted Payment (80%)	(9) Percent of Total Payment (Bidder's Proposal)
48		SS013	Service Continuity Management Disaster Recovery Plan	DL				
49		TM040	Test Certification	MT				
50	**7**		**CM-7 Test Certification**			**$0.00**	**$0.00**	#DIV/0!
51		TM039	Data Quality Report	MT				
52	**8**		**CM-8 Data Conversion**			**$0.00**	**$0.00**	#DIV/0!
53		SS018	Backup and Recovery Plan	DL				
54		TR021	Business Process Transition Plan	DL				
55		TR006	CWS/Web Training Manual	DL				
56		TR012	Deployment Readiness Assessment Certification Letter	MT				
57		TR013	Deployment Readiness Assessment Checklist	DL				
58		TM022	Performance and Capacity Management Plan	DL				
59		TM023	Problem Resolution Plan	DL				
60		SS020	Production Release Package	DL				
61		TR008	Software Installation Plan	DL				
62		TM012	Software Test Documentation	DL				
63		TR019	Software Transition Plan	DL				
64		TR018	Software User Manual	DL				
65		TR007	Statewide Deployment Plan	DL				
66		TM020	System Operation Manual	DL				
67		TR005	Training Curriculum	DL				
68	**9**		**CM-9 Transition Preparation**			**$0.00**	**$0.00**	#DIV/0!
69		TM037	Production Environment	DL				
70		TM019	Production Environment Computer Operation Manual	MT				
71		TM028	Production Environment Description	DL				
72		SS025	Service Desk Solution	DL				
73		SS026	Service Desk Solution Description	DL				
74		TM031	Training Environment	DL				
75		TM016	Training Environment Computer Operation Manual	MT				
76		TM024	Training Environment Description	DL				
77		TM036	User Acceptance Testing Environment	DL				
78		TM018	User Acceptance Testing Environment Computer Operation Manual	MT				
79		TM027	User Acceptance Testing Environment Description	DL				
80	**10**		**CM-10 Environments**			**$0.00**	**$0.00**	#DIV/0!
81		TR015	Deployment Completion Report	MT				
82	**11**		**CM-11 Pilot Deployment Completion**			**$0.00**	**$0.00**	#DIV/0!
83		SS005	CWS/Web Performance Agreement	DL				
84		TR014	Deployment Completion Certification Letter	MT				
85		SS001	Resource (personnel and non-personnel) Calculation and Justification Package	DL				
86		SS017	Service Partner Performance Agreement	DL				
87		SS002	State Staffing Package	DL				
88		SS006	Systems Integrator Service Level Agreement	DL				
89	**12**		**CM-12 Initial Release Implementation Completion**			**$0.00**	**$0.00**	#DIV/0!
90			**Holdback Release - IR Acceptance (5% of Initial Release Cost)**				**$0.00**	
91			**Management Performance Balanced Scorecard (10% of IR Total Cost)**				**$0.00**	
92			**Total**			**$0.00**	**$0.00**	

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VII-13b. Future Release Compensation Schedule by Dollar Amount

(1) Row	(2) Compensation Milestone Number	(3) Product ID#	(4) Compensation Milestones and Associated Products	(5) Type of Product (Deliverable or Material)	(6) Milestone Review Date (MM/YYYY)	(7) Payment Amount	(8) Adjusted Payment (80%)	(9) Percent of Total Cost (Bidder's Proposal)
1		PM016	Configuration Management Plan	DL				
2		PM001	Project Management Plan	DL				
3		PM002	Project Schedule	DL				
4		PM008	Requirements Control Plan	DL				
5		PM009	Risk Management Plan	DL				
6		TM002	Software Development Plan	DL				
7	**1**		**CM-1 Project Management System**			**$0.00**	**$0.00**	**#DIV/0!**
8		TR002	CWS/Web User Training Plan	DL				
9		TR016	Knowledge Management Plan	DL				
10		TR001	Master Training and Knowledge Management Plan	DL				
11		TR009	Organizational Change Readiness Plan	DL				
12		TR010	Service and Support Staff Training Plan	DL				
13		TR003	Technical Training Plan	DL				
14		TR004	Training Administration Plan	DL				
15	**2**		**CM-2 Training Plans**			**$0.00**	**$0.00**	**#DIV/0!**
16		PM007	Benefits Measurement Plan	DL				
17		TM009	Software Requirements Specification	DL				
18		TM003	System Security Plan	DL				
19		TM021	System/Subsystem Design Description	DL				
20	**3**		**CM-3 Requirements Specifications**			**$0.00**	**$0.00**	**#DIV/0!**
21		TM005	Data Warehouse Design Description	DL				
22		TM004	Database Design Description	DL				
23		TM014	Hardware and Software Specifications for the Environments at DTS and Counties/CDSS	DL				
24		TM006	Interface Design Description	DL				
25		TM008	Software Design Description	DL				
26	**4**		**CM-4 Design**			**$0.00**	**$0.00**	**#DIV/0!**
27		SS007	CWS/Web Solution Management Guide	DL				
28		TM013	Data Conversion Design Specification	DL				
29		TM001	Data Conversion Plan	DL				
30		TM041	Data Conversion Problems Report	MT				
31		SS003	Function Delivery Plan	DL				
32		TM011	Software Test Plan	DL				
33	**5**		**CM-5 Data Conversion Preparation**			**$0.00**	**$0.00**	**#DIV/0!**

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VII-13b. Future Release Compensation Schedule by Dollar Amount

(1) Row	(2) Compensation Milestone Number	(3) Product ID#	(4) Compensation Milestones and Associated Products	(5) Type of Product (Deliverable or Material)	(6) Milestone Review Date (MM/YYYY)	(7) Payment Amount	(8) Adjusted Payment (80%)	(9) Percent of Total Cost (Bidder's Proposal)
34		SS013	Service Continuity Management Disaster Recovery Plan	DL				
35		TM040	Test Certification	MT				
36	**6**		**CM-6 Test Certification**			**$0.00**	**$0.00**	**#DIV/0!**
37		TM025	Data Quality Report	MT				
38	**7**		**CM-7 Data Conversion**			**$0.00**	**$0.00**	**#DIV/0!**
39		SS018	Backup and Recovery Plan	DL				
40		TR021	Business Process Transition Plan	DL				
41		TR006	CWS/Web Training Manual	DL				
42		TR012	Deployment Readiness Assessment Certification Letter	MT				
43		TR013	Deployment Readiness Assessment Checklist	DL				
44		TM022	Performance and Capacity Management Plan	DL				
45		TM023	Problem Resolution Plan	DL				
46		SS020	Production Release Package	DL				
47		TR008	Software Installation Plan	DL				
48		TM012	Software Test Documentation	DL				
49		TR019	Software Transition Plan	DL				
50		TR018	Software User Manual	DL				
51		TR007	Statewide Deployment Plan	DL				
52		TM020	System Operation Manual	DL				
53		TR005	Training Curriculum	DL				
54	**8**		**CM-8 Transition Preparation**			**$0.00**	**$0.00**	**#DIV/0!**
55		TR015	Deployment Completion Report	MT				
56		SS005	CWS/Web Performance Agreement	DL				
57		TR014	Deployment Completion Certification Letter	MT				
58		SS001	Resource (personnel and non-personnel) Calculation and Justification Package	DL				
59		SS017	Service Partner Performance Agreement	DL				
60		SS002	State Staffing Package	DL				
61		SS006	Systems Integrator Service Level Agreement	DL		`		
62	**9**		**CM-9 Future Release Implementation Completion**			**$0.00**	**$0.00**	**#DIV/0!**
63			**Holdback Release - FR Acceptance (5% of FR Cost)**				**$0.00**	
64			**Management Performance Balanced Scorecard (10% of FR Total Cost)**				**$0.00**	
65			**Total**			**$0.00**	**$0.00**	

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Worksheet VII-14. Compensation by Dollar Amount for Statewide Deployment of Initial Release (Compensation Milestone 12)

(1) Row	(2) Deployment Location	(3) Percent of Milestone Cost	(4) Compensation Group Number (1-6)
1	CDSS	1.07%	
2	Alameda	3.39%	
3	Alpine	0.01%	
4	Amador	0.05%	
5	Butte	0.84%	
6	Calaveras	0.11%	
7	Colusa	0.04%	
8	Contra Costa	2.54%	
9	Del Norte	0.15%	
10	El Dorado	0.28%	
11	Fresno	3.43%	
12	Glenn	0.14%	
13	Humboldt	0.50%	
14	Imperial	0.45%	
15	Inyo	0.07%	
16	Kern	2.75%	
17	Kings	0.40%	
18	Lake	0.15%	
19	Lassen	0.09%	
20	Los Angeles	31.64%	
21	Madera	0.32%	
22	Marin	0.31%	
23	Mariposa	0.07%	
24	Mendocino	0.50%	
25	Merced	0.85%	
26	Modoc	0.06%	
27	Mono	0.03%	
28	Monterey	0.58%	
29	Napa	0.24%	
30	Nevada	0.13%	
31	Orange	6.56%	
32	Placer	0.86%	
33	Plumas	0.06%	
34	Riverside	4.60%	
35	Sacramento	5.07%	
36	San Benito	0.10%	
37	San Bernardino	5.58%	
38	San Diego	7.65%	
39	San Francisco	1.97%	
40	San Joaquin	1.32%	
41	San luis Obispo	0.82%	
42	San Mateo	1.19%	
43	Santa Barbara	0.71%	
44	Santa Clara	3.90%	
45	Santa Cruz	0.70%	
46	Shasta	0.81%	
47	Sierra	0.02%	
48	Siskiyou	0.12%	
49	Solano	0.72%	
50	Sonoma	0.80%	
51	Stanislaus	1.08%	
52	Sutter	0.33%	
53	Tehama	0.26%	
54	Trinity	0.07%	
55	Tulare	1.37%	
56	Tuolumne	0.12%	
57	Ventura	1.30%	
58	Yolo	0.37%	
59	Yuba	0.35%	
60	**Total**	**100.00%**	

Milestones and Bidder's Cost by Compensation Group						
(5) Row	(6) Milestone	(7) Compensation Group		(8) Milestone Review Date (MM/YYYY)	(9) Percent of Milestone Cost	(10) Milestone Cost
61	12A	1			**0.00%**	**#REF!**
62	12B	2			**0.00%**	**#REF!**
63	12C	3			**0.00%**	**#REF!**
64	12D	4			**0.00%**	**#REF!**
65	12E	5			**0.00%**	**#REF!**
66	12F	6			**0.00%**	**#REF!**
67	**Total**				**0.00%**	**#REF!**

Note: Totals may not equal 100 percent due to rounding.

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Wksht VII-15a. OTECH COST SUMMARY

(1) Row Number	(2) OTech Data Center Services Description	Year 1 FY 2011/12	Year 2 FY 2012/13	Year 3 FY 2013/14	Year 4 FY 2014/15	Year 5 FY 2015/16	Year 6 FY 2016/17	Year 7 FY 2017/18	Year 8 FY 2018/19	Year 9 FY 2019/20	Subtotals
1	**Initial Release**										
2	OTECH One-Time Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
3	OTECH Monthly Service Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
4	OTECH Annual Service Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
5	**Initial Release Subtotal**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
6	**Future Release**										
7	OTECH One-Time Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
8	OTECH Monthly Service Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
9	OTECH Annual Service Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
10	**Future Release Subtotal**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
11	**Service and Support**										
12	OTECH One-Time Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
13	OTECH Monthly Service Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
14	OTECH Annual Service Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
15	**Service and Support**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
16	**ALL OTECH COSTS SUBTOTAL**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**

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(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)
Row Number	OTECH SERVICE DESCRIPTION ONE-TIME COSTS	Environment(s)	Start Date	Comp Code	Cost per Unit	Quantity	Total Price per Item	Year 1 FY 2011/12	Year 2 FY 2012/13	Year 3 FY 2013/14	Year 4 FY 2014/15	Year 5 FY 2015/16	Year 6 FY 2016/17	Year 7 FY 2017/18	Year 8 FY 2018/19	Year 9 FY 2019/20	Subtotals
	Initial Release																
	Service Description																
1	**One-Time Costs**																
2	*Insert Service Description*						$0										$0
3	*Insert Service Description*						$0										$0
4	*Insert Service Description*						$0										$0
5	*Insert Service Description*						$0										$0
6	*Insert Service Description*						$0										$0
7	*Insert Service Description*						$0										$0
8	*Insert Service Description*						$0										$0
9	*Insert Service Description*						$0										$0
10	*Insert Service Description*						$0										$0
11	*Insert Service Description*						$0										$0
12	*Insert Service Description*						$0										$0
13	*Insert Service Description*						$0										$0
14	*Insert Service Description*						$0										$0
15	*Insert Service Description*						$0										$0
16	**Initial Release Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
17																	
	Future Release																
	Service Description																
18	**One-Time Costs**																
19	*Insert Service Description*						$0										$0
20	*Insert Service Description*						$0										$0
21	*Insert Service Description*						$0										$0
22	*Insert Service Description*						$0										$0
23	*Insert Service Description*						$0										$0
24	*Insert Service Description*						$0										$0
25	*Insert Service Description*						$0										$0
26	*Insert Service Description*						$0										$0
27	**Future Release Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
28																	
	Service and Support																
	Service Description																
29	**One-Time Costs**																
30	*Insert Service Description*						$0										$0
31	*Insert Service Description*						$0										$0
32	*Insert Service Description*						$0										$0
33	*Insert Service Description*						$0										$0
34	*Insert Service Description*						$0										$0
35	*Insert Service Description*						$0										$0
36	*Insert Service Description*						$0										$0
37	*Insert Service Description*						$0										$0
38	*Insert Service Description*						$0										$0
39	**Service and Support Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
40																	
41	**SUBTOTAL ALL ITEMS**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**

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(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)
Row Number	OTECH SERVICES MONTHLY COSTS	Environment(s)	Comp Code	Start Date	Number of Months	Monthly Cost	Cost per Item	Year 1 FY 2011/12	Year 2 FY 2012/13	Year 3 FY 2013/14	Year 4 FY 2014/15	Year 5 FY 2015/16	Year 6 FY 2016/17	Year 7 FY 2017/18	Year 8 FY 2018/19	Year 9 FY 2019/20	Subtotals
	Initial Release																
	Service Description																
1	**Monthly Costs**																
2	*Insert Service Description*						$0										$0
3	*Insert Service Description*						$0										$0
4	*Insert Service Description*						$0										$0
5	*Insert Service Description*						$0										$0
6	*Insert Service Description*						$0										$0
7	*Insert Service Description*						$0										$0
8	*Insert Service Description*						$0										$0
9	*Insert Service Description*						$0										$0
10	*Insert Service Description*						$0										$0
11	*Insert Service Description*						$0										$0
12	*Insert Service Description*						$0										$0
13	*Insert Service Description*						$0										$0
14	*Insert Service Description*						$0										$0
15	*Insert Service Description*						$0										$0
16	**Initial Release Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
17																	
	Future Release																
	Service Description																
18	**Monthly Costs**																
19	*Insert Service Description*						$0										$0
20	*Insert Service Description*						$0										$0
21	*Insert Service Description*						$0										$0
22	*Insert Service Description*						$0										$0
23	*Insert Service Description*						$0										$0
24	*Insert Service Description*						$0										$0
25	*Insert Service Description*						$0										$0
26	*Insert Service Description*						$0										$0
27	**Future Release Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
28																	
	Service and Support																
	Service Description																
29	**Monthly Costs**																
30	*Insert Service Description*						$0										$0
31	*Insert Service Description*						$0										$0
32	*Insert Service Description*						$0										$0
33	*Insert Service Description*						$0										$0
34	*Insert Service Description*						$0										$0
35	*Insert Service Description*						$0										$0
36	*Insert Service Description*						$0										$0
37	*Insert Service Description*						$0										$0
38	*Insert Service Description*						$0										$0
39	**Service and Support Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
40																	
41	**SUBTOTAL ALL ITEMS**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**

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(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)
Row Number	OTECH SERVICES ANNUAL COSTS	Environment(s)	Comp Code	Start Date	Quantity	Annual Cost	Cost per Item	Year 1 FY 2011/12	Year 2 FY 2012/13	Year 3 FY 2013/14	Year 4 FY 2014/15	Year 5 FY 2015/16	Year 6 FY 2016/17	Year 7 FY 2017/18	Year 8 FY 2018/19	Year 9 FY 2019/20	Subtotals
	Initial Release																
	Service Description																
1	**Ongoing Costs**																
2	*Insert Service Description*						$0										$0
3	*Insert Service Description*						$0										$0
4	*Insert Service Description*						$0										$0
5	*Insert Service Description*						$0										$0
6	*Insert Service Description*						$0										$0
7	*Insert Service Description*						$0										$0
8	*Insert Service Description*						$0										$0
9	*Insert Service Description*						$0										$0
10	*Insert Service Description*						$0										$0
11	*Insert Service Description*						$0										$0
12	*Insert Service Description*						$0										$0
13	*Insert Service Description*						$0										$0
14	*Insert Service Description*						$0										$0
15	*Insert Service Description*						$0										$0
16	**Initial Release Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
17																	
	Future Release																
	Service Description																
18	**Ongoing Costs**																
19	*Insert Service Description*						$0										$0
20	*Insert Service Description*						$0										$0
21	*Insert Service Description*						$0										$0
22	*Insert Service Description*						$0										$0
23	*Insert Service Description*						$0										$0
24	*Insert Service Description*						$0										$0
25	*Insert Service Description*						$0										$0
26	*Insert Service Description*						$0										$0
27	**Future Release Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
28																	
	Service and Support																
	Service Description																
29	**Ongoing Costs**																
30	*Insert Service Description*						$0										$0
31	*Insert Service Description*						$0										$0
32	*Insert Service Description*						$0										$0
33	*Insert Service Description*						$0										$0
34	*Insert Service Description*						$0										$0
35	*Insert Service Description*						$0										$0
36	*Insert Service Description*						$0										$0
37	*Insert Service Description*						$0										$0
38	*Insert Service Description*						$0										$0
39	**Service and Support Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
40																	
41	**SUBTOTAL ALL ITEMS**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**

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APPENDIX F1 – ROLES AND RESPONSIBILITIES FOR SOLUTION DEVELOPMENT AND TRANSITION

F.1 INTRODUCTION

This document provides detailed roles and responsibilities information about each OSI and CDSS Project Office staff position.

The information provided for each position includes the following items:

- **Position Title**: the name or working title of the position on the CWS/Web Project
- **Role:** a brief description of the position and its responsibilities
- **Responsibilities:** a descriptive list of specific responsibilities of the position
- **Position Start Date**: the month/year in which the position begins
- **Position End Date**: the month/year in which the position terminates

This information may be helpful for the Bidder in the preparation of their proposal response to this RFP

Position	Role	Responsibilities	Start	End
CWS/Web Project Manager	The CWS/Web Project Manager plans and directs the CWS/Web Project activities and staff. The CWS/Web Project Manager is responsible for the overall project management of the CWS/Web Project, and communicating with and implementing the program-related decisions of the CDSS. The CWS/Web Project Manager is responsible for the management of the acquisition of project contract services, including the CWS/Web Systems Integrator, and the subsequent oversight of the performance of project contract services. These project services include project support services and CWS/Web system design, development, implementation, and ongoing maintenance and operation.	• Plans the approach, processes, and activities necessary to achieve project objectives. • Determines and acquires the staff, equipment, and other resources needed to perform project activities. • Develops, reviews, and revises approval documents for funding. • Monitors and directs project activities • Ensures the issue and risk management processes are effectively utilized • Develops and maintains a collaborative relationship with CDSS to ensure appropriate programmatic input is obtained and utilized. • Conducts meetings with the OSI and CDSS agency executives to report project status and issues, request assistance, receive feedback, and orient them to project requirements and needs.	Jul-06	Dec-17
Solution Engineer	The Solution Engineer is responsible for ensuring the comprehensive system design for the CWS/Web reinforces the extensive CWS business functions in an efficient and effective manner. The Solution Engineer ensures that business requirements are documented and the appropriate technical computing architecture standards at the project, state, and industry	• Serves as a technical member on the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator and Infrastructure Services procurements. • Identifies high-level technical requirements in support of mission critical business requirements, coordinating with technical experts at the department and state levels, as well as from the public sector. • Oversees the design of bi-directional and extremely complex interfaces with multiple external systems, including the four SAWS Consortia systems and the Administrative Office of the Courts to facilitate seamless integration of numerous county and state business processes.	Jul-06	Dec-17

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	level are developed and properly integrated to meet the business needs of the State and counties.	• Translates the most complex and extensive business requirements into detailed use cases, system, and technical requirements. • Works with and provides leadership over teams of experts formed to address CWS/Web Solution topics and issues and who represent their respective business or technical areas. These experts may include project team members, county consultants, county staff, external partners, and other participants. • Maintains a comprehensive understanding of business processes and requirements, operational systems, database design, and network design in order to effectively architect the system. • Participates in the development of internal technical architectural standards and guidelines at the project, department, and state level, requiring a detailed and broad understanding of State business requirements and best business practices related to service oriented architecture. • Presents the CWS/Web system requirements to a wide variety of distributed computing systems experts and architects at the state, local, federal level, and with technical architecture consultants. • Manages issues related to the CWS/Web Solution, including identifying and documenting issues related to the solution, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to the CWS/Web Solution, develops and monitors mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on issues and risks related to the CWS/Web Solution.		
Administrative Assistant	The Administrative Assistant is responsible for performing administrative tasks in support of the CWS/Web Project Manager.	• Provides general office support for the CWS/Web Project Office throughout all project phases. • Provides clerical support, including attendance reporting, processing travel claims, and processing training requests.	Jul-09	Dec-17

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	The Administrative Assistant also provides general administrative support to the project team for office supplies, equipment, and clerical support.	• Establishes and helps maintain CWS/Web Project documentation and communications, county implementation status reports, field implementation planning guides, county implementation task plans, project documents, and maintenance and operations guides. • Prepares presentations and meeting packets. • Maintains conference room calendars and project distribution lists. • Schedules and maintains project managers' calendars. • Processes incoming / outgoing mail. • Answers and direct phone calls. • Makes travel arrangements. • Provides backup support for maintaining project libraries. • Prepares project reports, meeting agendas and minutes, project communications and letters, and project documents throughout all phases of the project. • Assists in administering business services, including: purchase / maintenance of copiers, pagers, printers, fax machines, projectors; update project floor plan; purchase supplies and furniture. • Maintains checkout / in of project equipment, laptops, cell phones, projectors, pagers, etc. • Supports emergency activity coordination. • Prepares correspondence and documentation for the Project Manager's signature. • Maintains status reporting schedules to assure project reporting obligations are met. • Supports project management in the recruitment of new staff. • Proofreads outgoing documents for quality assurance.		
CWS/Web Deputy PM - Admin	The CWS/Web Deputy Project Manager - Administration plans and directs the activities of the CWS/Web Administrative Team. The CWS/Web Deputy Project Manager - Administration is responsible for the acquisition of project contract services,	• Oversees all project-related financial activities including managing development and updates of project planning and budget documents, monitoring budget approval activities, managing the tracking of all project expenditures, and review financial reports and expenditure projections. • Oversees project-related procurement activities, including assisting in developing contract requirements, solicitations, developing proposal evaluation plans, managing proposal	Jul-06	Dec-17

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	including the CWS/Web Systems Integrator, and the conducting contract management oversight for those project contract services. These project contract services include project support services and the CWS/Web Systems Integrator services. The CWS/Web Deputy Project Manager – Administration is also responsible for managing the CWS/Web Project financial activities, human resource management activities, project management support activities, and other administrative activities.	evaluations, and coordinating contract approvals. • Assists in the development of responses to bidder questions to the solicitation documents and processes and in the preparation of RFP addenda. • Oversees project-related contract management activities, including coordinating contract management for the Systems Integrator contract and support contracts, coordinate memoranda of understanding (MOU) and interagency agreements with project stakeholders, including CDSS, OTech, counties, and interface partners. • Oversees project management support activities, including risk management, issue and action item management, cost management, schedule management, scope and change management, and status reporting. • Oversees the creation and maintenance of the Master Project Schedule (MPS) to ensure all project activities are recorded. • Oversees the development and maintenance of the CWS/Web project management plans. • Manages issues related to the administrative function, including identifying and documenting issues related to the administrative function, resolving issues and documenting issue resolution, coordinating activities and communication for issue resolution, and advising the CWS/Web Project Manager on personnel issues and regulations. • Manages risks related to the administrative function, including monitoring project risks and quality measures, developing and maintaining mitigation plans, monitoring execution of mitigation plans, and developing and maintaining contingency plans. • Coordinates requests for administrative services.		
Senior Procurement Analyst	The Senior Procurement Analyst is responsible for developing procurement plans and documents to acquire the contract services and goods needed to support the CWS/Web Project. The Senior Procurement	• Leads and coordinates the development of IT procurement documents such as the Information Technology Procurement Plan (ITPP), Request For Proposal (RFP), and Request For Offer (RFO). • Leads the development and coordination of leverage procurements. • Serves as the lead of the Evaluation Team for the evaluations of	Jul-06	Dec-17

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	Analyst also plans and leads the evaluation activities conducted on submitted proposals or offers	draft and final bids of the Systems Integrator and leverage procurements. • Participates in the development and coordination of the CWS/Web Contract. • Assists in the development and coordination of control agency documents such as SPRs and APDs. • Serves as the CWS Web representative in monthly committee meetings of the Office of Architecture and Standards (OAS). • Develops and coordinates communications for procurement activities. • Documents and reports procurement activities and status. • Manages issues related to procurement, including identifying and documenting issues related to procurement, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to procurement, develops and monitors mitigation plans and develops and maintains contingency plans. • Advises the CWS/Web Project Manager on procurement issues and risks related to the CWS/Web Project.		
Senior Procurement/Contract Analyst	The Senior Procurement/Contract Analyst is responsible for developing procurement plans and documents to acquire the contract services and goods needed to support the CWS/Web Project. During the CWS/Web Project development implementation and implementation phase, the Senior Procurement/Contract Analyst is responsible for ensuring CWS/Web contracts are properly executed and maintained.	• Reviews plans and procedures for oversight of CWS/Web Project contracts and associated deliverables, including the contract management plans. • Develops and maintains the CWS/Web Project contract management plans. • Leads and coordinates the development of IT procurement documents such as the Information Technology Procurement Plan (ITPP), Request For Proposal (RFP), and Request For Offer (RFO). • Develops evaluation approach and procedures for the evaluation of draft and final bids of the Systems Integrator and other procurements. • Participates in the development and coordination of the CWS/Web Contract. • Develops and coordinates communications for procurement activities. • Monitors the ongoing performance of CWS/Web Project	Jul-06	Dec-17

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		contractors and evaluates contractor work plans, staffing plans, and schedules. • Manages the processing of contract deliverables including receiving and logging deliverables from the contractors, documenting receipt, preparing and coordinating review/approval of package, coordinating notification and resolution of deliverable deficiencies, and applying the invoice process for contract payments. • Manages issues associated with the procurements and contracts including identifying and documenting issues, resolving issues and documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks associated with procurements and contracts including monitoring project risk and quality measures, developing and maintaining mitigation plans, monitoring execution of mitigation plans, developing and maintaining contingency plans, and monitoring execution of contingency plans if activated. • Ensures the review and evaluation of the contract deliverables of the CWS/Web Systems Integrator and other contractors complies with the provisions of the respective contract and with CWS/Web Project deliverable management processes. • Advises the CWS/Web Project Manager on procurement and contract management issues and risks related to the CWS/Web Project contracts.		
Staff Procurement Analyst	The Staff Procurement Analyst is responsible for performing tasks in connection with the procurement of contracts involving project support services and analysis, development, installation, and implementation of the information technology system that will replace the current CWS/CMS.	• Serves as a liaison and primary point of contact with the OSI Procurement Office in the procurement of contractors for the CWS/Web Project. • Assists in completing all required procurement documents, works with OSI Procurements to route and track procurement documents to ensure that they are approved and processed in a timely manner, assists in the solicitation process, and participates in the evaluation process. • Performs policy analysis and technical evaluation for RFP development and creates policies and procedures to obtain stakeholder input into the RFP development process. • Assists CDSS Legal with the development of contract language	Jul-06	Dec-17

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		that ensures consistency between procurement documents and items in the contract. • Acts as the technical expert to oversee and maintain the online Bidders Library, ensuring documents are identified and posted. • Develops evaluation criteria and create and validate bid scoring scenarios. • Ensures procurement documentation and records are organized and retained. • Serves as a procurement member of the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator and other CWS/Web Project procurements. • Manages issues related to procurement, including identifying and documenting issues related to procurement, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to procurement, develops and monitors mitigation plans and develops and maintains contingency plans. • Participates in procurement process improvement activities. • Participates in procurement workgroup meetings.		
Project Librarian	The Project Librarian is responsible for creating and maintaining both physical and virtual project libraries. The project librarian will study and apply document management principles and governmental records management practices in developing records retention schedule and policy.	• Develops and maintains the CWS/Web Project Documentation Management Plan. • Assists with the development and documentation of the CWS/Web Project procedures for the record retention schedule. • Ensures that project documentation generated during project initiation, requirements validation, design, development, implementation, and ongoing maintenance and operations is appropriately maintained in the project library. • Administers the CWS/Web Project online document management system, maintains the physical project library, and oversees the Project's website content. • Develop Project policy and formulate procedures for the record retention schedule. • Oversee activities involving the receipt, cataloging, filing, and electronic entry of Project documents and archiving tasks. • Administer the NSP online document management system, maintaining the physical project library, and overseeing the	Jul-06	Dec-17

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		Project's website content. • Study and apply document management principles and governmental records management practices developing and maintaining the project records retention schedule. • Provide consultative services to Project staff regarding electronic or physical Library processes, policies and procedures. • Work with staff to ensure consistent application of records management policies and procedures; performs periodic audits on documents held in the automated document management system. • Perform activities involving the receipt, cataloging, and electronic filing of documents. • Review hardcopy documentation to ensure it is in an acceptable electronic format for inclusion into the document management system. • Track and report document management status and metrics.		
Requirements Analyst	The Requirements Analyst is responsible for ensuring the CWS/Web Solution includes the business requirements and functionality that meet the needs of the counties, CDSS, and other stakeholders. The Requirements Analyst participates in the Systems Integrator's plans and activities to define the CWS/Web system requirements, to design and build the system application, and to test that the application meets requirements and specifications.	• Assists in the development and maintenance of the Requirements Management Plan. • Participates in the evaluation of final proposals related to the CWS/Web Solution to ensure the system requirements are understood and properly addressed. • Participates in the requirements definition processes with the Systems Integrator, project staff, and other stakeholders. • Performs analysis of legislation and other external events that may impact CWS/Web requirements and proposes changes when necessary. • Facilitates workgroups to define or clarify business needs and system requirements. • Performs impact analysis on change requests to determine the impact on existing requirements or the need for new requirements. • Assists in the maintenance of CWS/Web system requirements stored in the project's requirements management tool, Kovair Global Life Cycle. • Traces requirements to deliverables, including the evaluation of the Systems Integrator requirements tracing analysis for System and User Acceptance Testing to ensure the CWS/Web Solution meets	Jul-06	Dec-17

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		program requirements. • Assists in analyzing and documenting issues related to requirements, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Assists in identifying and analyzing risks related to requirements, developing and monitoring mitigation plans, and developing and maintaining contingency plans.		
Associate PMO Analyst	The Associate PMO Analyst is responsible for performing tasks in support of the project management activities of the CWS/Web Project. The Associate PMO Analyst supports the project management processes of risk management, issue and action item management, schedule management, change management, cost management, and communications management.	• Assists project management on risks or issues of quality assurance, risk management, planning, issue management, schedule management, and other project management disciplines by providing both required information and recommendations for action by management. • Maintains complete and accurate documentation, including a computer tracking system, of the review and analysis of Administration of Children and Families (ACF) correspondence and provides weekly status reports on pending and resolved responses. • Assists in obtaining schedule updates for maintenance of the CWS/Web Project Schedule. • Serves as the CWS/Web Change Request Coordinator and processes, tracks, and reports status of Change Requests in accordance with the CWS/Web Change Management Plan. • Administers tools for Change Management, including establishing and maintaining CWS/Web Project Office processes related to change management, documenting the change request status from initial request to final resolution, documenting results of analysis, work products, reviews, and approvals, and generating reports related to change management. • Serves as the CWS/Web Risk Analyst and processes, tracks, and reports status of project risks in accordance with the CWS/Web Risk Management Plan. • Serves as the CWS/Web Issue Manager and processes, tracks, and reports status of project issues in accordance with the CWS/Web Issues and Action Item Management Plan.	Jul-08	Dec-17

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		• Serves as the CWS/Web Action Item Manager and processes, tracks, and reports status of project action items in accordance with the CWS/Web Issues and Action Item Management Plan. • Assists in the preparation of reports and presentations on project activities and status for various stakeholders.		
Staff PMO Analyst	The Staff PMO Analyst is responsible for performing tasks in support of the project management activities of the CWS/Web Project. The Staff PMO Analyst supports the project management processes of risk management, issue and action item management, schedule management, change management, cost management, and communications management and develops content for control agency documents.	• Implements project management best practices from federal, state and industry standards in order that the CWS/Web Project can effectively and efficiently meet project goals and objectives. • Coordinates and participates in the development of project-approval documents such as the Special Project Report (SPR), Supplementary Premise Information (SPI), and federal Advance Planning Document (APD). • Assists project management on risks or issues of quality assurance, risk management, planning, issue management, schedule management, and other project management disciplines by providing both required information and recommendations for action by management. • Analyzes all federal documents relative to the CWS/Web Project and develops the appropriate responses based on the analyst's knowledge of the project's strategic and tactical plans for future changes and their associated technical justifications. • Coordinates and leads schedule planning and update sessions for the project. • Maintains the CWS/Web Project Schedule and produces reports on scheduled activities. • Serves as the liaison between the CWS/Web Project and OSI facilities to deal with space planning and staff management issues. • Coordinates with OSI Human Resources to deal with issues regarding the hiring and housing of numerous staff additions (e.g. full compliment of equipment, space, and furniture.) • Serves as the liaison between Project and OSI IT support services for all issues regarding new and existing staff. • Coordinates and leads process improvement sessions for improving internal project processes and for processes involving interactions with other organizations.	Jul-08	Dec-17

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		• Creates and maintains the CWS/Web Lessons Learned repository. • Serves as a PMO member of the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator related to project management components. • Assists in the preparation of reports and presentations on project activities and status for various stakeholders.		
Contract Lead	The Contract Lead is responsible for tracking and processing deliverables, materials, and invoices submitted by CWS/Web Project contractors, requesting payment for approved invoices, and maintaining contract records. The Contract Lead also is responsible for performing analyses for issue resolution, risk mitigation, planning, or other areas of decision-making by the Project Manager.	• Develops and implements the CWS/Web Project contract management plans and contract procedures. • Directs the contract analyst staff who receive and maintain contract records including contracts, amendments, letters of transmittal, copies of deliverables and materials, invoices, and correspondence related to contracts. • Manages contract invoices including receiving and logging invoices; ensuring schedules, budgets, performance, and products for the invoice period are consistent with the contract; ensuring deliverables were approved by the appropriate managers; documenting the recommendation for approval/denial of invoice payment; tracking invoice payments, and filing invoices. • Establishes and maintains procedures and systems for identifying and tracking contractor SOW requirements and the completion of those requirements by the contractor, and reports status. • Establishes and maintains procedures and systems for identifying and tracking contract deliverables and their status. • Directs the contract analyst staff who monitor the scheduled due dates of contract deliverables and materials, record receipt of deliverables, and prepare acknowledgements. • Tracks contract milestones including documenting processes and deliverable requirements of each milestone, reviewing results of process audits and deliverable acceptance, participating in joint milestone reviews, and documenting milestone approval outcome and applying to invoice process for milestone payments. • Reports status of contractor deliverables and compliance with contractor SOW requirements to the Project Manager and team. • Monitors project staff and management compliance with review	Jul-08	Dec-17

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		and acceptance timeframes to ensure project compliance with those timeframes. • Assists in managing contract changes by participating in the change management process for the contract requirements, coordinating and tracking work authorization, assisting in preparing contract amendments, coordinating the contract amendment approvals, and ensuring contract amendments are placed under configuration control. • Assists in managing issues associated with the contracts including identifying and documenting issues associated with contracts, resolving issues and documenting issue resolution, and coordinating activities and communication for issue resolution. • Assists in managing risks associated with contracts including monitoring project risk and quality measures, developing and maintaining mitigation plans, monitoring execution of mitigation plans, developing and maintaining contingency plans, and monitoring execution of contingency plans if activated. • Advises the CWS/Web Project Manager on issues and risks related to the CWS/Web Contract.		
Requirements Lead	The Requirements Lead is responsible for ensuring the CWS/Web Solution includes the business requirements and functionality that meet the needs of the counties, CDSS, and other stakeholders. The Requirements Lead oversees and participates in the Systems Integrator's plans and activities to define the CWS/Web system requirements, to design and build the system application, and to test that the application meets requirements and specifications.	• Develops and maintains the Requirements Management Plan. • Serves as a technical member on the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator and Infrastructure Services procurements. • Oversees the requirements definition processes, including monitoring and assessing issues that relate to requirement changes, defining and documenting business requirements, assist in business analysis, facilitating workgroups to define business requirements, defining and documenting technical requirements resulting from business analysis and/or business workgroups, and coordinating requirements approval. • Traces requirements to deliverables, including the evaluation of the Systems Integrator requirements tracing analysis for System and User Acceptance Testing to ensure the CWS/Web Solution meets program requirements. • Administers the tool for requirements management, including establishing and maintaining CWS/Web Project processes related	Jul-08	Dec-17

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		to requirements management, entering all CWS/Web Project system and service requirements into the database, establishing and maintaining links and relationships between requirements so that when a requirement is changed, other affected requirements are also considered. • Participates in contract oversight related to requirements management, including participating in requirements definition, requirements validation, and system design sessions. • Documents and reports requirement management activities and status. • Coordinate communications and respond to inquiries for the CWS/Web Project team related to requirements management. • Manages issues related to requirements management, including identifying and documenting issues related to requirements management, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to requirements management, develops and monitors mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the requirements management deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on requirements management issues and risks related to the CWS/Web Solution.		
External Interface Lead	The External Interface Lead is responsible for ensuring the CWS/Web automated interfaces are designed, developed, and implemented to meet CWS business needs and the needs of the CWS interface partners. The Interface Lead will oversee the Systems Integrator's design, development, testing, implementation and ongoing	• Serves as a technical member on the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator. • Defines and maintains the Interface Management Plan that describes the approach and processes for establishing written agreements with interface partners. • Provides technical expertise and support in establishing and maintaining written agreements with every interface partner organization. • Assists in coordinating and communicating with all county, State, and federal interface partner organizations. • Serves as liaison with project managers and contractors to	Jul-08	Dec-17

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	maintenance and operation of the CWS/Web interfaces. The Interface Lead will also coordinate the development and implementation activities between the Systems Integrator and the interface partners.	remediate problems that are encountered with interfaces between subsystems. • Conducts technical workgroups to define interface business requirements. • Participates in OSI Enterprise Architecture (EA) workgroups • Coordinates and communicates with the CWS/Web Solution Engineer to ensure the CWS/Web Solution meets the needs of the State, counties, and other stakeholders. Coordinates activities of interface engineers imbedded in other project teams. • Manages interface changes, including identifying interface changes, performing change management activities for interfaces according the Change Management Plan, performing impact analysis for potential changes and reporting status of interface changes. • Manages issues related to CWS/Web interfaces, including identifying and documenting issues related to interfaces, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to CWS/Web interfaces, develops and monitors mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the interface deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on interface issues and risks related to the CWS/Web Solution.		
Project Support Analyst	The Project Support Analyst is responsible for performing general analytical support and assistance for the CWS/Web Project staff in a variety of areas such as lessons learned, process improvement, team orientation and training, and contract administration.	• Conducts analysis of project processes and their execution to identify lessons learned and process improvements. • Maintains project team orientation and training materials. • Orients new project staff and trains project staff on project standards and procedures and on the use of project tools (e.g., iManage and MTS II). • Performs contract administration activities related to CWS/Web Project contracts. • Prepares project presentations, reports, calendars, meeting agendas and minutes, project communications and letters, and	Jul-09	Dec-17

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		project documents throughout all phases of the project. • Assists in maintaining CWS/Web Project documentation and communications, county implementation status reports, field implementation planning guides, county implementation task plans, project documents, and maintenance and operations guides. • Administers facilities and business services, including: purchase / maintenance of copiers, pagers, printers, fax machines, projectors; coordinate project facilities requirements; update project floor plan; purchase supplies and furniture. • Provides analytical, administrative, and project management support to project staff, peer reviews project documents for quality and consistency with project standards and OSI Writing Style Guidelines. • Provides project office support, including clerical, checkout / in of project equipment, and processing administrative paperwork and correspondence.		
CWS/Web Deputy PM - Solution	The CWS/Web Deputy PM - Solution plans and directs the activities of the CWS/Web Solution Team. The CWS/Web Deputy PM - Solution is responsible for the definition and management of the solution scope and the business requirements to be met by the CWS/Web Solution. The CWS/Web Deputy PM - Solution works closely with the CDSS Program Manager and team to ensure the CWS Program needs are defined and reflected in the project products, particularly the CWS/Web system and related services. The CWS/Web Deputy PM - Solution assists in the	• Assists in the procurement activities for the CWS/Web Project, including assisting in developing and maintaining contract requirements, developing proposal evaluation plans, and in developing responses to bidder questions to the RFP and in preparing RFP addenda. • Oversees the creation and maintenance of a product scope description of the CWS/Web Solution envisioned by the CWS/Web Project and its stakeholders and uses that description to monitor the development and implementation of the CWS/Web Solution. • Oversees the creation and maintenance of the CWS/Web Requirements Management Plan. • Manages the definition of the CWS/Web business requirements based on information provided by county and state staff and monitors traceability of those requirements throughout the development and implementation of the CWS/Web by the Systems Integrator. • Assists in the development of the CWS/Web Contract Management Plan for the CWS/Web Systems Integrator contract. • Manages the review and evaluation of the deliverables of the	Jul-09	Dec-17

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	procurement of the CWS/Web Systems Integrator and is responsible to oversee the subsequent activities and products of the CWS/Web Systems Integrator to ensure business needs are met.	CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Manages and resolves issues related to the CWS/Web Solution and the activities to develop, implement, operate, and maintain the CWS/Web system. • Manages risks related to the CWS/Web Solution and its related activities, including monitoring project risks and quality measures, developing and maintaining mitigation plans, monitoring execution of mitigation plans, and developing and maintaining contingency plans. • Advises the CWS/Web Project Manager on technical issues and risks related to the CWS/Web Solution. • Coordinates with the CDSS CWS/Web Program Managers and the Systems Integrator to obtain county and state participation in activities to design, develop, test, implement, operate, and maintain the CWS/Web system.		
Tool Administrator	The Tool Administrator will be responsible for the maintenance and support of the project tools used by various state, consultant, and county staff. These tools support a variety of project activities including: schedule management, risk management, issue and action item tracking, contract management, cost estimating, change management, requirements management, and document management.	• Develops and maintains processes and procedures for using the various project software tools (e.g., Kovair Global Life Cycle, MTS II, DeskSite, Risk Radar, and MS Project). • Engages the tool users for feedback on changes, additions, or improvements to the tools. • Coordinates changes to software tools with OSI staff responsible for those tools. • Establishes and maintains logons, user ids, and passwords. • Establishes views in the tools based on user or group of users. • Coordinates import and export of required documents. • Develops forms and reports that can be produced from the tools. • Provides user support and guidance on the use of the various tools. • Assists in analyzing and documenting issues related to the use of the project software tools, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Performs impact analysis on change requests to determine tool capabilities or impact on tool usage.	Jul-09	Dec-17
Infrastructure	The Infrastructure Management	• Serves as a technical member on the Evaluation Team for the	Jul-09	Dec-17

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Management Lead	Lead is responsible for protecting state interests in coordinating and managing the total CWS/Web Project application infrastructure. The CWS/Web Project application infrastructure includes components installed at OTech for centralized processing as well as Wide Area Network (WAN) capabilities to support communication with the counties. The CWS/Web Project application infrastructure also includes the end user workstations and Local Area Networks (LAN) that are administered and maintained by the counties. Infrastructure also includes the development and test equipment located at the CWS/Web Project Office.	evaluations of draft and final bids of the Systems Integrator and Infrastructure Services procurements. • Coordinates with OTech for the state data center infrastructure, including service offerings, infrastructure plans, activities, schedule, and budget for infrastructure. • Assists counties in conducting gap analysis between their existing infrastructure and the infrastructure required to support CWS/Web system. • Meets with local county officials to support infrastructure activities and assist with problem resolution. • Works with Systems Integrator, OTech, OSI, and county IT staff to create infrastructure plans. • Coordinates with OSI IT staff on the purchase, installation, and test of development and test equipment that resides at the CWS/Web Project Office. • Provide infrastructure cost estimates for budget planning. • Coordinates communication for infrastructure management. • Serves as technical liaison with the counties, other state agencies, and the general public for CWS/Web Project general and technical information dissemination. • Consolidates infrastructure status reports from OSI, OTech, the counties, the Systems Integrator, and the project office to report to project management. • Coordinates system infrastructure with interface partners. • Manages issues related to infrastructure management, including identifying and documenting issues related to infrastructure management, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to infrastructure management, develops and monitors mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the infrastructure deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on technical issues and		

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		risks related to the CWS/Web Solution.		
System Architect	The System Architect is responsible for ensuring the CWS/Web Architecture fits within the State's overall architecture strategy and meets the needs of the State, counties, and other stakeholders. The System Architect leads the Architecture and Infrastructure Team and oversees the activities of the Systems Integrator to ensure the CWS/Web architecture is defined, planned, developed, implemented, and maintained as defined in CWS/Web Project requirements, specifications, plans, and other documents.	• Serves as a technical member on the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator and Infrastructure Services procurements. • Coordinates State and county staff input into the design of CWS/Web system components that will support each of the major functional components. • Oversees the CWS/Web Systems Integrator architecture strategy and models for compliance and consistency with the State's overall architecture strategy. • Ensures system adherence to technical requirements for design, development, testing, system performance, and operability. • Reviews all deliverables associated with the technical aspects of the project (design, development, testing, system performance, and operability). • Documents and reports CWS/Web architecture activities and status. • Coordinates communications and respond to inquiries for the CWS/Web Project team related to the CWS/Web architecture. • Manages issues related to the CWS/Web architecture, including identifying and documenting issues related to the architecture, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to the CWS/Web architecture, develops and monitors mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the technical deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on issues and risks related to the CWS/Web architecture.	Jul-09	Dec-17
Transition Lead	The Transition Lead is responsible for ensuring the CWS/Web Solution includes planning and processes for system deployment and business	• Develops and maintains the CWS/Web Project Statewide Implementation Plan and the Business Process Transition Plan. • Defines and updates CWS/Web implementation requirements. • Participates in joint requirements validation, work sessions, or review sessions as related to implementation deliverables.	Jul-09	Dec-17

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	process transition that meet the needs of the counties, CDSS, and other stakeholders. The Transition Lead participates in and oversees the Systems Integrator's plans and activities to deploy the CWS/Web and to transition business processes to the new CWS/Web.	• Assists in the review and evaluation of the implementation deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Coordinates implementation tasks with the counties, OSI, and the Systems Integrator. • Assists in the supervision of staff assigned to coordinate the implementation activities for a specific organization transition from a CWS/Web Project perspective. • Monitors and evaluates implementation activities, schedule, and budget. • Documents and reports implementation status. • Manages issues related to implementation, including identifying and documenting issues related to implementation, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to implementation, develops and monitors mitigation plans and develops and maintains contingency plans. • Advises the CWS/Web Project Manager on implementation issues and risks related to the CWS/Web Solution.		
Development Lead	The Development Lead is responsible for ensuring the CWS/Web application includes planning and processes for system development that will result in a CWS/Web Solution that meets the needs of the counties, CDSS, and other stakeholders. The Development Lead participates in and oversees the Systems Integrator development plans and activities to design, build and test the CWS/Web application.	• Participates in the evaluation of draft and final proposals and in confidential discussions related to the CWS/Web application aspects of the CWS/Web Solution. • Plans and prepares for working with and overseeing the Systems Integrator on application design and development and related technical matters. • Works closely with the System Integrator application development and architecture staff to ensure a mutual understanding of the system requirements and how those requirements are incorporated into and achieved by the CWS/Web application. • Participates in and directs the review and acceptance of contract deliverables related to the design and development of the CWS/Web application. • Assists project staff to trace system requirements into system documentation and system components.	Jul-10	Dec-17

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		• Assists project staff in developing user acceptance test scenarios and scripts. • Assists in managing issues related to the CWS/Web application, including identifying and documenting issues, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Assists in managing risks related to the CWS/Web application, develops and monitors mitigation plans and develops and maintains contingency plans. • Advises the CWS/Web Project Manager on system development issues and risks related to the CWS/Web Solution.		
Operations Lead	The Operations Lead is responsible for ensuring the CWS/Web Solution includes a Service Management approach and processes that is compatible with the OSI and State objectives for using IT Service Management (ITSM) best practices. The Operations Lead defines Service Management approach and expectations for the CWS/Web Project and oversees the Systems Integrator's plans and activities to implement IT services that support the CWS business.	• Serves as a technical member on the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator and Infrastructure Services procurements. • Develops and maintains the IT Service Management Plan using IT Infrastructure Library (ITIL) process to document roles, responsibilities, and activities for process definition, process improvement, process management, and process improvement expertise to ensure that all operational project processes fully integrate with other related processes. • Creates and maintains a process repository for the CWS/Web Project Office. • Assists in the execution of processes, including reviewing all CWS/Web Project Office process documentation to ensure it complies with standards, assisting in implementing processes in the workflow tool, monitoring process execution and assisting QA in process audits. • Assists in change management for approved processes in accordance with the CWS/Web Project Change Management Plan. • Conducts process definition/improvement workgroups, including developing workgroup objective and strategy, coordinating workgroup participation, documenting group work products to include improved process definitions and conducting Cost/Benefit Analysis of improved processes if requested. • Manages issues related to services management, including	Jul-10	Dec-17

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		identifying and documenting issues related to services management, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to services management, develops and monitors mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the services management deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on services management issues and risks related to the CWS/Web Solution.		
Test Lead	The Test Lead is responsible for ensuring the CWS/Web Solution includes planning and processes for system testing and user acceptance testing that meet the needs of the counties, CDSS, and other stakeholders. The Test Lead participates in and oversees the Systems Integrator, county, and State plans and activities to test the CWS/Web.	• Serves as a technical member on the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator and Infrastructure Services procurements. • Develops and maintains State and county plans for testing, including the CWS/Web User Acceptance Test Plan, CWS/Web User Acceptance Test procedures, and scripts, CWS/Web User Acceptance Test baselines, and evaluation plan for Systems Integrator testing. • Participates in contract oversight related to testing, including participating in requirements definition, requirements validation, system design, and test planning sessions. • Oversees the CWS/Web Systems Integrator testing activities and the State and county testing activities. • Documents and reports testing activities and status. • Coordinate communications and respond to inquiries for the CWS/Web Project team related to testing. • Takes a leading role in the managing and support of the CWS/Web Solution testing team. • Assigns and reviews the work of the CWS/Web Solution testing team for deadlines and quality. • Manages issues related to all CWS/Web Project testing, including identifying and documenting issues related to testing, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution.	Jul-10	Dec-17

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		• Manages risks related to all CWS/Web Project testing, develops and monitors mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the testing deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on testing issues and risks related to the CWS/Web Solution.		
Development and Support Manager	The Development and Support Manager will manage and direct the project staff responsible for the definition, maintenance, and management of the CWS/Web requirements and the project staff who will work with the Systems Integrator to oversee and validate the incorporation of the requirements into the CWS/Web application.	• Participates in the evaluation of draft and final proposals and leads confidential discussions related to the CWS/Web application. • Plans and prepares for working with and overseeing the Systems Integrator, evaluating deliverables for acceptance, and resolving application questions, issues, and risks throughout the project life cycle. • Works closely with the System Integrator development staff to ensure a mutual understanding of customer needs, expectations, and requirements. • Directs the involvement of project staff in the development and implementation activities performed by the Systems Integrator. • Participates in and directs the review and acceptance of contract deliverables related to the development and implementation effort. • Plans and directs the User Acceptance Test performed by the State. • Plans and directs the transition activities that are the responsibility of the State and oversee the training and transition activities performed by the Systems Integrator.	Jul-10	Dec-17
Database Lead	The Database lead will provide technical database and information management knowledge and guidance to the project for the data repository and data warehouse aspects of the CWS/Web Solution.	• Participates in the evaluation of draft and final proposals and in confidential discussions related to the CWS/Web database and business intelligence aspects of the CWS/Web Solution. • Plans and prepares for working with and overseeing the Systems Integrator on database design and related technical matters. • Works closely with the System Integrator data modeling and database staff to ensure a mutual understanding of data definitions and relationships. • Works closely with the System Integrator business intelligence staff to ensure a mutual understanding of data definitions and	Jul-10	Dec-17

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		relationships. • Assists project staff in the definition of data elements and related business rules. • Participates in and directs the review and acceptance of contract deliverables related to the design and development of the CWS/Web database. • Manages issues related to the database design, including identifying and documenting issues related to database design, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to database design, develops and monitors mitigation plans and develops and maintains contingency plans. • Advises the CWS/Web Project Manager on database issues and risks related to the CWS/Web Solution.		
Configuration Management Lead	The Configuration Management Lead will provide guidance to the project team on system configuration management processes and issues and work with the Systems Integrator to define and integrate system configuration management processes into the CWS/Web Project.	• Participates in joint requirements validation, work sessions, or review sessions as related to configuration management deliverables. • Assists in the review and evaluation of the configuration management deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Monitors configuration management processes and metrics, and assists in the training of project staff on configuration management processes throughout the project life cycle. • Manages issues related to configuration management, including identifying and documenting issues related to configuration management, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to configuration management, develops and monitors mitigation plans and develops and maintains contingency plans. • Advises the CWS/Web Project Manager on configuration management issues and risks related to the CWS/Web Solution.	Jul-10	Dec-17
Security Lead	The Security Lead will provide guidance to the project team on	• Participates in the evaluation of draft and final proposals and in confidential discussions related to the CWS/Web security aspects	Jul-10	Dec-17

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	system security policies and practices and will work with the Systems Integrator to define and integrate system security policies and procedures into the CWS/Web Project that are consistent with OSI, CDSS, OTech, and county security policies.	of the CWS/Web Solution. • Plans and prepares for working with and overseeing the Systems Integrator on security architecture and security processes, evaluating deliverables for acceptance, and resolving security questions, issues, and risks throughout the project life cycle. • Works closely with the System Integrator security architecture and development staff to ensure a mutual understanding of security policy and requirements and their incorporation into the CWS/Web. • Assists project staff in the understanding OSI, CDSS, OTech, and county security policies. • Trains project staff on security policies and procedures. • Participates in and directs the review and acceptance of contract deliverables related to CWS/Web security architecture and design. • Manages issues related to the security, including identifying and documenting issues related to security design and procedures, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to security, develops and monitors mitigation plans and develops and maintains contingency plans. • Advises the CWS/Web Project Manager on security issues and risks related to the CWS/Web Solution.		
Quality Management Lead	The Quality Management Lead will provide guidance to the project team on quality processes and issues and will work with the Quality Management Support Services (QMSS) contractor to define and integrate quality processes into the CWS/Web Project.	• Participates in the evaluation of draft and final proposals and in confidential discussions related to quality processes to be used by the Systems Integrator and their integration into the quality processes of the CWS/Web Project. • Works with QMSS contractor to plan and prepare for working with and overseeing the Systems Integrator on quality management processes, evaluating deliverables for acceptance, and resolving quality questions, issues, and risks throughout the project life cycle. • Works closely with the QMSS contractor and the System Integrator quality management staff to ensure a mutual understanding of quality requirements and their incorporation into the System Integrator's processes. • Works closely with the QMSS contractor to monitor project and	Jul-10	Dec-17

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		Systems Integrator quality processes and metrics and assists in the training of project staff on quality policies and processes throughout the project life cycle. • Assists project staff in the understanding CWS/Web Project quality policies, processes, and procedures. • Participates in and directs the review and acceptance of contract deliverables related to CWS/Web quality processes and procedures. • Manages issues related to the quality, including identifying and documenting issues related to quality processes and procedures, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to quality, develops and monitors mitigation plans and develops and maintains contingency plans. • Advises the CWS/Web Project Manager on quality issues and risks related to the CWS/Web Solution.		
Training Lead	The Training Lead is responsible for ensuring the CWS/Web Solution includes planning and processes for training end users and technical staff that meet the needs of the State, counties, and other stakeholders. The Training Lead participates in and oversees the Systems Integrator, county, and State plans and activities to train CWS/Web users and to transfer knowledge to State and county technical staff.	• Oversees the CWS/Web Systems Integrator training activities, including planning, developing, and conducting CWS/Web training and knowledge transfer. • Organizes county staff for training and change management activities including the transition of county staff to the CWS/Web. • Monitors the Systems Integrator training to ensure comprehensive training coverage, including facilitating the county efforts to plan and execute their training activities. • Participates in the interviewing and hiring of trainers with the Systems Integrator as directed by the state Project Manager. • Manages updates and changes to training material. • Coordinates training sessions with county and state project staff. • Documents and reports training activities and status. • Coordinates communications and respond to inquiries for the CWS/Web Project team related to training. • Manages issues related to training, including identifying and documenting issues related to training, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to training, develops and monitors	Jul-10	Dec-17

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		mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the training deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on training issues and risks related to the CWS/Web Solution.		
PMO Lead	The PMO Lead is responsible for ensuring the project management activities of the CWS/Web Project are conducted in accordance with CWS/Web project management plans, OSI best practices, and industry best practices for project management. The PMO Lead manages and oversees the project management activities related to risk management, issue and action item management, schedule management, change management, cost management, staff management and communications management.	• Monitors and verifies that proven, best practices from federal, state and industry standards are followed in order that the Project can effectively and efficiently meet project goals and objectives. • Leads the development of project-approval documents such as the Special Project Report (SPR), Supplementary Premise Information (SPI), and federal Advance Planning Document (APD). • Initiates requests for policy interpretation or clarification from oversight agencies and CDSS to the Project Manager. • Coordinates with project management on risks or issues concerning quality assurance, risk management, planning, issue management, and other project management disciplines by providing information and recommendations for action by management. • Provides leadership to team members and other project staff on project management policies, procedures, facilitation practices, and standards necessary in the performance of CWS/Web Project activities. • Monitors and guides team members to insure that their own task outcomes (e.g., analysis, documentation, and recommendations) meet OSI best practices. • Develops and maintains the Process Management and Improvement Plan documenting roles, responsibilities, and activities for process definition and improvement. • Creates and maintains a process repository for the project management processes used by the CWS/Web Project Office. • Assists the CWS/Web Project team in developing plans and processes that comply with project standards. • Assists in the execution of processes through the review of documentation and implementation. • Conducts process definition/improvement workgroups through	Jul-10	Dec-17

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		development of workgroup objective and strategy, and coordination of workgroup participation. • Performs change management activities for changes to project management processes in accordance with the CWS/Web Change Management Plan. • Ensures project plans and documented project processes are approved and placed under configuration management. • Conduct Lessons Learned sessions at project milestones and as directed by the Project Manager, documents Lessons Learned, and manages a Lessons Learned repository. • Reviews Systems Integrator deliverables related to project management processes to identify process improvement opportunities. • Assists in the preparation of reports on project activities and status.		
Requirements Analyst	The Requirements Analyst is responsible for ensuring the CWS/Web Solution includes the business requirements and functionality that meet the needs of the counties, CDSS, and other stakeholders. The Requirements Analyst participates in the Systems Integrator's plans and activities to define the CWS/Web system requirements, to design and build the system application, and to test that the application meets requirements and specifications.	• Participates in the evaluation of final proposals related to the CWS/Web Solution to ensure the system requirements are understood and properly addressed. • Participates in the requirements definition processes with the Systems Integrator, project staff, and other stakeholders. • Performs analysis of legislation and other external events that may impact CWS/Web requirements and proposes changes when necessary. • Facilitates workgroups to define or clarify business needs and system requirements. • Performs impact analysis on change requests to determine the impact on existing requirements or the need for new requirements. • Assists in the maintenance of CWS/Web system requirements stored in the project's requirements management tool, Kovair Global Life Cycle. • Traces requirements to deliverables, including the evaluation of the Systems Integrator requirements tracing analysis for System and User Acceptance Testing to ensure the CWS/Web Solution meets program requirements. • Assists in analyzing and documenting issues related to requirements, resolving issues, documenting issue resolution, and	Jul-11	Dec-17

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		coordinating activities and communication for issue resolution. • Assists in identifying and analyzing risks related to requirements, developing and monitoring mitigation plans, and developing and maintaining contingency plans.		
Contract Analyst	The Contract Analyst is responsible for tracking, receiving, and processing contract deliverables and materials and monitoring compliance with contractor requirements by CWS/Web Project contractors.	• Assists in the development and maintenance of the project contract management plans and contract procedures. • Receives and maintains contract records including contracts, amendments, letters of transmittal, copies of deliverables and materials, invoices, and correspondence related to contracts. • Establishes and maintains procedures and systems for identifying and tracking contractor SOW requirements and the completion of those requirements by the contractor, and reports status. • Establishes and maintains procedures and systems for identifying and tracking contract deliverables and their status. • Monitors the scheduled due dates of contract deliverables and materials, records receipt of deliverables, prepares acknowledgements, and reports status. • Notifies project staff and management of receipt of deliverables and the review and acceptance timeframes and monitors completion of project activities to ensure compliance with those timeframes. • Evaluates project change requests that may have an impact on contractor requirements and documents findings as part of change request impact analysis package. • Assists in analyzing and documenting issues related to the contract or contractor requirements, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Assists in identifying and analyzing risks related to the contract or contractor requirements, developing and monitoring mitigation plans, and developing and maintaining contingency plans.	Jul-11	Dec-17
Financial Analyst	The Financial Analyst is responsible for performing tasks in support of the cost management activities of the	• Develops and updates the CWS/Web Cost Management Plan which includes documented roles, processes, procedures, and protocols for fiscal and budget activities related to the CWS/Web project.	Jul-11	Dec-17

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	CWS/Web Project. The Financial Analyst ensures the project conducts cost management activities in accordance with the CWS/Web Cost Management Plan and OSI policies and procedures.	• Develops project-approval documents such as the Special Project Report (SPR), Supplementary Premise Information (SPI), and federal Advance Planning Document (APD). • Works with OSI Admin/Fiscal to validate all fiscal and budget documents that are required for external distribution including at a minimum Federal and State control agencies. • Prepares and coordinates fiscal input to all Inter-agency Agreements and Memoranda of Understanding. • Monitors the CWS/Web Project budget including tracking actual expenditures to budget, reviewing and validating all expenditures that are charged to the CWS/Web budget, matching CALSTARS reports to expenditure approvals, and performing periodic expenditure projections. • Develops and maintains a tool and process to monitor all CWS/Web contract activity including at a minimum: payments, credits, balances, and encumbrances. • Assists in managing issues associated with the cost management including identifying and documenting issues associated with cost management, resolving issues and documenting issue resolution, and coordinating activities and communication for issue resolution. • Assists in managing risks associated with cost management including monitoring project risk and quality measures, developing and maintaining mitigation plans, monitoring execution of mitigation plans, developing and maintaining contingency plans, and monitoring execution of contingency plans if activated. • Assists in the preparation of reports and presentations on project activities and status pertaining to expenditures and budgets.		
CDSS CWS/Web Program Manager	The CDSS CWS/Web Program Manager reports to the Project Sponsor; represents the Sponsor on project management, planning, tasks, and decision issues; and is part of the CWS/Web Project Management team. The Program Manager	• Ensures that program-related contract or funding decisions are made and communicated to OSI, CDSS, and ACF as needed. • Develops and maintains collaborative relationships with the OSI CWS/Web Project Team, CDSS program Divisions, counties, and other governmental agencies as needed to ensure that sponsorship and programmatic input is obtained and utilized in the development of each phase of the project. • Monitors project activities; participates in the development,	Jul-06	Jun-11

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	works with the Project Director to plan, direct, and oversee the day-to-day activities of CDSS staff assigned to the CWS/Web Project. The Program Manager works directly with the other project managers to ensure project success. The Program Manager works with the CWS/Web Project Manager to coordinate program-related efforts and to resolve inter-branch and inter-project issues and acts as a business liaison to the OSI CWS/Web Project.	review, and revision of documents for approval and funding; identifies and resolves issues; and assists in the mitigation and management of project risk. • Coordinates CDSS tasks, participates as part of the CWS/Web project management team in briefings to the CDSS sponsor, CDSS Executive Steering Committee, the Oversight Steering Committee and with control agencies as needed. • Manages the review and evaluation of the deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Manages and resolves issues related to the CWS/Web Solution and the activities to develop, implement, operate, and maintain the CWS/Web system. • Manages risks related to the CWS/Web Solution and its related activities, including monitoring project risks and quality measures, developing and maintaining mitigation plans, monitoring execution of mitigation plans, and developing and maintaining contingency plans. • Advises the CWS/Web Project Manager on technical issues and risks related to the CWS/Web Solution. • Coordinates with the CDSS CWS/Web Program Managers and the Systems Integrator to obtain county and state participation in activities to design, develop, test, implement, operate, and maintain the CWS/Web system.		
CDSS Business Analyst	The CDSS Business Analyst is responsible to ensure that all aspects of the CWS/Web Project scope, schedule, and budget are being properly executed and reported.	• Participates in the review of all documents, including Request for Proposal and Advance Planning Documents required for the CWS/Web Project. • Develops processes to ensure that all documents are reviewed by CDSS, required governmental agencies, and ACF. • Serves as the point person to coordinate ongoing correspondence to ACF on issues related to the CWS/Web Project. • Provides analyses and recommendations to the CDSS CWS/Web Program Manager and Program Team Manager on issues and problems as they arise. • Develops, processes, and monitors all CDSS program contracts	Jul-06	Jun-11

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		related to the CWS/Web Project. • Acquires and reports all CDSS expenditures related to the planning and implementation activities of the CWS/Web Project. • Prepares all CDSS budget change documents related to the CWS/Web Project. • Assists in addressing risks related to scope, schedule, or budget, develops and monitors mitigation plans and develops and maintains contingency plans. • Prepares CDSS CWS/Web staff duty and recruitment statements and coordinates other CDSS staff and county consultant hiring processes.		
CDSS Program Specialist	The CDSS Program Specialist is responsible to ensure that the CWS/Web solution meets state, federal and county program and business operations needs.	• Reviews state and federal law and regulations and keeps abreast of changes as they occur. • Meets regularly with state and county staff to identify system gaps and needs within the planned functionality changes. • Develops a working knowledge of and relationships with other CDSS units to ensure that appropriate staff are involved in critical decision-making with regard to design and implementation of the CWS/Web system. • Obtains and coordinates input from program experts as issues which arise in planning; ensures that contradictory or competitive needs are brought to resolution. • Provides analysis and recommendations to the CWS/Web Program Manager on problems and issues as they arise; attends and participates in all state and county input sessions. • Provides regular feedback to state and county program staff on decisions and issue resolution. • Reviews and corrects any and all required document sections related to program descriptions, needs, or outcomes related to the CWS/Web system; develops all county Letters or Information Notices which relate to CWS/Web system usage. • Participates in requirements definition, requirements validation, and system design sessions. • Assists in the review and evaluation of the requirements and design deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on	Jul-06	Jun-11

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		acceptance. • Assists in addressing risks related to business requirements, develops and monitors mitigation plans and develops and maintains contingency plans.		
CDSS Project Oversight Analyst	The CDSS Project Oversight & Monitoring Analyst is responsible for providing project oversight of external contractors performing IV&V and IPOC for the CWS/Web Project.	• Develops the solicitations for contracts, monitors project activities, and attends all project meetings and Oversight Steering Committee meetings. • Provides ongoing Information Systems Division (ISD) oversight staff responsibilities, including working with DGS through the RFP process for the IV&V and IPO contractors, contract management, deliverables review, weekly contractor meetings, and risk management review and reporting to the Chief Technical Officer (CTO). • Serves as the central point of contact for communications and resolution of issues between the contractors, OSI, County staff, and DGS. • Addressing concerns from Federal and State on POC and V&V requirements and compliance with industry standard practices, processes, and procedures. Meets regularly with POC and V&V consultants on project status. Communicates project risks and mitigation/contingency plans to CDSS project Sponsor, OSI, Control Agencies, and external stakeholders. • Provides OSI and CDSS Program staff oversight consulting services to ensure inclusion of appropriate IV&V and IPOC in the development of the CWS/Web RFP and the procurement, development, and implementation of the CWS/Web solution.	Jul-06	Jun-11
County Consultant 01-05	The County Consultant is a management-level and user/technical-level consultant who is responsible for providing knowledge and experience to ensure that the CWS/Web solution is effective, economical, and efficient within the county and state child welfare and adoptions setting; consistent with	• Determines that the CWS/Web system meets federal and state requirements and county program and business needs. • Provides input on system gaps and needs within the planned functional changes and analysis and provides recommendations to the Program Specialist and CWS/Web Program Manager on programmatic problems or issues as they arise. • Attends county regional or stakeholder meetings to seek input or provide feedback on decisions and resolutions to issues. • Participates in ongoing CDSS communication to counties during planning of the CWS/Web system.	Jul-06	Jan-15

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	program policies and business practices; supports the achievement of program outcomes; and meets the need of end users.	• Assists in the development of all County Letters, Informational Notices, and training materials and reviews. • Provides suggested changes to all required document sections related to program descriptions, needs, or outcomes developed in relationship to the CWS/Web system. • Participates in discussions to analyze and recommend system requirements during requirements development and validation. • Analyzes proposed legislation in regard to program impact, and recommends changes to project team. • Meets with stakeholders, staff, users, and appropriate persons from various private and/or governmental organizations for the purposes of problem identification and resolution, and inclusion of program policy and regulation, and procedure development. Travels as necessary to attend county meetings. • Acts as liaison to both the state and counties on policy interpretation and implementation. • Acts in the capacity of Subject Matter Expert (SME) to the State and vendor on business process improvement efforts (including impacts to CWS Program forms and reports to be produced by the system). • Identifies potential impacts; issues and risks associated with the process improvement effort to the California Department of Social Services (CDSS) CMS Support Branch, county and other state agencies. • Acts in the capacity of a SME, as needed, in discussions with contracted staff and vendor staff to assist in identification of business process impacts. Reviews documentation and make recommendations. • Develops and assists in the development of all required documentation sections relating to program descriptions, needs, or outcomes developed for the CWS/Web system. • Identifies stakeholder communication needs; assists in the development of appropriate communication and identifies communication methods. • Assists in review of vendor developed training material for statewide user training.		

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		• Participates in the bid evaluation process for the CWS/Web Request for Proposal. • Participates and assists in the identification of issues and preparation for county and state transition from CWS/CMS to CWS/Web. • Participates and assists in the detailed design of CWS/Web.		
County Consultant 06-12	The County Consultant is a management-level and user/technical-level consultant who is responsible for providing knowledge and experience to ensure that the CWS/Web solution is effective, economical, and efficient within the county and state child welfare and adoptions setting; consistent with program policies and business practices; supports the achievement of program outcomes; and meets the need of end users.	• Determines that the CWS/Web system meets federal and state requirements and county program and business needs. • Provides input on system gaps and needs within the planned functional changes and analysis and provides recommendations to the Program Specialist and CWS/Web Program Manager on programmatic problems or issues as they arise. • Attends county regional or stakeholder meetings to seek input or provide feedback on decisions and resolutions to issues. • Participates in ongoing CDSS communication to counties during planning of the CWS/Web system. • Assists in the development of all County Letters, Informational Notices, and training materials and reviews. • Provides suggested changes to all required document sections related to program descriptions, needs, or outcomes developed in relationship to the CWS/Web system. • Participates in discussions to analyze and recommend system requirements during requirements development and validation. • Analyzes proposed legislation in regard to program impact, and recommends changes to project team. • Meets with stakeholders, staff, users, and appropriate persons from various private and/or governmental organizations for the purposes of problem identification and resolution, and inclusion of program policy and regulation, and procedure development. Travels as necessary to attend county meetings. • Acts as liaison to both the state and counties on policy interpretation and implementation. • Acts in the capacity of Subject Matter Expert (SME) to the State and vendor on business process improvement efforts (including impacts to CWS Program forms and reports to be produced by the system).	Jul-09	Jan-15

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		• Identifies potential impacts; issues and risks associated with the process improvement effort to the California Department of Social Services (CDSS) CMS Support Branch, county and other state agencies. • Acts in the capacity of a SME, as needed, in discussions with contracted staff and vendor staff to assist in identification of business process impacts. Reviews documentation and make recommendations. • Develops and assists in the development of all required documentation sections relating to program descriptions, needs, or outcomes developed for the CWS/Web system. • Identifies stakeholder communication needs; assists in the development of appropriate communication and identifies communication methods. • Assists in review of vendor developed training material for statewide user training. • Participates in the bid evaluation process for the CWS/Web Request for Proposal. • Participates and assists in the identification of issues and preparation for county and state transition from CWS/CMS to CWS/Web. • Participates and assists in the detailed design of CWS/Web.		
CDSS Program Team Manager	The CDSS Program Team Manager is responsible for coordinating and directing CDSS tasks related to the development of the CWS/Web system and for management of the multi-disciplinary tasks assigned to the members of this CDSS CWS/Web Planning and Development Unit.	• Supervises CDSS business analyst, social service consultant, and administrative support staff charged with responsibilities related to the planning, development and implementation of CWS/Web. • Develops and reviews current CDSS contract, fiscal, program policy and business needs and makes recommendations to ensure that the CWS/Web Project meets these requirements. • Provides expertise, reviews, and implements program policy requirements related to the method of data entry; and maintains and revises these requirements as program requirements, policy, and technology changes occur. • Develops and maintains a collaborative relationship with OSI, CDSS Program Divisions, counties and other governmental agencies to ensure that appropriate project management occurs	Jul-08	Jun-11

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		and that sponsorship and programmatic input is obtained and utilized in the development of each phase of the project. • Briefs the CDSS Project Sponsor, as needed, and engages the Oversight Committee to report CWS/Web Project status and issues, request assistance, receive feedback, and orient them to project requirements and needs. • Provides analysis and recommendations to the CWS/Web Program Manager on problems and issues as they arise; attends and participates in all state and county input sessions. • Provides regular feedback to state and county program staff on decisions and issue resolution. • Reviews and corrects any and all required document sections related to program descriptions, needs, or outcomes related to the CWS/Web system; develops all county Letters or Information Notices which relate to CWS/Web system usage. • Participates in requirements definition, requirements validation, and system design sessions. • Assists in the review and evaluation of the requirements and design deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Manages risks related to business requirements, develops and monitors mitigation plans and develops and maintains contingency plans.		
CDSS Program Specialist 1	The CDSS Program Specialist 1 is responsible to ensure that the CWS/Web solution meets state, federal and county program and business operations needs based on their area of expertise.	• Reviews state and federal law and regulations and keeps abreast of changes as they occur. • Meets regularly with state and county staff to identify system gaps and needs within the planned functionality changes. • Develops a working knowledge of and relationships with other CDSS units to ensure that appropriate staff are involved in critical decision-making with regard to design and implementation of the CWS/Web system. • Obtains and coordinates input from program experts as issues which arise in planning; ensures that contradictory or competitive needs are brought to resolution. • Provides analysis and recommendations to the CWS/Web	Jul-08	Jun-11

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		Program Manager on problems and issues as they arise; attends and participates in all state and county input sessions. • Provides regular feedback to state and county program staff on decisions and issue resolution. • Reviews and corrects any and all required document sections related to program descriptions, needs, or outcomes related to the CWS/Web system; develops all county Letters or Information Notices which relate to CWS/Web system usage. • Participates in requirements definition, requirements validation, and system design sessions. • Assists in the review and evaluation of the requirements and design deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Assists in addressing risks related to business requirements, develops and monitors mitigation plans and develops and maintains contingency plans.		
CDSS Administrative Assistant	The CDSS Administrative Assistant is responsible for performing administrative tasks in support of the CWS/Web Program Manager. The Administrative Assistant also provides general administrative support to the CDSS Program Support Team for office supplies, equipment, and clerical support.	• Maintains internal CDSS Branch systems to screen, prioritize, and organize incoming correspondence and other sensitive documentation. This includes maintaining an automated correspondence control system. • Coordinates activities when other organizations are involved. • Prepares and proofreads documents for signature of the Director, Deputy Director, Assistant Deputy Director, Branch Chief, and other Branch staff. • Prepares original correspondence pertaining to CWS/Web inquiries, ensuring appropriate Department format and guidelines are followed. • Schedules meetings, and reserves locations for CWS/Web meetings • Works with OSI to coordinate schedules and arrange meetings, transfer of documents, etc. • Makes travel arrangements and processes travel claim documents for the CDSS CWS/Web staff, including maintaining a file of travel documents and expenses. • Develops, processes, and maintains records related to the	Jul-09	Jun-11

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		recruitment, hiring, attendance, and other personnel related processes for CDSS CWS/Web staff.		
CDSS County Consultant Manager	The CDSS County Consultant Team Manager is responsible for coordinating and directing CDSS tasks related to the development of the CWS/Web system and for management of the multi-disciplinary tasks assigned to the members of the CDSS CWS/Web County Consultant Team.	• Recruits, selects, and develops contracts for county consultant positions in cooperation with the Project Sponsor and CWDA. • Reviews current program policy and business needs and makes recommendations to ensure that the CWS/Web system meets these requirements. • Provides program policy requirements related to the method of data entry, as well as maintains and revises those requirements as program, policy, and technology changes occur. • Develops and maintains a collaborative relationship with OSI, CDSS Program Divisions, counties and other governmental agencies, as needed, to ensure that appropriate project management occurs and that sponsorship and programmatic input is obtained and utilized in the development of each phase of the project. • Briefs the CDSS sponsor, as needed, and engages the Oversight Committee to report CWS/Web Project status and issues, request assistance, receive feedback, and orient them to project requirements and needs. • Provides analysis and recommendations to the CWS/Web Program Manager on problems and issues as they arise; attends and participates in all state and county input sessions. • Provides regular feedback to state and county program staff on decisions and issue resolution. • Reviews and corrects any and all required document sections related to program descriptions, needs, or outcomes related to the CWS/Web system; develops all county Letters or Information Notices which relate to CWS/Web system usage. • Participates in requirements definition, requirements validation, and system design sessions. • Assists in the review and evaluation of the requirements and design deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Manages risks related to business requirements, develops and	Jul-09	Jun-11

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		monitors mitigation plans and develops and maintains contingency plans.		
CDSS Legal Counsel	The CDSS Legal Counsel is responsible for providing legal advice, opinions, and support to the CWS/Web Project and CDSS Operations. The CDSS Legal Counsel helps the Project Sponsor ensure that all phases of CWS/Web planning, procurement and contracting comply with State and federal law.	• Advises the Program Sponsor, CWS/Web Project Manager, and the CWS/Web Program Manager and Acquisitions Manager regarding statutory, regulatory, and program requirements impacting the CWS/Web Project or CDSS Operations and their compliance. • Assists and supports development of procurement documents, contracts, and communications. • Advises the Project Sponsor, Project Manager, Operations Manager and Acquisitions Manager regarding the application of contract terms and conditions and the vendor's compliance therewith.	Jul-09	Jun-11
CDSS Tool Administrator	The CDSS Automated Tool Administrator is responsible for administering the implementation of the automated tool & oversight portfolio management software.	• Collect Earned Value Metric (Performance Metrics) to report to Executive Management and Project Sponsors. • Work with the vendor during the implementation life cycle and ongoing maintenance and operations support. • Develop functional definitions required for the configuration of the automated tool. • Organizational Breakdown Structure (OBS) – define a hierarchy of agency, department, branch, and program units associated with investments and resources. • Resource Roles and Functions – define the roles for resources assigned to project teams and the functions they will perform using the automated tool, i.e., Project Manager, Sponsor, External Consultant, Team Member, etc. • Access Rights – define access rights based on user roles and determine how rights will be enforced and managed, i.e., Instance, Group, OBS; Resource Management – determine requirements for resource allocation, assignment, time tracking, etc. • Financial Management – determine how financial information will be captured and maintained within the application. • Coordinate technical training for core Infrastructure Support Team. • Program and troubleshoot using Oracle Tool for Application Developers (TOAD), PL/SQL, xml, web services, SOAP, Gel	Jul-09	Jun-11

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		Scripts. • Participate in the application installation process. • Work with vendor and/or external consultants to configure the system so that it meets the functional requirements. • Test system configurations and access rights and make modifications as needed. • Document configurations and manage changes. • Develop end-user training materials based on configured system and internal policies and procedures. • Prepare reports and presentations for management and user groups to introduce the application and new functionality. • Administer user accounts and manage access rights. • Make configuration changes as project management processes are developed and implemented. • Work with the technical team to ensure the system is properly maintained, i.e., data is backed up and patches/updates are installed.		
CDSS Program Specialist 2	The CDSS Program Specialist 2 is responsible to ensure that the CWS/Web solution meets state, federal and county program and business operations needs based on their area of expertise.	• Reviews state and federal law and regulations and keeps abreast of changes as they occur. • Meets regularly with state and county staff to identify system gaps and needs within the planned functionality changes. • Develops a working knowledge of and relationships with other CDSS units to ensure that appropriate staff are involved in critical decision-making with regard to design and implementation of the CWS/Web system. • Obtains and coordinates input from program experts as issues which arise in planning; ensures that contradictory or competitive needs are brought to resolution. • Provides analysis and recommendations to the CWS/Web Program Manager on problems and issues as they arise; attends and participates in all state and county input sessions. • Provides regular feedback to state and county program staff on decisions and issue resolution. • Reviews and corrects any and all required document sections related to program descriptions, needs, or outcomes related to the CWS/Web system; develops all county Letters or Information	Jul-10	Jun-11

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		Notices which relate to CWS/Web system usage. • Participates in requirements definition, requirements validation, and system design sessions. • Assists in the review and evaluation of the requirements and design deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Assists in addressing risks related to business requirements, develops and monitors mitigation plans and develops and maintains contingency plans.		

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APPENDIX F2 – ROLES AND RESPONSIBILITIES FOR SERVICE AND SUPPORT

F.2 INTRODUCTION

This document provides detailed roles and responsibilities about the Service and Support Function. It includes the Function name, Function description, Sourcing Maturity Levels and Service Delivery Partnerships.

RFP Section IV.9, Service and Support provides detailed information on the roles and responsibilities.

This information may be helpful for the Bidder in the preparation of their proposal response in the Service and Support model to this RFP.

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Roles and Responsibilities for Service and Support															
		Sourcing Maturity Levels					Service Delivery Partnerships								
Function Name	Function Description	Oversight	SME	Co-Delivery	Sole Delivery	Roles and Responsibilities	System Integrator	Training Vendor	Infra-Structure Vendor	QM Vendor	PMSS	OTech	Counties	Interface Partners	Other Stakeholders
Asset Management	The Asset Management function is responsible for maintaining and managing the mechanisms that track the status, location, ownership, life cycle and cost of replacement of all assets utilized in the CWS/Web Solution from a financial management perspective.			X		The entry and update of data into the Asset Management solution, as well as the operation of the solution will be the responsibility of the CWS/Web Division Office. Contractor role would be the maintenance and enhancement of the Asset Management processes and toolsets.	x								
Communications	The Communications function is responsible for maintaining and managing the mechanisms that enable timely and effective communication with all parties that are directly or indirectly impacted by the CWS/Web Solution.			X		The CWS/Web Division Office will be responsible for the delivery of communications to stakeholders. Contractor role would be the maintenance and enhancement of the Communications processes and toolsets.					x				
Customer Relationship Management	The Customer Relationship Management function is responsible for maintaining and managing the mechanisms that ensure a positive partnership between CWS/Web Solution stakeholders and the CWS/Web Division Office.			x		The CWS/Web Division Office will be responsible for the delivery of the Customer Relationship Management Function. Contractor role would be the maintenance and enhancement of the Customer Relationship Management processes and toolsets.	x								
Governance	The Governance function is responsible for maintaining the mechanisms that enable timely and accurate decision making by stakeholders in regards to the performance and currency of the CWS/Web Solution.			X		During the CWS/Web Solution Production Phase all governance structures that are not completely contained within the Contractor's and OTech sphere of direct responsibility will be chaired and staffed by non-Contractor staff to be specifically identified during the development and implementation phase.	x	x	x	x	x	x	x	x	x
Work Request Receipt	The Work Request Receipt function is responsible for maintaining and managing the mechanisms that facilitate a centralized reception point for all CWS/Web Solution work requests so they can be logged, tracked and reported through closure.			X		During the CWS/Web Solution Production Phase the delivery responsibility for this function is typically given to the Service Desk function which the Contractor has ongoing responsibility.	x								
Oversight-Internal Operations	The Oversight – Internal Operations function is responsible for maintaining and managing the mechanisms that CWS/Web Division Office leadership will use: To review CWS/Web Solution performance to see if that performance is meeting service level requirements or to direct the necessary remediation activities to meet service level requirements Providing oversight and direction in regards to each individual function's performance contribution to meeting CWS/Web Solution service level requirements Provide workload prioritization and approval decisions		X			During the CWS/Web Solution Production Phase the Oversight – Internal Operations will be managed by the CWS/Web Division Office Executive or their alternate. Contractor role would be the maintenance and enhancement of the Oversight – Internal Operations processes and toolsets.	x	x	x	x	x	x	x	x	x
Performance Measures	The Performance Measures function is responsible for: · Assisting in the development and maintenance of all system and function performance related tracking solutions · Maintaining and managing report creation as needed for: o Overall CWS/Web Solution performance o Each function's operational management needs o Oversight – Internal Operations o Service Level Management o Contract obligations.			X		The definition and interpretation of performance measures is a skill-set not commonly available within the State. The Contractor is expected to fill this roll completely.	x	x	x						

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Roles and Responsibilities for Service and Support															
		Sourcing Maturity Levels					Service Delivery Partnerships								
Function Name	Function Description	Oversight	SME	Co-Delivery	Sole Delivery	Roles and Responsibilities	System Integrator	Training Vendor	Infra-Structure Vendor	QM Vendor	PMSS	OTech	Counties	Interface Partners	Other Stakeholders
Policy	This Policy function is responsible for maintaining and managing the mechanisms that: Interpret the impact of all Federal, State, and OSI policy changes on the CWS/Web Solution. Create and maintain CWS/Web Solution specific policies.			x		During the CWS/Web Solution Production Phase the management and maintenance of this function will be the responsibility of the CWS/Web Division Office, with the Contractor supplying information as requested on a case by case basis or suggesting the need for CWS/Web Solution specific policy.	x		x			x	x	x	x
Proposal Development	The Proposal Development function is responsible for maintaining and managing the mechanisms that produce consistent and timely analyses of potential CWS/Web Solution work requests to provide CWS/Web Solution decision makers with the information they need to determine approval and priority.			X		During the CWS/Web Solution Production Phase the management and maintenance of this function will be the responsibility of the CWS/Web Division Office, with the Contractor supplying impact information as requested on a case by case basis.	x	x	x	x	x	x	x	x	x
IT Resource Management	The IT Resource Management function is responsible for maintaining and managing the mechanisms that track staff and skill set resource allocations so that decision makers will have the information they need in determining approval and priority of work requests.			x		During the CWS/Web Solution Production Phase the management and maintenance of this function will be the responsibility of the CWS/Web Division Office Executive or their alternate. Contractor role would be the maintenance and enhancement of the IT Resource Management processes and toolsets.	x								
Service Level Management	The Service Level Management function is responsible for: Maintaining the CWS/Web Solution Service Level Agreement between the CWS/Web Division Office and the CWS Program. Reporting on CWS/Web Solution Service Level Agreement between the CWS/Web Division Office and the CWS Program.			X		During the CWS/Web Solution Production Phase the Service Level Management function will be managed by the CWS/Web Division Office Executive or their alternate. Contractor role would be the maintenance and enhancement of the Service Level Management processes and toolsets.	x	x	x			x	x	x	x
Solution Architecture	The Solution Architecture function maintains and manages the mechanisms necessary to ensure the production CWS/Web Solution meets CWS Program requirements while being in alignment with State, CDSS and OSI enterprise architecture policies, frameworks and standards. (The maturity level will move from Oversight to SME during DDI.)		x			During the CWS/Web Solution Production Phase the Contractor has ongoing delivery responsibility for the Solution Architecture function.	x		x			x			
Application Maintenance & Support	The Application Maintenance and Support function is responsible for maintaining and enhancing the CWS/Web Solution programmatic oriented software, as well as any software tools utilized within any of the Service and Support functions. Application Maintenance and Support ensures that the availability of all production application systems meets agreed upon service level agreements. This includes supporting break/fix needs, maintenance (i.e. system software releases or other non-negotiable changes), performance improvements, enhancements, and efforts to reduce ongoing support and/or production costs.			X		During the CWS/Web Solution Production Phase the Contractor has ongoing delivery responsibility for the Application Maintenance & Support function.	X	X			X				

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Roles and Responsibilities for Service and Support															
		Sourcing Maturity Levels					Service Delivery Partnerships								
Function Name	**Function Description**	**Oversight**	**SME**	**Co-Delivery**	**Sole Delivery**	**Roles and Responsibilities**	**System Integrator**	**Training Vendor**	**Infra-Structure Vendor**	**QM Vendor**	**PMSS**	**OTech**	**Counties**	**Interface Partners**	**Other Stakeholders**
Directory Repository Management	The Directory Repository Management function is responsible for maintaining and managing the mechanisms through which all repositories typically associated with directories of people, places, things, and events are kept current and useable.			X		During the CWS/Web Solution Production Phase the Directory Repository Management function will be provided by the Service Desk Function which is the responsibility of the Contractor. The Contractor role will also be responsible for the maintenance and enhancement of the Directory Repository function's processes and toolsets.	X						X		
Control Agency Compliance	The Control Agency Compliance function is responsible for maintaining and managing the mechanisms that collect all the information needed from the Service and Support functions that the CWS/Web Division Office needs to meet the Control Agency Compliance requirements associated with the CWS/Web Solution.				X	During the CWS/Web Solution Production Phase the Control Agency Compliance function will be managed by the CWS/Web Division Office Executive or their alternate. Contractor role would be the maintenance and enhancement of the Control Agency Compliance processes and toolsets.	X								
Customer Report Creation Support	The Customer Report Creation Support is responsible for maintaining and managing the mechanisms that provide assistance to CWS workers, managers and administrative staff to create customized reports for their needs. Additionally, this function is also responsible for creating, maintaining, enhancing and supporting report templates commonly used throughout the State.	X				During the CWS/Web Solution Production Phase the Customer Report Creation Support function will be provided by the Contractor. The Contractor role will also be responsible for the maintenance and enhancement of the Customer Report Creation Support function's processes and toolsets.	X	X					X		
Forms Management	The Forms Management function is responsible for maintaining and managing all CWS/Web Solution forms to ensure compliance with Federal and State regulations and usability in the delivery of CWS Program services.			X		During the CWS/Web Solution Production Phase the State will be responsible for all non-technical forms design, content and language interpretation. The Contractor will be responsible for the automation of forms, as well as the maintenance of all processes and toolsets necessary to provide the Forms Management function. Forms Management support to the CWS/Web Stakeholders is seen as predominantly a Service Desk responsibility for first level calls.	X	X					X	X	X
Information Management	The Information Management function ensures that all CWS/Web Solution data created or needed by the stakeholder is: Stored and managed according to security and data standards Is available on-demand and accessible to the stakeholder and whoever that stakeholder authorizes to utilize that information Documented to allow impact analysis for future changes The Information Management is responsible for all CWS/Web Solution data bases, data marts, data warehouses and all other application data files.			X		During the CWS/Web Solution Production Phase the Contractor has ongoing delivery responsibility for the Information Management function.	X					X			
Interface Management	The Interface Management function is responsible for maintaining and managing the governmental and non-governmental working relationships between the organizational entities associated with each of the interfaces implemented for the CWS/Web Solution. The objective is to ensure the ongoing integrity, confidentiality and availability of these interfaces for use by CWS/Web Solution end-users.			X		During the CWS/Web Solution Production Phase the Contractor has ongoing delivery responsibility for the Interface Management function.	X					X		X	X

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Roles and Responsibilities for Service and Support															
		Sourcing Maturity Levels					Service Delivery Partnerships								
Function Name	Function Description	Oversight	SME	Co-Delivery	Sole Delivery	Roles and Responsibilities	System Integrator	Training Vendor	Infra-Structure Vendor	QM Vendor	PMSS	OTech	Counties	Interface Partners	Other Stakeholders
Project Management	The Project Management function is responsible for providing project management over all CWS/Web Solution future releases and planned changes to ensure: They are managed successfully from a schedule, scope and cost perspective. Conducted in accordance with State and OSI project management policies, practices and standards.			X		During the CWS/Web Solution Production Phase the CWS/Web Division Office has ongoing delivery responsibility for the Project Management function.	x				x				
Quality Assurance	The Quality Assurance function is responsible for maintaining and managing the mechanisms to do final acceptance of all CWS/Web Solution changes prior to release into the production environment including validation that all Service and Support functions will be prepared for the post-change environment.			X		During the CWS/Web Solution Production Phase the CWS/Web Division Office has ongoing delivery responsibility for the Quality Assurance function with assistance from the Contractor..	X								
Requirements Management	The Requirements Management function is responsible for maintaining and managing the mechanisms that ensure the CWS/Web Solution requirements repository: * Consistently reflects how the production CWS/Web Solution is constructed currently and/or as it will be after a release is made. * Available for use by Service and Support functions as they require.			X		During the CWS/Web Solution Production Phase the CWS/Web Division Office has ongoing delivery responsibility for the managing the Requirements Management function with assistance from the Contractor.	X								
Technical Writing	The Technical Writing function is responsible for providing guidance and assistance in the creation of all CWS/Web Solution service and support documents. For example, this function assists with the creation and maintenance of such items as: User Reference Guides, Training Materials, Quick reference material, Function procedures and Technical documentation.	X				During the CWS/Web Solution Production Phase the Contractor has ongoing delivery responsibility for the Technical Writing function.	X								
Testing	The Testing function is responsible for maintaining and managing the mechanisms by which any proposed change to the CWS/Web Solution is tested through the various testing phases (unit to performance) prior to being passed to the Quality Assurance function for final acceptance testing. This includes such activities as: * Test case scenario creation and maintenance * Test data creation and maintenance * Validating test results to ensure expected outcomes are achieved * Managing supporting test libraries and test environments * Testing impact of change on all affected Service and Support functions		X			During the CWS/Web Solution Production Phase the Contractor has ongoing delivery responsibility for the Testing function.	X								
Workflow & Business Rules Management	The Workflow and Business Rules Management function provides assistance to CWS/Web Solution stakeholders in the use of this functionality provided by the CWS/Web Solution. Additionally it maintains and manages the mechanisms that identify and support common usage patterns that are made available to all CWS/Web Solution stakeholders.		X			The Contractor will be responsible for the management of and providing the staffing to perform the delivery duties of the Workflow and Business Rule function.	X						X		
Availability Management	The Availability Management function is responsible for maintaining and managing the mechanisms necessary to ensure that implementation of any proposed change to the CWS/Web Solution will not disrupt availability requirements.		X			The Contractor will be responsible for the management of and providing the staffing to perform the delivery duties of the Availability Management Function.	X		X			X	X	X	
Capacity Management	The Capacity Management function is responsible for maintaining and managing the mechanisms that ensure that CWS/Web Solution technology components have the necessary capacity and performance to meet CWS/Web Solution usage requirements.		X			The Contractor will be responsible for the management of and providing the staffing to perform the delivery duties of the Capacity Management function.	X		X			X	X		

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Function Name	Function Description	Oversight	SME	Co-Delivery	Sole Delivery	Roles and Responsibilities	System Integrator	Training Vendor	Infra-Structure Vendor	QM Vendor	PMSS	OTech	Counties	Interface Partners	Other Stakeholders
Change Management	The Change Management function is responsible for maintaining and managing the mechanisms that ensure standardized methods and procedures are used for the: Efficient, prompt handling of all changes. Reducing the chances of causing negative impact on service quality when implementing a change. Ensuring that all CWS/Web Solution components affected by the proposed change are involved in the development and validation of the change prior to its introduction into the CWS/Web Solution environments.			X		The CWS/Web Division will be responsible for managing the Change Management function. The Contractor will be responsible for providing the staffing required to deliver Change Management function activities.	X		X		X	X	X	X	
Configuration Management	The Configuration Management function is responsible for maintaining and managing the mechanisms that ensure that the CWS/Web Solution service and support functions have sufficient current, historical and accurate information necessary to rebuild any component to its production state is collected and maintained. Configuration Management is also pivotal to the change management function for impact analysis and for testing configuration changes impact on the production environment.			X		The Contractor will be responsible for managing as well as providing the staffing required to deliver Configuration Management function activities.	X	X	X			X	X	X	
Customer Training	The Customer Training function is responsible for maintaining and managing the mechanisms to deliver training to CWS stakeholders. Additionally, this function is responsible for ensuring that all training materials and media are maintained and enhanced to reflect the current and/or planned CWS/Web Solution production environment.			X		The CWS/Web Division Office will be responsible for managing the Customer Training Management function. The Contractor will be responsible for collaborating with the training vendor and the CWS/Web Division Office to provide all customer training information. A different contractor (training vendor) will be responsible for delivering Customer Training.	X	X					X		
Facilities Management	Facilities Management ensures that the facilities housing CWS/Web Solution information technology infrastructure are designed, maintained and supported from a security, electrical, and HVAC perspective to support availability and service continuity requirements for the development environment.				X	The CWS/Web Division will be responsible for supplying the building and facility modifications to support the development environment.	X								
Incident Management	The Incident Management function is responsible for maintaining and managing the mechanisms utilized to ensure that unexpected CWS/Web Solution production events are identified, tracked and resolved in a timely manner and communicated to the CWS/Web Solution stakeholders.			X		The Contractor will be responsible for managing as well as providing the staffing required to deliver Incident Management function activities.	X		X			X	X	X	
Network (Connectivity)	The Network (Connectivity) function is responsible for maintaining and managing the mechanisms that provide secure data network connectivity to the CWS/Web Solution, as well as maintaining and supporting voice solutions utilized in the CWS/Web Solution.			X		The Contractor will be responsible for acting as the Agent for the CWS/Web Division office in obtaining network services from OTech and others as required. Contractor will also be providing the staffing required to deliver Network activities for the development environment directly under control of the CWS/Web Division Office.	X					X	X	X	
Operations	The Operations function is responsible for maintaining and managing the daily production job processing to: Provide CWS/Web Solution stakeholders with the information they need to perform their programmatic responsibilities Safeguard data resources Ensure CWS/Web Solution availability			X		The Contractor will be responsible for managing as well as providing the staffing required to deliver Operations function activities.	X					X			

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Personal Device Support	The Personal Device Support function is responsible for maintaining and managing the mechanisms that enable CWS/Web Solution stakeholder access devices (i.e. PDAs, laptops, scanners) to access and use the CWS/Web Solution.	X				The Contractor will be responsible for managing as well as providing the staffing required to deliver Personal Device function activities. In addition, the CWS/Web Division Office will have another vendor responsible for providing infrastructure services to the counties. Working relationships will have to be established and maintained.	X		X			X	X		
Problem Management	The Problem Management function is responsible for maintaining and managing the mechanisms that enable: Trend analysis of disruption events Identification of temporary remedies while permanent fixes are put in place by the appropriate function Identification of permanent fixes to avoid future disruptions of service The Problem Management function taking responsibility for leading the resolution of a major disruption event.			X		The Contractor will be responsible for managing as well as providing the staffing required to deliver Problem Management function activities	X		X			X	X	X	
Release Management	The Release Management function is responsible for maintaining and managing the mechanisms that control how change is introduced into the CWS/Web Solution environments. Release Management is intended to: Ensure that only tested and approved changes (i.e. applications, hardware, software, firmware, documents, training) are installed trouble-free and on schedule. Ensure that a new production baseline is created in the Configuration Management Data Base to allow recovery to be accomplished in the shortest period possible free of specific staff availability.			X		The CWS/Web Division will be responsible for managing the Release Management function. The Contractor will be responsible for providing the staffing required to deliver Release Management function activities.	X	X	X		X	X	X	X	
Security	The Security function is responsible for maintaining and managing the mechanisms that safeguard the CWS/Web Solution information assets housed in its technology environments to ensure data confidentiality, integrity and availability are maintained.			X		The Contractor will be responsible for acting as the Agent for the CWS/Web Division office in obtaining security services from OTech and others as required. Contractor will also be providing the staffing required to deliver security activities for the development environment directly under control of the CWS/Web Division Office.	X		X			X	X	X	
Servers (Hosting) & Storage	The Servers (Hosting) & Storage function is responsible for maintaining and managing the mechanisms that ensure all CWS/Web Solution server and storage environments (i.e. production, testing, training) are available for their intended use.			X		The Contractor will be responsible for acting as the Agent for the CWS/Web Division office in obtaining server and storage services from OTech. Contractor will also be providing the staffing required to deliver server and storage activities for the development environment directly under control of the CWS/Web Division Office	X		X			X			
Service Continuity Management	The Service Continuity Management function is responsible for maintaining and managing those mechanisms that enable the CWS/Web Solution production and training environments to be restored for within agreed upon recovery time and point objectives and available to CWS/Web Solution stakeholders.			X		The Contractor will be responsible for acting as the Agent for the CWS/Web Division office in obtaining service continuity management services from OTech. Contractor will also be providing the staffing required to deliver service continuity management activities for the environments directly under control of the CWS/Web Division Office.	X		X			X	X	X	

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Function Name	**Function Description**	**Oversight**	**SME**	**Co-Delivery**	**Sole Delivery**	**Roles and Responsibilities**	**System Integrator**	**Training Vendor**	**Infra-Structure Vendor**	**QM Vendor**	**PMSS**	**OTech**	**Counties**	**Interface Partners**	**Other Stakeholders**
Service Desk	The Service Desk function is responsible for maintaining and managing the mechanisms through which: Requests for CWS/Web Solution services are received, recorded and tracked for resolution. Service disruptions are reported, logged and tracked for resolution. Service disruption events or requests for CWS/Web Solution services are resolved at initial point of contact if possible.			X		The Contractor will be responsible for the Service Desk function during the CWS/Web Solution Production Phase.	X		X			X	X	X	
Training (Internal)	The Training (Internal) function is responsible for maintaining and managing the mechanisms through which CWS/Web Division Office staff acquire the knowledge and skill sets required to support CWS/Web Solution production environment and any planned enhancements.			X		The CWS/Web Division will be responsible for managing the Training (Internal) function and obtaining base skill set training through other means than the Contractor. The Contractor will be responsible for providing the staffing required to deliver CWS/Web Solution training and training on function activities.	X								

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G – ACRONYMS AND GLOSSARY

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1.0 Acronym Guide

Acronym	Definition
AAP	Adoption Assistance Program
ACF	Administration for Children and Families
ADA	Americans with Disabilities Act
AFCARS	Adoption Foster Care Analysis and Reporting System
AFDC	Aid to Families with Dependent Children
ALJ	Administrative Law Judge
APD	Advance Planning Document
APDU	Advance Planning Document Update
API	Application Programming Interface
ASA	Adaptive Security Appliance
APS	Adult Protective Services
ASFA	Adoptions and Safe Families Act
ASP	Acquisition Services Program
BAM	Business Activity Monitoring
BCP	Budget Change Proposal
BI	Business Intelligence
BIA	Bureau of Indian Affairs
BO	Business Objects
BP	Best Practices
BPEL	Business Process Execution Language
BPR	Business Process Reengineering
BSW	Bachelor of Social Work
CAD	County Access to Data
CalSWEC	California Social Work Education Center
CalWIN	CalWORKS Information Network
CalWORKS	California Work Opportunity and Responsibility to Kids
CAP	Cost Allocation Plan
CAPTA	Child Abuse Prevention and Treatment Act
CASA	Court Appointed Special Advocate
CAT	Comprehensive Assessment Tool
CBA	Cost Benefit Analysis
CBT	Computer Based Training
CCB	Change Control Board
CCL	Community Care Licensing
CCLD	Community Care Licensing Division

Acronym	Definition
CCSAS	California Child Support Automation System
CDPF	Central Data Processing Facility
CDSS	California Department of Social Services
CEAP	California Enterprise Architecture Program
CFL	County Fiscal Letter
CFPS	Certified Function Point Specialist
CFR	Code of Federal Regulations
CFSD	Children and Family Services Division
CFSR	Children and Family Services Reviews
CHDP	Child Health and Disability Prevention
CHHS	California Health & Human Services Agency
CI	Configuration Item
CICS	Customer Information Control System
CIN	Client Index Number
CINA	Child in Need of Assessment
C-IV	Consortium IV (of SAWS)
CLETS	Criminal Law Enforcement Telecommunications System
CM	Configuration Management
CMAS	California Multiple Award Schedule
CMS	Case Management System
COCOMO	COnstructive COst MOdel (tool)
COLA	Cost of Living Adjustment
COTS	Commercial Off the Shelf
CP	Contingency Plan
CPM	Contractor Project Manager
CPS	Child Protective Services
CPU	Central Processing Unit
CRC	Children's Research Center
CSES	Child Support Enforcement System
CWDA	County Welfare Directors Association
CWS	Child Welfare Services
CWS/CMS	Child Welfare Services/Case Management System
CWS/CMS M & O	Child Welfare Services/Case Management System Maintenance & Operations
CWS/CMS CWS/Web	Child Welfare Services/Case Management System CWS/Web Project
CWS/Web	Child Welfare Services/Web

Acronym	Definition
DAG	Design Advisory Group
DBMS	Database Management System
DED	Deliverable Expectation Document
DGS	Department of General Services
DHHS	Department of Health and Human Services
DID	Data Item Description
DMRS	Data Management Reporting System
DMS	Data Management Solution
DMZ	Demilitarized Zone
DOF/OIT	Department of Finance/Office of Information Technology
DOJ	Department of Justice
DNS	Domain Name System
DP	Data Processing
DPU	Data Processing Umbrella
DTS	Department of Technology Services
EVMS	Earned Value Management System
EAS	Expanded Adoptions System
ED	Eligibility Determination
EDP	Electronic Data Processing
EI	External Inputs
EIF	External Interface File
EO	External Outputs
EQ	External Inquiries
ER	Emergency Response
ESB	Enterprise Service Bus
ETL	Extract, Transform, Load
FCIS	Foster Care Information System
FFP	Federal Financial Participation
FFY	Federal Fiscal Year
FM	Family Maintenance
FP	Function Point
FPA	Function Point Analysis
FR	Future Release or Family Reunification
FSR	Feasibility Study Report
FTE	Full Time Equivalent
GUI	Graphical User Interface

Acronym	Definition
HEP	Health and Education Passport
HHSDC	Health and Human Services Data Center
HTTP	Hypertext Transfer Protocol
H/W	Hardware
IAA	Interagency Agreement
IBM	International Business Machines Corporation
ICPC	Interstate Compact on the Placement of Children
ICT	Inter County Transfer
ICWA	Indian Child Welfare Act
IEEE	Institute of Electrical and Electronics Engineers
IETF	Internet Engineering Task Force
IEVS	Income Eligibility and Verification System
IHSS	In-Home Support Services
ILF	Internal Logical File
ILP	Independent Living Program
IPOC	Independent Project Oversight Consultant
IR	Initial Release
ISACA	Information Systems Audit and Control Association
ISAWS	Interim Statewide Automated Welfare System
IT	Information Technology
ITIL	Information Technology Infrastructure Library
ITPP	Information Technology Procurement Plan
IVR	Interactive Voice Response
IV&V	Independent Verification and Validation
KinGAP	Kinship Guardianship Assistance Payment
LAARS	Licensing Administrative Actions Record System
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
LEADER	Los Angeles Eligibility, Automated Determination, Evaluation and Reporting
LIS	Licensing Information System
LOS	Length of Stay
LPAR	Logical Partition
LTFC	Long Term Foster Care
M&O	Maintenance and Operations
MAC	Moves, Adds and Changes
MAN	Metropolitan Area Network
MC	Medicaid (Federal) or Medi-Cal (California)
MDTM	Multi Disciplinary Team Meetings
MED	Material Expectation Document
MEDS	Medi-Cal Eligibility Determination System

Acronym	Definition
MEPA	Multiethnic Placement Act
MIS	Management Information System
MMISDSS	Medi-Cal Management Information System, Decision Support System
MOU	Memorandum of Understanding
MPP	Master Project Management Plan
MSW	Masters of Social Work
MVS	Multiple Virtual Storage
MTBF	Mean Time Between Failure
MTTR	Mean Time to Repair
NCANDS	National Child Abuse and Neglect Data System
NIC	Network Interface Card
NOA	Notice of Action
NREFM	Non-Relative Extended Family Member
NSP	New System Project
NPV	Net Present Value
OA	Office Automation
OBRA	Omnibus Budget Reconciliation Act of 1993
OC	Optimistic Concurrency
OLA	Operational Level Agreement
OLAP	Online Analytical Processing
OMB	Office of Management and Budget
OP	Object Points
ORB	Object Request Broker
OS	Operating System (Software)
OSC	Oversight Committee
OSI	Office of Systems Integration
OTROS	Office of Technology Review, Oversight and Security
PAPD	Planning Advance Planning Document
PC	Personal Computer
PDA	Personal Digital Assistant
PDD	Product Description Document
PIER	Post Implementation Evaluation Report
PIP	Program Improvement Plan
PM	Program Manager or Project Manager
PMBOK	Project Management Body of Knowledge
PMI	Project Management Institute
PMP	Project Management Professional or Project Management Plan
PM Reports	Program Management Reports
PO	Purchase Order
POC	Plan of Correction
POCR	Project Office Change Review

Acronym	Definition
POEM	Preponderance of Evidence Model
POP	Point of Presence
POPs	Paternity Opportunity Program
PP	Permanent Placement
PRWORA	Personal Responsibility and Work Opportunity Reconciliation Act
PS&T	Production Support & Transition Phase
QA	Quality Assurance
RACF	Resource Access Control Facility
RAM	Responsibility Assignment Matrix
RDV	Requirements Development Vendor
RFP	Request For Proposal
RTS	Request Tracking System
RUG	Regional User Group
SACWIS	Statewide Automated Child Welfare Information System(s)
SAR	SACWIS Assessment Review
SARGe	SACWIS Assessment Review Guide
SAS	Statistical Analysis System
SAVE	Systematic Alien Verification Entitlement
SAWS	Statewide Automated Welfare System
SB	Senate Bill
SBC	Server Based Computing
SCA	System Change Authorization
SCAR	Suspected Child Abuse Report
SceneMan	Scenario Manager
SCM	Software Configuration Management
SCR	System Change Request
SD	System Development
SD&T	Solution Development and Transition
SDC	Service Delivery Center
SDLC	Service Delivery Life Cycle or Software Development Life Cycle
SDM	Structured Decision Making
SEI	Software Engineering Institute
SEMP	Systems Engineering Management Plan
SFY	State Fiscal Year
SI	Systems Integrator
SID	Systems Integration Division
SLA	Service Level Agreement
SLOC	Source Lines Of Code
SME	Subject Matter Expert
SMS	Short Message Service
SOA	Service Oriented Architecture
SOAP	Simple Object Access Protocol

Acronym	Definition
SOC	State of California
SOW	Statement of Work
SP	Strategic Plan
SPM	State Project Manager
SPOC	(County) Single Points of Contact
SPR	Special Project Report
SQL	Structured Query Language
SRA	Safety Risk Assessment
SRP	Shared Responsibility Plan
SSL	Secure Socket Layer
SSS	System Support Staff
STAR	Statewide Training Application Resource
SW	Social Worker
S/W	Software
SWCM	Social Welfare Case Manager
SyRS	System Requirements Specifications
TAAA	Technical Architecture Alternatives Analysis
TANF	Temporary Assistance for Needy Families
TANF IV-A System	Temporary Assistance for Needy Families (SACWIS Interface)
TASP	Technical Architecture Strategic Plan
TCO	Total Cost of Ownership
TDM	TDM (Team Decision Making) Tool
THPP	Transitional Housing Placement Program
THPPF	Transitional Housing Placement Program Facility
TILP	Transitional Independent Living Program
Title IV-B	Title IV-B Child Welfare Services
Title IV-D	Title IV-D Child Support Program
Title IV-E	Title IV-E Foster Care and Adoption Assistance Program
TP	Transaction Processing
TPR	Termination of Parental Rights
TSO	Temporary Suspension Order
TSR	Technical Services Request
UCB	UC Berkeley
UDB	Universal Database
VAF	Value Adjustment Factor
VPN	Virtual Private Network
W3C	World Wide Web Consortium
WAP	Wireless Access Protocol
WAN	Wide Area Network
WBS	Work Breakdown Structure
WBT	Web Based Training
WIA	Workforce Investment Act

Acronym	Definition
W&IC	Welfare & Institutions Code
WINS	Windows Internet Name Service
WIC	Women, Infants and Children
XML	Extensible Markup Language
XPD	Transaction Packet Descriptors
XSLT	Extensible Stylesheet Language

2.0 Glossary

Terms defined in this glossary include two categories: (1) general terms and (2) terms of art. General terms are those defined for the convenience of the reader; they are not intended to reflect a specialized use of the term in this Contract that is different from the generally accepted use of the term. Terms of art are those that have a special meaning within the context of this Contract and are, for purposes of defining the obligations established by this Contract, intended to limit the meaning of the term to that included herein. If a word or phrase is a term of art, it will be capitalized in this glossary. If it is a general term, it will not be capitalized in this glossary except for those references to laws, regulations, official governmental acts or other proper nouns. Terms followed by (SP) indicate they are found in RFP Appendix A, Contract, Special Provisions. Terms followed by (GP) indicate they are found in RFP Appendix A, Contract, General Provisions.

Term	Description
3270 emulation	The use of a workstation application (e.g., PCOM 3270) to execute mainframe software as if using an IBM 3270 display device.
7 X 24	Seven (7) days a week, 24 hours each day.
Acceptance (SP)	A notice from the State to Contractor that a Deliverable has been conformed to its applicable Acceptance Criteria in accordance with the process described in RFP Appendix A, Contract Special Provisions Section 10 (Products and Services); for Materials, an operative condition of acceptance that exists when a Material has been submitted, received and not been the subject of a written notice of rejection or non-acceptance by State.
Acceptance Criteria (SP) Updated 10/21 DC	The applicable Specifications against which each Deliverable, Service or Material shall be evaluated for Acceptance in accordance with Special Provisions Section 10 (Products and Services), the requirements described in the Contract, and the Specifications for Services which are not subsumed in a Deliverable or Material.

Term	Description
Acceptance Tests (SP)	Tests or reviews that are performed by the State to determine there are no Deficiencies in the Deliverables and that must be satisfied before Acceptance can occur as set forth in RFP Appendix A, Contract Special Provision, Section 10 (Products and Services), including without limitation User Acceptance Tests, System Qualification Tests, and System Acceptance Reviews. For Materials, tests or reviews that could apply under certain circumstances.
Adaptive Maintenance (SP)	Modification performed to keep the CWS/Web Solution, or any component thereof, usable in a changed or changing environment. (derived from IEEE Std. 14764-2006)
Administration for Children and Families (SP)	An organizational division of the U.S. Department of Health and Human Services (or any successor governmental entity), which is the federal sponsor for Child Welfare Services and the Statewide Automated Child Welfare Information Systems (SACWIS) program.
administrative requirement	A procedural or informational requirement to be met by a bidder to be eligible for participating in the solicitation and which may also be binding subsequent to contract award.
Adoption and Foster Care Analysis and Reporting System	The collection of case level information on all children in foster care for whom State child welfare agencies have responsibility for placement, care or supervision and on children who are adopted under the auspices of the State's Adoption program. AFCARS also includes information on foster and adoptive parents.
Adoptions and Safe Families Act (Public Law 105-89)	The Adoption and Safe Families Act of 1997, is a law to improve the safety of children, to promote adoption and other permanent homes for children who need them, and to support families. This new law makes changes and clarifications in a wide range of policies established under the Adoption Assistance and Child Welfare Act (P.L. 96-272), the major federal law enacted in 1980 to assist the states in protecting and caring for abused and neglected children (Child Welfare League of America, CWLA).
Adoptions Assistance Program	The Adoption Assistance Program are Federal subsidies created by Congress (through Public Law 96-272 - the Adoption Assistance and Child Welfare Act of 1980) to encourage the adoption of special needs children and remove the financial disincentives for families to adopt.

Term	Description
Advance Planning Document	Defined by regulations at 45 Code of Federal Regulations (CFR) §95.605, an Advance Planning Document (APD) is a written plan of action to request funding approval for a project which will require the use of automated data processing (ADP) services or equipment. This document records information for the APD process, which is designed to: (1) Describe in broad terms the State's plan for managing the design, development, implementation, and operation of a system that meets federal, State, and user needs in an efficient, comprehensive, and cost-effective manner; (2) Establish system and program performance goals in terms of projected costs and benefits; and (3) Secure Federal Financial Participation (FFP) for the State.
Aftercare Services	Those support services for emancipated youth that have not yet attained 21 years of age, which include but are not limited to, education assistance and counseling, job placement and retention training, vocational training, crisis counseling, legal assistance, housing assistance, emergency assistance, and any other service/activity directly related to aftercare for the foster/probation youth.
Agreement (SP)	Another term for “Contract.”
Aid to Families with Dependent Children	Congress created the Aid to Families with Dependent Children (AFDC) public assistance program in the 1930's as part of the Social Security Act (Title IV-A). AFDC was replaced by TANF (Temporary Aid to Needy Families) in the 1996 Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA).
application	Software developed to support a business need. It refers to all custom and commercial software used to provide business functionality, not including operating systems or office automation software.
application architecture	The application architecture provides a classification of applications and the set of rules which govern how the applications will interoperate, distribute functionality, and share information across an organization. It will normally be based on the business process/data model and will provide a framework that defines the structure and design of the functional components of the business systems and their interrelationship with each other.
Application Maintenance & Support Function	This Service and Support function is responsible for the CWS/Web application software, as well as any software tools utilized within any of the Service and Support functions. Application Maintenance and Support ensures that the availability of all production application systems meet agreed upon service level agreements. This includes supporting Corrective, Perfective, Adaptive, Preventive, and Emergency software changes.

Term	Description
Application Program (GP)	A computer program which is intended to be executed for the purpose of performing useful work for the user of the information being processed. Application programs are developed or otherwise acquired by the user of the Hardware/Software system, but they may be supplied by the Contractor.
architecture	In information technology, a high-level design of a system or application. Includes descriptions of functional activities to be performed to achieve the desired mission, the system elements needed to perform the functions, and the designation of performance levels of those system elements. Also includes information on the technologies, interfaces, and location of functions and is considered an evolving description of an approach to achieving a desired mission.
Asset Management Function	The Service and Support function responsible for maintaining and managing the mechanisms that track the status, location, ownership, life cycle and cost of replacement of all assets utilized in the CWS/Web Solution from a financial management perspective.
Attachment (GP)	A mechanical, electrical, or electronic interconnection to the Contractor-supplied Machine or System of Equipment, manufactured by other than the original Equipment manufacturer, that is not connected by the Contractor.
attributes	Within an information engineering data model, an attribute defines a specific piece of information or data defined as part of a discreet set of information. For example, street number, street name, city, and phone number are each attributes of the "Address" set of information.
Availability Management Function	The Service and Support function responsible for maintaining and managing the mechanisms necessary to ensure that implementation of any proposed change to the CWS/Web Solution will not disrupt availability requirements.
Base Contract Amount	The Base Contract Amount is the total dollar amount that the State will compensate the winning Bidder NOT including the two one-year option years for Service and Support.
Benefits	Financial assistance or payment programs which require certain elements of eligibility to acquire and maintain the payments.
best practice	Best practice in child protection, refers to evidence-based child welfare practice which involves identifying, assessing, and implementing strategies that are supported by scientific research as being effective in improving outcomes for children and families.
Budget Change Proposal	An in-depth report describing why additional monies are needed from the Governor's Budget to fund a specific departmental function.

Term	Description
Business Entity (GP)	Any individual, business, partnership, joint venture, corporation, S-corporation, limited liability corporation, limited liability partnership, sole proprietorship, joint stock company, consortium, or other private legal entity recognized by statute.
Business Objects	Commercial software integrated into the CWS/CMS to extract CWS/CMS data for report generation and data analysis.
business rules	Business rules govern the flow and function of the application. Rules enforce customer business policies and procedures, navigation through the application and data access.
Buyer (GP)	The State's authorized contracting official.
California Child Support Automation System	A system that automates child support collection and enforcement functions for county family support activities.
California Department of Social Services	This department provides direction and oversight to 58 counties that provide aid, services and protection to abused and neglected children and adults in California. The department is project sponsor of the CWS/Web.
California Law Enforcement Telecommunication System	Provides law enforcement agencies with the capability of obtaining information directly from federal, state and local computerized information files. Social Services makes requests for this information in order to screen prospective caretakers of children (AB 147).
CalSERVE	CalSERVE Middleware Project provides the State and counties the ability to query the CWS/CMS data that pertains to them.
CalSWEC	The California Social Work Education Center – The nation's largest state coalition of social work educators and practitioners is a consortium of the state's 15 accredited social work graduate schools, the 58 counties of Department of Social Services and Mental Health, the California Department of Social Services, and the California Chapter of the National Association of Social Workers.
Capacity Management Function	The Service and Support function responsible for maintaining and managing the mechanisms that ensure that CWS/Web Solution technology components have the necessary capacity and performance to meet CWS/Web Solution usage requirements.
Case	A Case represents a child who receives Child Welfare Services. The Case contains all the data related to the child.
case plan	A document which is developed based upon an assessment of the circumstances which required child welfare services intervention, and in which the social worker identifies a case plan goal for each identified participant. The case plan identifies the specific services to be provided to meet the participant's documented needs, as well as the objectives to be achieved and case management activities to be provided by the CWS agency (CDSS Manual of Policies and Procedures 31-002).

Term	Description
case record	An electronic and/or written record for each child receiving child welfare services including, but not limited to, the emergency response protocol. The case record contains all of the documentation requirements specified by the Division 31 regulations, and includes court documents maintained by the child welfare services agency, as defined in Rule 5.552 of the California Rules of Court (CDSS Manual Policies and Procedures Division 31).
Certification (SP) Updated 10/21/2009 DC	The State's receipt of notice and, if requested by State, full supporting and written documentation (including without limitation test results) from Contractor that Contractor has, as applicable: completed a Product or Service in accordance with its Acceptance Criteria or pre-tested a system for compliance with the applicable Specifications; and confirmed that the Product, including but not limited to the CWS/Web System, is ready for applicable Acceptance Tests and/or implementation.
change control board	A group of people responsible for evaluating and approving or disapproving proposed changes to configuration items, and for ensuring implementation of approved changes.
Change Management Function	The Service and Support function responsible for maintaining and managing the mechanisms that ensure standardized methods and procedures are used for the: • Efficient, prompt handling of all changes • Reducing the chances of causing negative impact on service quality when implementing a change • Ensuring that all CWS/Web Solution components affected by the proposed change are involved in the development and validation of the change prior to its introduction into the CWS/Web Solution environments.
Child Abuse	The term refers to the nonaccidental commission of injuries against the child by or allowed by a parent(s)/guardian(s) or other person(s). The term also includes emotional, physical, severe physical, and sexual abuse as defined in Sections 31-002(c)(7)(A) through (D), (CDSS Manual Policies and Procedures). Within this RFP, the term of "child abuse" may be inclusive of both child abuse and child neglect.
Child Abuse Central Index	"Child Abuse Central Index (CACI)" means the California Department of Justice maintained statewide, multi-jurisdictional, centralized index of child abuse investigation reports. These reports pertain to alleged incidents of physical abuse, sexual abuse, mental/emotional abuse and/or severe neglect (CDSS Manual Policies and Procedures: Division 31 Regulations).

Term	Description
Child Neglect	The term refers to the failure of a parent(s)/guardian(s) or caretaker(s) to provide the care and protection necessary for the child's healthy growth and development. Neglect occurs when children are physically or psychologically endangered. The term includes both severe and general neglect as defined by Penal Code Section 11165.2 and medically neglected infants as described in 45 Code of Federal Regulations (CFR) Part 1340.15(b), (CDSS Manual Policies and Procedures: Division 31 Regulations).
Child Support Enforcement System	A system within the CCSAS used by California's Department of Child Support Services for the management, collection, and distribution of parental support.
child welfare services	"Child welfare services" means public social services directed toward protecting and promoting the welfare of children as defined by Welfare and Institutions Code Section 16501(a).
Child Welfare Services/Case Management System (SP)	The existing automated system used in California as of the date that RFP OSI-0530-208 is issued. This term is synonymous with CWS/CMS.
Children's Research Center	The Children's Research Center (CRC), a division of the National Council on Crime and Delinquency (NCCD), provides the Safe Measures Service and Structured Decision Making. In the current CWS/CMS, the Safe Measures data mart is loaded via twice-weekly feeds from the child welfare database. The purpose of the daily extract is to provide to CRC data they can use to generate the Structured Decision Making application that many social workers and other county staff use to provide services and care to children.
client	A person who is involved in a CWS Referral or Case and has the potential to receive CWS services .
Client Index Number	The Client Index Number (CIN) is the primary key of California's Tracking Recipients Across California (TRAC) system. The number is supplied from the data created in the Statewide Client Index (SCI).
COBIT	The Control Objectives for Information and related Technology is a set of best practices (framework) for information technology (IT) management created by the Information Systems Audit and Control Association (ISACA), and the IT Governance Institute (ITGI) in 1992.
Co-Delivery	This level of responsibility has the State possessing the resources, skill sets and knowledge to assume some level of solution delivery responsibility in partnership with the sourced partner. Co-Delivery also includes those responsibilities associated with the Oversight Only and Subject Matter Expert Content Review levels.

Term	Description
Coexistent County	A designation of a county that has chosen to operate CWS/CMS in a shared LAN, open systems environment. Coexistent counties may connect other county systems to CWS/CMS and may install other county applications on CWS/CMS workstations. Coexistent counties share responsibility for problem resolution, configuration management and other local operation and maintenance services with the PMO. A county that has chosen to operate CWS/CMS in a coexistent environment. In terms of local support, CDSS is treated as a coexistent county, referred to as county #59 in CWS/CMS. Coexistent counties agreed to use the CWS/CMS client presentation suite of applications, but they still retain the responsibility for the maintenance of related operating hardware used by the CWS/CMS application network infrastructure.
Collateral	A professional that is providing a service or a person that either has a relationship or is providing care to a client in a Case or Referral (e.g., law enforcement officer, guardian, psychologist).
Commercial Software (SP)	Software developed or regularly used that: (i) has been sold, leased, or licensed to the general public; (ii) has been offered for sale, lease, or license to the general public; or (iii) has not been offered, sold, leased, or licensed to the public but will be available for commercial sale, lease, or license in time to satisfy the delivery requirements of this Contract.
Communications Function	Service and Support function responsible for maintaining and managing the mechanisms that enable timely and effective communication with all parties that are directly or indirectly impacted by the CWS/Web Solution.
Community Care Licensing Division	A division of CDSS responsible for the licensing and monitoring of both day care and residential facilities for children and adults in the State of California.
Compensation Milestone	A key event that requires the assessment of the Contractor's performance for purposes of determining if compensation is payable to the Contractor.
Compensation Stream	A category of payment used to compensate the Contractor upon achievement of the Performance Measures established therefor.

Term	Description
Concurrent Planning	An innovative foster care case management tool that is employed by caseworkers and other child welfare staff members, where they pursue the primary goal of family reunification, while at the same time, they are also developing an alternative permanency plan for the child. This alternate plan will often include adoption as the major alternative to family reunification. If the family reunification efforts fail, then the alternate plan will already be in place and well on its way to completion. Concurrent planning is intended to reduce the total period of time a child will remain in foster care before being permanently placed with a family (CDSS Manual of Policies and Procedures).
conditional acceptance	Acceptance of a deliverable, material, product or service that is subject to a condition, as opposed to acceptance that is unconditional.
Confidential Information (SP)	Shall have the meaning described in RFP Appendix A , Contract Special Provisions Sections 4.2 and 4.3
configuration item	An item subject to formal configuration control.
configuration management	A management process for establishing and maintaining consistency of a product's performance, functional and physical attributes with its requirements, design and operational information throughout its life.
Configuration Management Function	Service and Support function responsible for maintaining and managing the mechanisms that ensure that the CWS/Web Solution service and support functions have sufficient current, historical and accurate information necessary to rebuild any component to its production state is collected and maintained. Configuration Management is also pivotal to the change management function for impact analysis and for testing configuration changes impact on the production environment.
Contact	All information captured by a CWS Worker in the course of a single communication related to a Case or Referral.
contingency plan	(1) A plan for responding to the loss of a system due to a problem. In general, a contingency plan describes the steps the enterprise would take, including the activation of manual or contract processes, to ensure the continuity of its core business processes in the event of a system failure. (2) In risk management, a written plan to be executed if the risk occurs.
Contract (GP)	This Contract or agreement (including any purchase order), by whatever name known or in whatever format used.

Term	Description
Contract Document(s) (SP)	Any or all documents that make up the Contract or that are referred to in the Contract or whose Specifications have been incorporated into the Contract, including but not limited to Certifications, Notices of Acceptance/Non-Acceptance, Acknowledgements of Receipt, Exhibits, Appendices, Riders, Schedules, Amendments, Work Authorizations, System Change Authorizations, Technical Service Requests, Invoices, DIDs, DEDs, MEDs, the Project Management Plan and any component thereof, and, to the extent that they are not a component of the Project Management Plan, the Schedule and all Project Plans.
Contractor	For the CWS/Web Project, the term Contractor is used to refer to the primary vendor (and any of that vendor's sub-contractors) awarded the contract for the development, implementation, system integration and ongoing service and support responsibilities for the CWS/Web Solution.
Contractor Functional Manager (SP)	For purposes of the Contract's dispute resolution process, the Contractor staff who manages the operation of the particular service or business function generating or underlying a dispute.
Contractor Project Manager (SP)	The person designated by Contractor to lead the Contractor's Project Management team and to manage Contractor staff and resources for the purpose of meeting all obligations under the Contract.
Contractor Technology (SP)	Intellectual property owned by the Contractor prior to the Effective Date or developed outside the scope of this Contract and any modifications, enhancements or improvements thereto, including Proprietary Software and Contractor's proprietary information, methodologies, deliverable examples, procedures, processes, techniques, data models, templates, and software tools, utilities, and routines.
contributing factors	Contributing factors are those factors that have contributed to the problems that resulted in CWS intervention and may continue to contribute to a child's level of risk. Two examples of contributing factors would be abusive behavior which indicates escalating risk, and a child born with drugs in his/her system.
Control Agency Compliance Function	Service and Support function responsible for maintaining and managing the mechanisms that collect all the information needed from the Service and Support functions that the CWS/Web Division Office needs to meet the Control Agency Compliance requirements, both State and Federal, associated with the CWS/Web Solution.
Conversion (SP)	Services performed by Contractor for converting historical and other Data for Processing by the Software and CWS/Web Solution as described in RFP Section VI.3.4, (Data Conversion Development Requirements).

Term	Description
Converted Data (SP)	Data which has been successfully converted by Contractor for Processing by the CWS/Web Solution or any component thereof.
Corrective Maintenance (SP)	Reactive modification performed to correct discovered Deficiencies and bring the CWS/Web Solution, or any component thereof, into compliance with Specifications. (derived from IEEE Std. 14764-2006)
Cosmetic Deficiencies (SP)	Deficiencies which are cosmetic or inconsequential or that fail to conform to reasonable commercial or industry standards for appearance, format and quality, e.g., spelling or grammatical errors.
Cost to Cover (SP)	Cost, properly mitigated, of procuring Products or Services of equivalent capability, function, and performance from sources other than the Contractor.
County (SP)	One of the 58 geographical and political subdivisions of the State of California. In addition, for purposes of the RFP, the California Department of Social Services is considered a user group equivalent to an additional county and is referenced as the 59th county.
County Welfare Directors Association	The County Welfare Directors Association of California (CWDA) is a non-profit association representing the human service directors from each of California's 58 counties. The Association's mission is to promote a human services system that encourages self-sufficiency of families and communities, and protects vulnerable children and adults from abuse and neglect.
Court Appointed Special Advocate	An individual appointed by the juvenile court as an advocate for abused and neglected children so that they can thrive in safe, permanent homes.
Custom Software (SP)	Software designed, developed or produced by Contractor under the Contract, including without limitation interfaces, and modifications and changes to Licensed Software.
Customer Credit	An amount owed by the Contractor to the State which is to be credited against the Monthly Payments owed by the State to the Contractor, in whole or in part, due to unsatisfactory performance levels by the Contractor and/or system during Service and Support. In essence, the Customer Credit is a reduction in the Monthly Payment owed to the Contractor and is not recoverable. The performance parameters related to Customer Credit are specified in the Service Level Agreement.
Customer In-Use	An RFP requirement by which the State requires that each system software component proposed as part of an automated system must have been installed and in productive use, in the configuration bid, for a paying customer external to the bidder's organization, for a certain number of months.

Term	Description
Customer Relationship Management Function	Service and Support function responsible for maintaining and managing the mechanisms that ensure a positive partnership between CWS/Web Solution stakeholders and the CWS/Web Division Office.
Customer Report Creation Support Function	Service and Support function responsible for maintaining and managing the mechanisms that provide assistance to CWS workers and managers to create customized reports for their needs. Additionally, this function is also responsible for creating, maintaining, enhancing and supporting report templates commonly used throughout the State.
Customer Training Function	Service and Support function responsible for maintaining and managing the mechanisms to deliver training to CWS stakeholders. Additionally, this function is responsible for ensuring that all training materials and media are maintained and enhanced to reflect the current and/or planned CWS/Web Solution production environment.
CWS Business Process Documentation (SP)	Any and all electronic or printed information, plans, reports, manuals, instructions, explanations, definitions, files, codes, keys, tables or materials that are used to define the CWS Business Processes related to the CWS/Web Solution.
CWS Business Processes (SP)	The business operations, program management and Service and Support activities performed by the CWS Program.
CWS/CMS Application	All software used to implement the CWS/CMS requirements without regard to the level or tier of the CWS/CMS architecture hosting the CWS/CMS application.
CWS/CMS Architecture	The technical resources, goods, and other components or configuration items required to successfully implement and operate the CWS/CMS application to meet its business objectives.
CWS/CMS County Access to Data	The current CWS/CMS data warehouse/reporting service provided for State and county agencies. The County Access to Data (CAD) system uses Business Objects (BO) software to develop reports and access the data warehouse which is refreshed daily. See Section III for a comprehensive overview of the CWS/CMS CAD environment.
CWS/CMS Customer Support	Staff that work to increase the productivity and efficiency of State and county CWS/CMS users by enhancing their understanding and utilization of CWS/CMS. Specific activities include: Resolving customer issues, training, customers, providing Business Process Re-engineering (BPR) services to better incorporate CWS/CMS into customer business practices, bridging information and communication gaps between Child Welfare and Information Technology Specialists, and providing customer perspective to CWS/CMS Division decisions and overall division direction.

Term	Description
CWS/CMS Data Processing Umbrella	When users of the CWS/CMS applications call the helpdesk to report application problems, the problems are entered and tracked using the McAfee Help Desk Tool formerly known as the Data Processing Umbrella (DPU) system. Each problem entered in this system is referred to as a DPU ticket.
CWS/CMS Data Recovery	A process whereby repairs or corrections to the CWS/CMS database are requested of the contractor, to be made directly at the host. Errors in the database can occur through programming faults, data conversion, or data entry. In some cases, security or other programmatic features prevent users from correcting these errors and they must be repaired through special database utilities or batch programs.
CWS/CMS DocTool	A custom-developed tool containing design information for the CWS/CMS.
CWS/CMS NavTool	CWS/CMS Navigation Tool that guides users in performing a subset of CWS/CMS tasks such as ending a case or placement, or reviewing a case or referral. The NavTool is invoked from within the CWS/CMS Client Services application.
CWS/CMS Program Management Reports	Pre-defined program management reports that provide monthly, quarterly or annual summary and/or detailed information of data captured in CWS/CMS.
CWS/CMS Project Office	The State organization that manages CWS/CMS, led by the CWS/CMS Project Director, and includes the entire cadre of PMO, county and contractor staff. CWS/CMS Project Management operates from a centralized Project Management Office.
CWS/CMS Request Tracking System	This is currently a lotus-notes based system that tracks all requests regarding the CWS/CMS system.
CWS/CMS Scenario Manager	Scenario Manager is a software-training tool that utilizes the CWS/CMS code with previously created modules (scenarios) that simulate the CWS/CMS application. It is used in conjunction with the New User Statewide Curriculum and the New User Process Maps to complete the Skill Building Exercises.
CWS/CMS SOC 158 Subsystem	An application within a component of the CWS/CMS that enables placement data from county probation departments and private adoption agencies to be entered via templates.
CWS/CMS System Change Request	Within the business operations of CWS/CMS, a request (1) submitted by a user or any person authorized to make such a request to change CWS/CMS for remedial, perfective or adaptive purposes and (2) addressed through the CWS/CMS change management process.
CWS/CMS System Management	The function responsible for operating CWS/CMS to deliver automation services to the State and counties. When the context refers to function, System Management will usually be used as an adjective qualifying the set of processes and procedures used to manage CWS/CMS.

Term	Description
CWS/CMS System Performance	The measurement and analysis of specific system areas (such as user response times, system capacity, availability/uptime, communication line capacities, etc.) as they relate to the CWS/CMS application. These measurements and analysis often result in recommendations for "tuning" the application system.
CWS/Web (SP)	Another term for CWS/Web System.
CWS/Web Application (SP)	The complete collection of (1) Releases and Software that perform services in support of CWS business processes, (2) databases containing the CWS/Web Data, and (3) interactions sent or received by the CWS/Web Application, integrated and functioning together in accordance with the applicable Specifications, not including system software for Equipment or independent software tools used to develop or maintain the CWS/Web Application.
CWS/Web Application Solution	Another term for CWS/Web System.
CWS/Web Division Office	The Office of Systems Integration (OSI) organizational unit assigned responsibility for ensuring that the CWS/Web Solution is available to the User on an ongoing basis.
CWS/Web Documentation (SP)	Any and all electronic or printed information, plans, reports ,manuals, instructions, explanations, definitions, files, codes, keys, tables or materials that are used in connection with the Equipment, Software, procedures or processes that comprise the CWS/Web System.
CWS/Web External Interface	A communication between the CWS/Web and other external entities.
CWS/Web Facilities (SP)	The collection of buildings, rooms and offices used to house CWS/Web staff and Equipment.
CWS/Web Infrastructure (SP)	The collection of Equipment, communication hardware, enterprise middleware and database management system software upon which the CWS/Web Application operates.
CWS/Web Interaction	A set of data communicated or exchanged between the CWS/Web System and another entity.
CWS/Web Performance Agreement	The performance agreement between the OSI CWS/Web Division Office and the CWS Program.
CWS/Web Project (SP)	For the purpose of Contractor's obligations under this Contract, the planned undertaking for the CWS/Web Solution from Solution Development and Transition through expiration or termination of the Contract. For the larger purposes of the State, the planned undertaking for the CWS/Web Solution from the initiation of planning activities through the project life cycle.
CWS/Web Project Office	The organization established to perform the activities of the CWS/Web Project.
CWS/Web Service and Support Model	Refers to the scope of responsibilities addressed in "Section IV.9 Service and Support" and "Section VI.6 Service and Support Requirements".

Term	Description
CWS/Web Solution (SP)	The business solution proposed by the Contractor, in its entirety, in response to RFP OSI-0530-208 and accepted by the State in its execution of the Contract, as amended. As assembled, it will be an interconnected set of products, services and people including but not limited to the CWS/Web System, CWS/Web Support Systems, Users, project management, program management, system support staff, CWS Business Processes, Documentation and CWS/Web Facilities.
CWS/Web Solution Owner	The State of California.
CWS/Web Solution Production Phase	See Production Phase.
CWS/Web Support Systems (SP)	The independent systems or software tools used for system development, testing, project management, or to perform Service and Support activities for the CWS/Web Solution, i.e., systems or software tools that are NOT integrated into the CWS/Web Application.
CWS/Web System (SP)	The CWS/Web Application, CWS/Web Infrastructure and related CWS/Web Documentation.
CWS/Web User	See User.
Data (SP)	The State's or Counties' records, client information, files, forms, and financial, statistical, personal, personnel, technical and other data and other information that will be processed by the Software or that originates from, or is provided by the State or Counties in connection with the Contract.
Data Item Description (SP)	A document which is prepared by the State and which describes the Specifications for a document Deliverable, including but not limited to format, content, due dates, Acceptance Criteria, and updates or changes required during the term of the Contract. .
data mapping	Data mappings document how data enters the system, populates the database, and displays on the screens and reports.
data mart	A data mart is designed to specifically support the analytical and reporting needs of a sub-organization of the enterprise. In general a data mart is a warehouse for a subset of the enterprise's business process.
Data Processing Subsystem (GP)	A complement of Contractor-furnished individual Machines, including the necessary controlling elements (or the functional equivalent) and Operating Software, if any, which are acquired to operate as an integrated group, and which are interconnected entirely by Contractor-supplied power and/or signal cables; e.g., direct access controller and drives, a cluster of terminals with their controller, etc.
Data Processing System (GP)	The total complement of Contractor-furnished Machines, including one or more central processors (or instruction processors) and Operating Software, which are acquired to operate as an integrated group.

Term	Description
data warehouse	A data warehouse is a repository of data designed to facilitate analysis and reporting.
database	A set of related data without regard to the location or structure of the data.
database management system	A collection of software programs and data structures used to manage a database.
Dedicated County	Currently the designation of a county that has chosen to operate CWS/CMS in a closed LAN, closed system environment. Dedicated Counties may not connect other county systems to CWS/CMS and may not install any non-standard county applications on CWS/CMS workstations. Dedicated Counties depend on the PMO for problem resolution, configuration management and most other local operation and maintenance services. Only with PMO approval and oversight, may Dedicated Counties connect other county systems to CWS/CMS or install non-CWS/CMS applications or COTS software on CWS/CMS workstations. A county that has chosen to operate CWS/CMS in a dedicated environment
defect	An error or fault in any system component or specification that results in the system not meeting business needs. A failure of a deliverable or service or an omission, defect or deficiency in a deliverable or service, which (in the user's judgment) causes it not to conform to its specifications. Defects may be in hardware, software, or other equipment, or may be in specifications such as requirements or design.
dc(SP)	A failure of a Product or Service, or an omission, fault, defect or deficiency in a Product or Service, causing it not to conform to its applicable Specifications
Deliverable Expectation Document (SP)	A document which is developed by the Contractor and approved by State and which describes the Specifications for a Deliverable, including but not limited to format, content, due dates, Acceptance Criteria, and updates or changes required during the term of the Contract. Initially, a DED may include minimum expectations of State with regard to Specifications, but Contractor is required to fully develop the DED.
Deliverables (SP)dc	Products that are subject to a formal acceptance process as described in Special Provisions Section 10 (Products and Services). Deliverables include but are not limited to Software Deliverables, DIDs, DEDs, MEDs, other non-Software Deliverables, Equipment, the CWS/Web System, the CWS/Web Solution, Deliverables listed in the Product Table, Table VI-108 of RFP Section VI.9 (Contractor Products and Document Submission Process) or identified in other Contract Documents, as well as all designs, structures, know-how, techniques, and models developed in the course of rendering the Services and incorporated into such Deliverables.

Term	Description
Department of General Services	The California administrative agency responsible for the procurement of IT goods and services.
Department of Health and Human Services	The federal agency with administrative authority for fiscal and programmatic policy for health and human services. The Administration for Children and Families, with responsibility for CWS and SACWIS programs, is part of the DHHS.
Department of Justice Child Abuse Registry	Commonly called the Child Abuse Central Index (CACI). A database of alleged perpetrators of child abuse maintained by the Department of Justice. Child Welfare sends information to this registry via cross reporting forms. Licensing and social work staff utilize it to screen prospective caretakers. Other agencies use it to screen persons who work with children.
Deployment (SP)	The activities for implementing the CWS/Web Solution, in whole or in part.
Designated CPU(s) (GP)	For each product, if applicable, the central processing unit of the computers or the server unit, including any associated peripheral units. If no specific "Designated CPU(s)" are specified in the Contract, the term shall mean any and all CPUs located at the site specified therein.
Differential Response	Differential Response is an approach that allows child protective services to respond differently to accepted reports of child abuse and neglect. Differential Response services are provided by community-based organizations and can either be provided to the family in lieu of Child Welfare Services (Path 1) or as a supplement to Child Welfare Services (Path 2). A Path 1, Differential Response is chosen when allegations do not meet statutory definitions of abuse or neglect, and the family is given an opportunity to embrace community services. A Path 2 Differential Response is chosen when reports meet statutory definitions of abuse or neglect, and assessments indicate that with targeted services a family is likely to make needed improvements to improve child safety.
Directory Repository Management Function	Service and Support function responsible for maintaining and managing the mechanisms through which all repositories typically associated with directories of people, places, things, and events are kept current and useable.
distributed application architecture	A distributed application architecture provides a set of rules that govern how applications will interoperate, distribute functions, and share information in a distributed computing environment, across an organization. It will normally provide a framework that defines the structure and design of the functional components of the distributed application and the interrelationship among the various components of the application.

Term	Description
Documentation (SP) dc	Any and all electronic or printed information, instructions, explanations, definitions, files, manuals, codes, keys, tables or materials that are used in connection with the Equipment, Software, procedures or processes that support or comprise the CWS/Web Solution, including CWS/Web Documentation and CWS Business Process Documentation
Draft Proposal dc	Within the bid process for the CWS/Web Solution, a preliminary Final Proposal.
earned value management system	A method for integrating scope, schedule, and resources, and for measuring project performance. It compares the amount of work that was planned with what was actually earned with what was actually spent to determine if cost and schedule performance area as planned.
Ecogram	A combination of the genogram and ecomap into a single diagram, which should also include a time line of major family events (e.g., death, birth, divorce, imprisonment, etc).
Ecomap	A graphical representation of external systems (e.g., counselors, medical specialists, law enforcement, court, school, etc) with which the individual and/or family interact with on a regular ongoing basis.
Effective Date (SP)	The date after which the Contract has been executed by the State and Contractor and has received approval by ACF and DGS.
Emergency Maintenance (SP)	An unscheduled fix performed to temporarily keep the CWS/Web Solution or any component thereof operational pending Corrective Maintenance. (derived from IEEE Std 14764-2006)
Emergency Response	Service component of the CWS program. Emergency response services consist of a response system providing in-person response, 24 hours a day, seven days a week, to reports of abuse, neglect, or exploitation, and to determine the necessity for providing initial intake services and crisis intervention to maintain the child safely in his or her own home or to protect the safety of the child. 10 calendar days (Welfare and Institutions Code Section 16501(f)).
End User	See “User.”
Equipment (SP)	An all-inclusive term which refers either to individual Machines or to a complete Data Processing System or subsystem, including its Operating System (if any), and Hardware (e.g., telecommunication equipment, routers, switches, hubs, server racks, cables, and other computer peripheral equipment).

Term	Description
Equipment Failure (SP)	A malfunction in the Equipment, excluding all external factors, which prevents the Equipment from accomplishing its intended function(s) or from performing in accordance with applicable Specifications. If microcode or Operating Software residing in the Equipment is necessary for the proper operation of the Equipment, a failure of such microcode or Operating Software which prevents the accomplishment of the Equipment's intended functions shall be deemed to be an Equipment Failure.
Facilities Management Function	This Service and Support function ensures that the facilities housing CWS/Web Solution information technology infrastructure are designed, maintained and supported from a security, electrical, and HVAC perspective to support availability and service continuity requirements.
Facility Readiness Date (GP)	Facility Readiness Date means the date specified in the Statement of Work by which the State must have the site prepared and available for Equipment delivery and installation.
Family Maintenance	Service component of the CWS Program. Family maintenance services are activities designed to provide in-home protective services to prevent or remedy neglect, abuse, or exploitation, for the purposes of preventing separation of children from their families (Welfare and Institutions Code Section 16501(g)).
Family Reunification	Service component of the CWS Program. Family reunification services are activities designed to provide time-limited foster care services to prevent or remedy neglect, abuse, or exploitation, when the child cannot safely remain at home, and needs temporary foster care, while services are provided to reunite the family (Welfare and Institutions Code Section 16501(i)).
Family Strengths	Family Strengths are those characteristics of the participants that may aid in alleviating the abusive situation. An example of Family Strengths includes an absent parent who is supportive, employed and law-abiding.
Feasibility Study Report	Defined in the State of California State Administrative Manual (SAM) Chapter 4800. The FSR establishes the business case for investment of state resources in the project by setting out the reasons for undertaking the project and analyzing its costs and benefits.
Federal Financial Participation (SP)	The federal government's share of an expenditure made under the Contract.
Fees (SP)	The amounts charged to State by Contractor for Services rendered by Contractor to State under the Contract.

Term	Description
Final Acceptance (SP) dc	In the event that a Product has been conditionally accepted, a notice from State to Contractor that a Product has satisfied all conditions set forth in a previous Acceptance and conformed to its applicable Acceptance Criteria in accordance with the process described in RFP Appendix A, Contract, Special Provisions, Section 10 (Products and Services).
Final Proposal (SP)	Contractor's proposal submitted in response to the RFP and finalized in the course of the State's RFP bid process.
Finalization	The point in time when the court grants the Petition to Adopt of the adoptive parents and takes the necessary action to formally make the child a legal member of their family.
Finalization Hearing	A court hearing where in most states an adoption becomes final. Usually, the adoptive parents and the child to be adopted go to court with the adoption caseworker and their lawyer if it is an independent adoption, and provide testimony to the court regarding the appropriateness of the adoption. If the judicial officer is satisfied that all legal requirements have been met, and that the adoption would be in the best interest of the child, the Decree of Adoption will be signed, finalizing the adoption, and the Certificate of Adoption will be signed and transmitted to the Department of Vital Records so that the child's new birth certificate can be created and properly issued.
Forms Management Function	Service and Support function responsible for maintaining and managing all CWS/Web Solution forms to ensure compliance with Federal and State regulations and usability in the delivery of CWS Program service
Foster Adoption	A child placement in which birth parents' rights have not yet been severed by the court or in which birth parents are appealing the court's decision but foster parents agree to adopt the child if/when parental rights are terminated. Social workers place the child with specially-trained foster-adopt parents who will work with the child during family reunification efforts but who will adopt the child if the child becomes available for adoption. The main reason for making such a placement is to spare the child another move.

Term	Description
Foster Youth Services (FYS)	Programs provide support services to foster children who suffer the traumatic effects of displacement from family and schools and multiple placements in foster care. FYS programs have the ability and authority to ensure that health and school records are obtained to establish appropriate placements and coordinate instruction, counseling, tutoring, mentoring, vocational training, emancipation services, training for independent living, and other related services. FYS programs increase the stability of placements for foster children and youth. These services are designed to improve the children's educational performance and personal achievement, directly benefiting them as well as providing long-range cost savings to the state.
Function	In Service and Support, a clearly defined scope of responsibility that must be performed to enable and/or ensure the CWS/Web Solution is available to the end-user. The operational success of a Function typically requires the participation of multiple organizational units. A Function includes all of the following: Policies, Standards and/or Best Practice Frameworks, Processes, Procedures, Activities and/or Tasks, Roles and Responsibilities, Personnel, Software, Hardware, Tools, Performance Measures and Operational Level Agreements.
Future Release (SP)	The Release that is to be delivered at a subsequent time after Initial Release Implementation Acceptance and as designated in the requirements as “FR.”
Future Release Implementation (SP)	Deployment of the Future Release to all Counties and the State and completion of this Deployment in accordance with the terms of the Project Management Plan and Contract Documents so that the Future Release is available for Productive Use in all County and State Sites.
Future Release Implementation Acceptance (SP)	Acceptance of the Future Release Implementation without Deficiencies (except for Cosmetic Deficiencies) following completion of the Future Release Implementation Acceptance Tests and the lapse of a Production Stability Period in accordance with RFP Appendix A, Contract Special Provisions Section 10 (Products and Services).
Generic IT Business Model	Refers to the externally provided business model that the Office of Systems Integration (OSI) chose to serve as the starting point for developing the scope and content of the CWS/Web Solution Service and Support Model.
Goods (GP)	All types of tangible personal property, including but not limited to materials, supplies, and Equipment (including computer and telecommunications Equipment).
Governance Function	Service and Support function responsible for maintaining the mechanisms that enable timely and accurate decision making by stakeholders in regards to the performance and currency of the CWS/Web Solution.

Term	Description
Group Home	An alternative to traditional in-home foster care for children, in which children are housed in an intimate or home-like setting, in which a number of unrelated children live for varying periods of time with a single set of house parents, or with a rotating staff of trained caregivers. More specialized therapeutic or treatment group homes have specially-trained staff to assist children with emotional and behavioral difficulties. The make-up and staffing of the group home can be adapted to meet the unique needs of its residents.
Hardware (GP)	Usually refers to computer Equipment and is contrasted with Software. See also Equipment.
Health and Education Passport	The Health and Education Passport (HEP) is a document with medical and educational information in regard to a child client.
Holdback(s) (SP)	Any or all payment amounts held back by State from the Purchase Price for each Release, and, as applicable, for Work Authorizations and System Change Authorizations as described in RFP Section VIIB, Compensation Model.
Home Study	A home study is sometimes called an "adoption study," and is a written report containing the findings of the social worker who has met on several occasions with the prospective adoptive parents, has visited their home, and who has investigated the health, medical, criminal, family and home background of the adoptive parents. If there are other individuals that are also living in the home of the adoptive parents, they will be interviewed and investigated, if necessary, by the social worker and included as part of the home study. The purpose of the home study is to help the court determine whether the adoptive parents are qualified to adopt a child, based on the criteria that have been established by state law.
IBM Director	Software that enables remote monitoring of workstations.
ILP Mentor	A mentor is a trusted adult friend with a long-term, consistent commitment to provide guidance and support to a youth. Formal Mentoring Programs are focused on supporting the relationship between mentor and youth (mentee) and developing the character and capabilities of the young person. Mentors must be at least 18 years old, have passed a criminal background check, and are willing to provide a long-term commitment to the youth.
Implementation (SP) dc	The process for making the CWS/Web Solution fully Operational for Processing the Data in the State's normal business operations. Implementation shall be completed when Contractor has completed the Implementation Services according to the applicable Project Plan.

Term	Description
Incident Management Function	Service and Support function responsible for maintaining and managing the mechanisms utilized to ensure that unexpected CWS/Web Solution production events are identified, tracked and resolved in a timely manner and communicated to the CWS/Web Solution stakeholders.
Independent Living Program	"Independent Living Program (ILP)" as defined in Section 477 of the Social Security Act means the program administered by counties with oversight by the Department to provide services and activities as described by a child's Transitional Independent Living Plans (TILPs) to assist eligible children up to the day prior to their 21st birthday to prepare them to live independently upon leaving foster care (CDSS Manual of Policies and Procedures)
Indian Child Welfare Act of 1978 (ICWA):	In 1978, Congress passed the Indian Child Welfare Act (Public Law 95-608, November 8,1978) to: • protect the best interests of Indian children • promote the stability and security of Indian tribes and families by the establishment of minimum federal standards for the removal of Indian children from their families, and the placement of such children in foster or adoptive homes which will reflect the unique values of Indian culture • provide assistance to Indian tribes in the operation of children and family service programs (25 United States Code Section (1902)). In regard to foster care, ICWA recognized the tribes' involvement in the provision of child welfare services to Indian children, and required that, when necessary, the preferred placement of an Indian child in foster care be the home of the Indian child's extended family, or a licensed or approved foster home, as specified by the Indian child's tribe (25 U.S.C. 1915 (B)).
information collection	A collection of information that may include the contents of one or more profiles and/or individual information elements that align with a specific set of qualification criterion (e.g., client, case, service providers, demographic range, date range).
Information Management Function	This Service and Support function ensures that all CWS/Web Solution data created or needed by the stakeholder is stored and managed according to security and data standards, is available on-demand and accessible to the stakeholder and whoever that stakeholder authorizes to utilize that information and documented to allow impact analysis for future changes. The Information Management function is responsible for all CWS/Web Solution data bases, data marts, data warehouses and all other application data files.

Term	Description
Information Technology (GP)	Includes, but is not limited to, all electronic technology systems and services, automated information handling, System design and analysis, conversion of data, computer programming, information storage and retrieval, telecommunications which include voice, video, and data communications, requisite System controls, simulation, electronic commerce, and all related interactions between people and Machines.
In-Home Support Services	A county and State administered program that provides support services to qualified aged, blind, and disabled individuals enabling them to remain in their own homes and avoid institutionalization.
Initial Release (SP)dc	The Release that will be the first statewide deployment of the CWS/Web Solution as designated in the Requirements for "IR" and which will include all SACWIS functionality.
Initial Release Implementation (SP)	Deployment of the Initial Release to all Counties and the State and completion of this Deployment in accordance with the terms of the Project Management Plan and Contract Documents so that the Initial Release is available for Productive Use in all County and State Sites.
Initial Release Implementation Acceptance (SP)	Acceptance of the Initial Release without Deficiencies (except for Cosmetic Deficiencies) following completion of the Initial Release Implementation Acceptance Tests and the lapse of a Production Stability Period in accordance with RFP Appendix A, Contract Special Provisions Section 10 (Products and Services).
Initial Release SD&T Service and Support	Service and Support provided by the Contractor during the Initial Release SD&T period, specifically the period that starts at Pilot initiation and ends once Initial Release Implementation is completed.
Installation Date (SP)dc	The date specified in the Statement of Work or Contract Documents by which the Contractor must have the ordered Equipment ready for use and must have provided Certification for the Equipment.
Integrated Services	An assembly of collaborative efforts that function within a broad social context among schools, churches, health and human service agencies, and community institutions. Together these essential partnerships share responsibility in providing comprehensive services and support, without duplicating efforts, that respond to a full range of needs designed to minimize problems and maximize rates of success for at-risk children and families.
interaction	A set of data communicated or exchanged between entities (system, organization or person).

Term	Description
Interface Management Function	Service and Support function responsible for maintaining and managing the governmental and non-governmental working relationships between the organizational entities associated with each of the interfaces implemented for the CWS/Web Solution. The objective is to ensure the ongoing integrity, confidentiality and availability of these interfaces for use by CWS/Web Solution end users.
Interstate Compact on the Placement of Children (ICPC)	The ICPC is a contract among member states and U.S. territories authorizing them to work together to ensure that children who are placed across state lines for foster care or adoption receive adequate protection and support services. The ICPC establishes procedures for the placement of children and fixes responsibility for agencies and individuals involved in placing children. In 1975, California adopted the provisions of the ICPC, now found in Family Code Section 7900, et seq. This statute designates the California Department of Social Services (CDSS) as “the appropriate public authority” responsible for administration of ICPC.
IT Resource Management Function	Service and Support function responsible for maintaining and managing the mechanisms that track staff and skill set resource allocations so that decision makers will have the information they need in determining approval and priority of work requests.
Judicial Council	The Judicial Council is the policymaking body of the California courts, the largest court system in the nation. Under the leadership of the Chief Justice and in accordance with the California Constitution, the council is responsible for ensuring the consistent, independent, impartial, and accessible administration of justice. The Judicial Council's staff agency, the Administrative Office of the Courts, is responsible for implementing council policies. They create and mandate the use of standardized Juvenile Court forms utilized in the CWS/CMS system.
Kerberos	A computer network authentication protocol which allows individuals communicating over an insecure network to prove their identity to one another in a secure manner. It provides mutual authentication - both the user and the service verify each other's identity through the use of tokens.
Key Staff (SP)	Contactor’s personnel who perform key staff roles that are described in RFP Section VI.8.1.2, Contractor Staff Qualifications.
Kinship Care	The full-time care and nurturing of a child by someone who is related to the child by family ties or by a significant prior relationship connection.

Term	Description
Kinship Guardianship Assistance Payment	The Kinship Guardianship Assistance Payment (Kin-GAP) was established by Senate Bill 1901 (Chapter 1055, Statutes of 1998). The Kin-GAP Program became available to those children exiting the juvenile court dependency system on or after January 1, 2000 to live with a relative legal guardian. The intent of the legislation is meant to provide an option in a continuum of choices for the relative, the agency and the courts in order to allow the most appropriate permanency plan for dependent children. The Kin-GAP Program offers a subsidy to children who leave the juvenile court dependency system to live with a relative legal guardian. The subsidy is 100% of the basic foster care rate, based upon age, with no specialized care increment or clothing allowance.
Legal Custody	This term refers to a legal relationship that is established by court order, providing legal authority to the Custodian(s) over, and the corresponding legal responsibility for, the physical care of another individual, who is referred to as the Ward. The reason for the creation of a custodial relationship is usually the disability of the Ward, either by tender age, extended age, or the inability of the Ward to adequately care for his or her self
Legal Guardian	A person who has the legal responsibility for providing the care and management of a person who is incapable, either due to age (very young or even very old, or to some other physical, mental or emotional impairment, of administering his or her own affairs. In the case of a minor child, the guardian is the person whom is charged with the legal responsibility for the care and management of the child and of the minor child's estate. W&IC 360-370
Legally Freed	When the parental rights of a child's biological parents are legally terminated, either by their death, legal consent, or by a forced termination by the court, then the child becomes legally "freed" to be adopted by another set of legal parents. W&IC 300, and 8704-8709
Licensed Software (SP)	The Transfer Software, Proprietary Software and Third Party Software licensed or sublicensed to State by Contractor or third parties in connection with the performance of the Contract.
Licensing Information System	An automated system utilized by California Community Licensing staff to record facility licensing information.

Term	Description
Long Term Foster Care	Long-Term Foster Care (LFTC) is the third and final option for the permanent placement of a child in out of home care. Once family reunification services have been terminated by the court, there are three options for permanently placing a child: adoptions, legal guardianship, or long-term foster care (in this order). Each of these permanent placements requires a court order. An LFTC placement may include placing the child with a licensed care provider, a Non-related Family Member (NRFM) or other licensed placement facility. When a child's permanency placement plan is identified as LTFC, the CWS agency must demonstrate to the court its continued efforts to either locate a suitable adoptive home, or locate an appropriate person to accept legal guardianship of the child. It is possible for the court to reinstate family reunification services for a child who is receiving LTFC services, in specific situations. Please see W&IC 361.5 and 366.21 to 366.26, as well as the CDSS Manuel of Policies and Procedures sections 31-20(c) and 31-425.
Machine (GP)	An individual unit of a Data Processing System or subsystem, separately indentified by a type and/or model number, comprised of but not limited to mechanical, electro-mechanical, and electronic parts, microcode, and special features installed thereon and including any necessary Software, e.g., central processing unit, memory module, tape unit, card reader, etc.
Machine Alteration (GP)	Any change to a Contractor-supplied Machine which is not make by the Contractor, and which results in the Machine deviating from its physical, mechanical, electrical, or electronic (including microcode) design, whether or not additional devices or parts are employed in making such change.
Maintenance (SP)	The activities undertaken for the purpose of modifying the CWS/Web Solution, or any component thereof, at the start of Initial Release SD&T Service and Support, to perform Corrective Maintenance, Preventive Maintenance, Perfective Maintenance, Emergency Maintenance or Adaptive Maintenance.
Maintenance and Operations	For purposes of the CWS/Web Solution, the phase within the OSI Project Life Cycle that begins after Acceptance of Initial Release Implementation.
Maintenance Diagnostic Routines (GP)	The diagnostic programs customarily used by the Contractor to test Equipment for proper functioning and reliability.
Major	Application problem resolutions and change requests that require 80 or more hours to complete.

Term	Description
Major Production Release	A planned release that encompasses an agreed upon scope of modifications to the CWS/Web Solution applications and databases. Major Production Releases are typically scheduled on a quarterly, semi-annual or annual basis.
Management Performance Balanced Scorecard	One of four compensation streams used in the CWS/Web Compensation Model. It is used to measure the Contractor's management performance during Solution Development and Transition and allow the State to make quarterly payments to the Contractor based on the Contractor's scorecard results and the Contract dollars allocated to those quarters.
Mandated Reporter	A person employed in a profession designated within the Child Abuse and Neglect Reporting Act (California Penal Code sections 11164 - 11174.3) who is legally obligated to report any incident "reasonably suspected" of being child abuse or neglect to law enforcement and/or child welfare services.
mandatory/optional requirements	These requirements only pertain to Future Release. It is mandatory that the Bidders respond to these requirements and price them, but it is at the State's discretion whether to implement a portion, none or all of these requirements. If the State chooses not to implement all of the mandatory/optional requirements, the State will amend the Contract to reflect only those requirements the Contractor will implement including their associated costs.
Manufacturing Materials (GP)	Parts, tools, dies, jigs, fixtures, plans, drawings, and information produced or acquired, specifically to fulfill obligations set forth herein.
Master Project Management Plan (MPP)	Defined in OSI Best Practices, a document to provide project stakeholders with an approved working guide for how the CWS/Web Project team will manage the CWS/Web Project from the planning phase through the transition phase. The MPP is developed and controlled by the project office and is recognized as the highest-level management document for the project.
Matching	The process of bringing together qualified prospective adoptive parents and willing birth parents who are compatible with each other and who can agree on the terms under which the adoptive parents can adopt the available child. This can take place either before or after the birth of the child.
Material Expectation Document (SP)	A document which is developed by the Contractor and approved by the State and which describes the Specifications for a Material, including but not limited to format, content, due dates, Acceptance Criteria, and updates or changes required during the term of the Contract. Initially, a MED may include minimum expectations of State with regard to Specifications, but Contractor is required to fully develop the final MED.

Term	Description
Materials (SP)	Products that will be subject to an acceptance process that is less formal and elaborate than that for Deliverables. Materials include Products: (i) that are produced under or result directly or indirectly from this Contract including, but not limited to, discoveries, formulae, ideas, improvements, inventions, methods, models, processes, techniques, findings, conclusions, recommendations, reports, designs, plans, diagrams, drawings, papers, materials, Data and databases, documents, pamphlets, advertisements, books, magazines, surveys, studies, computer programs, films, tapes, and/or sound reproductions, to the extent provided by law and (ii) that will be subject to the acceptance process for Materials described in RFP Appendix A, Contract Special Provisions Section 10 (Products and Services) .
Maximum Amount (SP)	The amount designated as such on Standard Agreement page 1, STD 213, which will be the total of amounts paid and payable to Contractor by State under this Contract.
Mean Time Between Failure (GP)	The average expected or observed time between consecutive failures in a System or component.
Mean Time to Repair (GP)	The average expected or observed time required to repair a System or component and return it to normal operation.
Milestone Report	A report prepared by the Contractor for the Milestone Review and subject to State Acceptance in which the Contractor details the achievements, deficiencies and lessons learned of the respective Compensation Milestone; describes the resolution of any Deficiencies or conditional acceptances; and includes copies of Notices of Acceptance or receipt for Products associated with the Compensation Milestone.
Milestone Review	A review performed by the Contractor to formally present information to the State that demonstrates achievement of the respective Compensation Milestone. This review includes the following elements: • A Milestone Report • Milestone Report Presentation and Walk-through
Minor	Application problem resolution and change requests that require less than 80 to complete.
Monthly Payment	A payment for Service and Support based on the total dollars allocated during a specific State fiscal year for Service and Support staff costs divided by the number of months of Service and Support provided by the Contractor during that year. The fiscal year dollar amounts are based on cost data as agreed to in the Contract and shown in RFP Appendix E, Cost Workbook, Worksheet VII-2, Total Cost Summary (Contract Amount). Payments will start after the Initial Release SD&T Service and Support has begun (i.e., after initiating the Pilot during Initial Release).

Term	Description
Multiethnic Placement Act of 1994 (MEPA)	This Federal Act, which was enacted in 1994, is found in P.L. 103-382 [42 USC 622], and prohibits the delay or denial of any adoption or placement in foster care due to the race, color, or national origin of the child or of the foster or adoptive parents, and requires states to provide for diligent recruitment of potential foster and adoptive families who reflect the ethnic and racial diversity of children for whom homes are needed. The 1996 amendment to the Act, which can be found in Section 1808 of P.L. 104-188, is known as the "Removal of Barriers to Interethnic Adoption Act," and further affirms the prohibition against delaying or denying the placement of a child for adoption or foster care on the basis of race, color or national origin of the foster or adoptive parents or of the child involved [42 USC 1996b].
Network (Connectivity) Function	Service and Support function responsible for maintaining and managing the mechanisms that provide secure data network connectivity to the CWS/Web Solution, as well as maintaining and supporting voice solutions utilized in the CWS/Web Solution.
Non-Software Deliverable (SP)	A Deliverable that is not comprised of Software.
Notice of Action	An official written communication, usually a standard form, to notify a recipient that an action or change in regard to their case will be occurring.
Office of Systems Integration	Office within the California Health and Human Services Agency responsible for the management of the Agency's largest and most complex information technology projects, such as the CWS/CMS.
Office of Technology Services	Office of Technology Services (OTech) is a division within the Office of the Chief Information Officer (OCIO).
Omnibus Budget Reconciliation Act of 1993	The Omnibus Budget Reconciliation Act of 1993 encourages and enables each state to develop and establish, or expand, and to operate a program of family preservation services, community-based family support services, time-limited family reunification services, and adoption promotion and support services.
Operating Software (GP)	Routines, whether or not identified as Program Products, that reside in the Equipment and are required for the Equipment to perform its intended function(s), and which interface the operator, other Contractor-supplied programs, and user programs to the Equipment.
Operational (SP)	The condition when the CWS/Web Solution is totally functional in accordance with its applicable Specifications and usable for its purpose in the daily operations of State, and all of the appropriate Data has been loaded into the CWS/Web Solution and is available for use by State in its daily business operations.

Term	Description
Operational Use Time (GP)	For performance measurement purposes, that time during which Equipment is in actual operation by the State. For maintenance Operational Use Time purposes, that time during which Equipment is in actual operation and is not synonymous with power on time.
Operations Function	Service and Support function responsible for maintaining and managing the daily production job processing to provide CWS/Web Solution stakeholders with the information they need to perform their programmatic responsibilities, safeguard data resources and ensure CWS/Web Solution availability.
optimistic concurrency	Optimistic concurrency occurs when an application allows more than one user to access the same record at one time. With optimistic concurrency, if two users are working in a case at the same time, the system will only acknowledge and save changes from the first person to save to the database. The other person is unable to save data and all input is lost. In contrast, pessimistic concurrency involves locking data to prevent users from modifying data when in use by another user.
Oversight Only	This level of responsibility is more custodial in nature, with the State not having subject matter experts in a specific functional area or process. The primary responsibility will be to ensure all CWS/Web Solution components necessary to change sourcing arrangements are up-to-date and in the State's possession.
Oversight-Internal Operations Function	Service and Support function responsible for maintaining and managing the mechanisms that CWS/Web Division Office leadership will use: To review CWS/Web Solution performance to see if that performance is meeting service level requirements or to direct the necessary remediation activities to meet service level requirements, Providing oversight and direction in regards to each individual function's performance contribution to meeting CWS/Web Solution service level requirements, Provide workload prioritization and approval decisions.
page	A term generally relating to discussion of the CWS/CMS GUI that describes the data encapsulated within a specific view. Each page equates to a 'screen' in the user interface and contains data related to a specific business function (e.g., the placement page contains data related to the placement of child). Several "Pages" and their subpages together comprise a "Notebook" (e.g., Client Notebook, Court Notebook).
Partial Payment	A prorated payment of a Compensation Milestone where Deliverables and/or Materials cannot be submitted by the Contractor due to unforeseen circumstances or those that are beyond the reasonable control of the Contractor.

Term	Description
Paternity Opportunity Program	Also referred to as POPs, was created by the State legislature and implemented in 1995 in response to the mandate of the federal Voluntary Paternity Acknowledgment Program. A hospital-based program, POPs provides an opportunity for unmarried parents to acknowledge paternity at the time of a child's birth, and provides the same rights and privileges of a child born within a marriage. The completed Declaration of Paternity form (CS 909) is sent with the birth certificate to the Office of Vital Records and a copy of the completed form is given to each parent. A copy is sent to DCSS as well. The Declaration of Paternity form is legally binding 60 days after signing.
Perfective Maintenance (SP)	Modification performed to detect and correct latent Deficiencies in the CWS/Web Solution, or any component thereof, before they are manifested as failures; modifications that will improve the performance, maintainability, or other attributes of the CWS/Web Solution or any component thereof. (derived from IEEE Std 14764-2006)
Performance Measures	The criteria that the Contractor must meet or exceed in order to receive payment from the State.
Performance Measures Function	Service and Support function responsible for assisting in the development and maintenance of all system and function performance related to tracking solutions and maintaining and managing report creation as needed for, Overall CWS/Web Solution performance. Each function's operational management needs Oversight-Internal Operations, Service Level Management and Contract Obligations.
Performance Standards (SP)	The standards which will be applicable during the term of the Contract to the various functions of and services provided by the CWS/Web Solution, including but not limited to the Services provided by the Contractor, as described in RFP Section VI.6.2.9, Performance Measures, and as otherwise indicated in Specifications or Contract Documents.
Performance Testing Period (GP)	Period of time during which the State, by appropriate tests and production runs, evaluates the performance of newly installed Equipment and Software prior to its acceptance by the State.
Period of Maintenance Coverage (GP)	The period of time, as selected by the State, during which maintenance services are provided by the Contractor for a fixed monthly charge, as opposed to an hourly charge for services rendered. The Period of Maintenance Coverage consists of the Principal Period of Maintenance and any additional hours of coverage per day, and /or increased coverage for weekends and holidays.

Term	Description
Permanency Planning	The systematic process of carrying out (within a brief, time-limited period) a set of goal-directed activities designed to help children live in permanent families. This process has the goal of providing the child continuity of relationships with nurturing parents or caretakers and the opportunity to establish lifetime family relationships.
Permanent Placement	One of four service components of the CWS program as defined in the CDSS Manual of Policies and Procedures section 31-090, and W&IC 16501(i), and provides for the long-term placement of a child in out of home care. See also Welfare and Institutions Code Sections 16500 et seq.
Personal Device Support Function	Service and Support function responsible for maintaining and managing the mechanisms that enable CWS/Web Solution stakeholder access devices (i.e. PDAs, laptops, scanners) to access and use the CWS/Web Solution.
Personal Responsibility and Work Opportunity Reconciliation Act	Also referred to as PRWORA, this federal legislation took effect October 1, 1998 and required major changes in public assistance programs and in child support enforcement programs. In many ways PRWORA redefined both welfare and child support enforcement. Under PRWORA, TANF (See Temporary Assistance to Needy Families) replaced AFDC (See Aid to Families with Dependent Children). PRWORA set new time limits and eligibility restrictions on receiving cash assistance. Each state adopted its own program to meet the new welfare and child support requirements. California's program is called CalWORKs (California Work Opportunity and Responsibility to Kids). PRWORA also established new distribution and reporting requirements for child support programs.
Pilot (SP)	A partial Deployment.
Policy Function	Service and Support function responsible for maintaining and managing the mechanisms that Interpret the impact of all Federal, State, and OSI policy changes on the CWS/Web Solution and creates and maintains CWS/Web Solution specific policies.
post adoption services	Resources and services provided to a adoptive family and child(ren) following the finalization of the adoption processes, and may include information on adoption, parent support groups, post adoption training, crisis counseling, referral services, and a resource library.

Term	Description
Post Placement Report	A written report that is prepared for the court in an adoption case by an adoption caseworker who makes a series of personal visits to the home of the adoptive parents. The purpose of these post-placement visits is to observe how well the child and the prospective adoptive parents are bonding to each other and how the child is fitting into the family. This report will also contain a recommendation by the caseworker, based on the caseworker's personal observations and interactions with the child and the members of the adoptive family, concerning whether or not the caseworker thinks it would be in the "best interest of the child" for the proposed adoption of this child by these adoptive parents to take place.
Post Placement Supervision	This term refers to the services provided by an adoption caseworker between the time that a child is placed in the home of his or her prospective adoptive parents, and the time that the child's adoption is finalized in court. This provides the opportunity to help the family and child with any problems or issues they may be having with the placement. In addition to being available to deal with any problems that the family may identify, it gives the AS the opportunity to observe the family interactions and identify from the outside any problems the family may have. See CDSS Adoption Manual
Post SD&T Service and Support	Service and Support provided by the Contractor after Initial Release Implementation Acceptance. This period is also known as Maintenance and Operations.
Pre-existing Materials (SP)	Pre-existing Materials shall have the meaning provided in RFP Appendix A, Contract, General Provisions Section 37 (Rights in Work Product).
Preventive Maintenance (GP)	Means that maintenance, performed on a scheduled basis by the Contractor, which is designed to keep the Equipment in proper operating condition including the correction of any Deficiencies.
Principal Period of Maintenance (GP)	Any nine consecutive hours per day (usually between the hours of 7:00 a.m. and 6:00 p.m.) as selected by the State, including an official meal period not to exceed one hour, Monday through Friday, excluding holidays observed at the installation.
Problem Management Function	Service and Support function responsible for maintaining and managing the mechanisms that enable trend analysis of disruption events, identification of temporary remedies while permanent fixes are put in place by the appropriate function and identification of permanent fixes to avoid future disruptions of service. The Problem Management function will take responsibility for leading the resolution of a major disruption event.
Processing (SP)	The performance by the Software, in concert with the Equipment, of logical operations and calculations on the Data.

Term	Description
product definition document	A document in a pre-defined format that describes and defines a Product (Deliverable or Material) to be submitted by a Contractor.
product requirement	A requirement that defines or constrains the nature of the product to be provided or created.
production	The ongoing operation of a system as part of normal business operations.
Production Phase (SP)	The period of CWS/Web Solution operations that begins upon Acceptance of Initial Release Implementation.
Production Stability Period (SP)	A period of stable performance of the CWS/Web Solution in accordance with Specifications or Acceptance Criteria following Implementation of a Release.
production support	The functions associated with integrating, coordinating and administering all production activities.
Productive Use (SP)dc	Use by State of the CWS/Web System or, as applicable, the CWS/Web Solution, in its actual and daily, regular business operations following initiation of Pilot or as otherwise identified in Specifications.
Products (SP)	The totality of Contractor's products which result from the Services and which are prepared for State (either independently or in concert with State or third parties) during the course of Contractor's performance under this Contract. Products are comprised of Deliverables and Materials, with the latter being subject to a less complicated and formal acceptance process than the former.
profile	A collection of information that is specific to an individual or process element that collectively provides its definition.
Program Product (GP)	Programs, routines, subroutines, and related items which are proprietary to the Contractor and which are licensed to the State for its use, usually on the basis of separately slated charges and appropriate contractual provisions.
Programming Aids (GP)	Contractor-supplied programs and routines executable on the Contractor's Equipment which assists a programmer in the development of applications including language processors, sorts, communications modules, data base management systems, and utility routines, (tape-to-disk routines, disk-to-print routines, etc.).
Project (SP)	See CWS/Web Project
Project Executive Committee (SP)	For purposes of the Contract's dispute resolution process, the committee formed or used by the State and Contractor to aid in the resolution of disputes.

Term	Description
Project Management Function	The Service and Support function associated with the planning, monitoring, and controlling of work on the CSW/Web project. The Project Management function is responsible for providing project management over all CWS/Web Solution future releases and planned changes to ensure: • They are managed successfully from a schedule, scope and cost perspective • Conducted in accordance with State and OSI project management policies, practices and standards
Project Management Plan (SP)	The controlling document for managing the CWS/Web Project; it defines the technical and managerial processes necessary to achieve the objectives of the CWS/Web within the scope, schedule and resource constraints defined for the Project, as submitted with the Final Proposal and updated in accordance with the DID/DED for the Project Management Plan. The Project Management Plan and each of its components shall be incorporated herein as part of the Contract, and each revised Project Management Plan shall be incorporated herein upon Acceptance by State.
Project Plan (SP)	Any of the plans related to the design, development, implementation, and operation of the CWS/Web Solution, e.g., the Project Management Plan, the Requirements Control Plan and the Business Process Transition Plan.
Project Start Date (SP)	The date on which Project activities begin.
Property (SP)	All State Equipment and other State real and personal property.
Proposal Development Function	Service and Support function responsible for maintaining and managing the mechanisms that produce consistent and timely analyses of potential CWS/Web Solution work requests to provide CWS/Web Solution decision makers with the information they need to determine approval and priority.
proposal requirement	A requirement to be met by a bidder in explaining the bidder's proposed solution to the solicitation document. Requires the bidder to provide specified information in its response which will then be incorporated into the awarded contract.
Proprietary Software (SP)	All computer programs which were developed and owned by Contractor or Subcontractors prior to the Effective Date or which are developed during the term by Contractor staff in performing work that is not for the Project and any modifications thereof and derivative works based therein, and the documentation used to describe, maintain and use such Proprietary Software.
Purchase Price (SP)	The price for the purchase of a Product or Service.
Quality Assurance	SACWIS function defined at 45 CFR 1355.53

Term	Description
Quality Assurance Function	The Service and Support function that is responsible for maintaining and managing the mechanisms for acceptance (see User Acceptance Test) of all CWS/Web Solution changes prior to release into the production environment including validation that all Service and Support functions will be prepared for the post-change environment.
Referral	Emergency response Referrals contain information in regard to allegations of child abuse, neglect, or exploitation as defined by Penal Code Section 11165 et seq., Welfare and Institutions Code, and the Division 31 regulations. Emergency response Referrals do not include inappropriate inquiries such as those regarding aid payments, Medi-Cal cards, etc.
Regional User Group	Five (5) regional groups exist statewide comprised of county members corresponding to the five (5) CWDA regions. These groups meet monthly to discuss CWS/CMS issues that may then be escalated to the Oversight Committee via their Regional Representative.
Release (SP)	The functionality, products, and services to be provided by Contractor and, as applicable, third parties and which are described as a Release in Contract Documents (e.g., Initial Release and Future Release).
Release Implementation (SP)	Deployment of a Release and the rest of the CWS/Web Solution, in whole or in part, to all Counties and the State and completion of this Deployment in accordance with the terms of the Project Management Plan and Contract Documents so that the CWS/Web Solution is available for Productive Use in all County and State sites.
Release Implementation Acceptance (SP)	Acceptance of the CWS/Web Solution, in whole or in part, without Deficiencies (except for Cosmetic Deficiencies) following completion of the Release Implementation Acceptance Tests and, as applicable, the lapse of a Production Stability Period in accordance with RFP Appendix A, Contract Special Provisions Section 10 (Products and Services).
Release Management Function	Service and Support function responsible for maintaining and managing the mechanisms that control how change is introduced into the CWS/Web Solution environments. Release Management is intended to ,ensure that only tested and approved changes (i.e. applications, hardware, software, firmware, documents, training) are installed trouble-free and on schedule and ensure that a new production baseline is created in the Configuration Management Data Base to allow recovery to be accomplished in the shortest period possible free of specific staff availability.

Term	Description
Relinquishment	In the context of adoption, this term generally refers to a birthparent voluntarily giving up his or her parental rights to a child, so that someone else can adopt them. In practice it generally refers to these parental rights being transferred to an agency, rather than directly to the new adoptive parents, so that the agency can maintain the level of confidentiality or privacy that the parties desire and have agreed to in the adoption. The agency then passes the parental rights on to the adoptive parents who adopt the child. The term "Relinquishment" is also very commonly used to refer to the actual relinquishment documents that are signed by the birth parents as part of the relinquishment process. See CDSS Manuel of Policy and Procedures Section 31-002 (r) (3) and California W&IC 8700.
Remedial Maintenance (GP)	Maintenance performed by the Contractor which results from Equipment (including Operating Software) failure, and which is performed as required, i.e., on an unscheduled basis.
Requirements Management Function	Service and Support function responsible for maintaining and managing the mechanisms that ensure the CWS/Web Solution requirements repository consistently reflects how the production CWS/Web Solution is constructed currently and/or as it will be after a release is made and available for use by Service and Support functions as required.
Reunion	A term used to refer to a personal meeting between an adoptee and one or more of its birth relatives.
RFP (SP)	The State's CWS/Web Request for Proposal No. 0530-208 as amended.
SACWIS Assessment Review	A review conducted by ACF of an operational SACWIS to determine the extent to which a system complies with (1) federal SACWIS and ADP requirements and (2) the goals, schedule, budget and other conditions of the approved APD, and for which the State must prepare a SACWIS Assessment Review Guide.
SACWIS Assessment Review Guide	A comprehensive document prepared by the State in advance of a SACWIS Assessment Review for the purpose of familiarizing the ACF review team with the System and its functionality.
Safely Surrendered Baby	The term Safely Surrendered Baby refers to the Safely Surrendered Baby Law (SSB) implemented on January 1, 2001, in response to the increasing number of abandoned baby deaths in California. The law is intended to spare the life of an infant by encouraging parents or persons with lawful custody to safely surrender an infant at a "safe surrender site" within 72 hours of the child's birth rather than abandoning them in an unsafe location.
Safety Plan	A plan for providing services to promote the health and safety of the children in a family, and is apart of the SRA. See CDSS Manual of Policy and Procedures 31.002 (s) (1).

Term	Description
Safety Risk Assessment	Safety Risk Assessment (SRA) refers to California's concept of a structured methodology for gathering and analyzing information necessary to identify issues that may potentially impact the safety of a child, as well as assuring a child's service needs are appropriately assessed. The SRA is conceptualized as providing guidance to assure children are assessed throughout the continuum of care and supervision provided by a CWS agency. As a primary goal of CWS agencies is to safely reunify a child with their family, the assessments may also include other relevant family members in relation to the child's safety and service needs.
Salt	Random bits used as one of the inputs to a key derivation function. A salt and a password may be inputs to a key derivation function generating an encrypted version of the password. The additional salt data makes it more difficult for attackers to decrypt the passwords.
Schedule (SP)	The component of the Project Management Plan that sets forth the time frames, resources and dependencies for all facets of Project activity, including the performance of Services, the delivery or submission of Products, the occurrence of milestones and the periods allowed for review, correction and retesting.
Security Function	Service and Support function responsible for maintaining and managing the mechanisms that safeguard the CWS/Web Solution information assets housed in its technology environments to ensure data confidentiality, integrity and availability are maintained.
Senate Bill 370	Chapter 1294, Statutes of 1989, Senate Bill 370 authorized the State by statute to implement a comprehensive automated child welfare data system. The Child Welfare Services/Case Management System (CWS/CMS) provides CWS workers, State and county administrators with immediate access to child, family and case specific information along with a common database and definition of information from which to evaluate CWS.
Servers (Hosting) & Storage Function	Service and Support function responsible for maintaining and managing the mechanisms that ensure all CWS/Web Solution server and storage environments (i.e. production, testing, and training) are available for their intended use.
Service and Support (SP)	Generally, the Services that will be performed by Contractor as described in RFP Section VI.6, Service and Support Requirements, to support the CWS/Web Solution during the Production Phase, including but not limited to operations and maintenance of the CWS/Web System and Support Systems, knowledge transfer and Transition Out activities. However, Service and Support can also be provided during the latter part of the Solution Development and Transition Phase, in which case it can be referred to as "SD&T Service and Support."

Term	Description
Service and Support Model	The Service and Support Model is a process oriented framework organized into three dimensions that work together to meet service level requirements.
Service Continuity Management Function	Service and Support function responsible for maintaining and managing those mechanisms that enable the CWS/Web Solution production and training environments to be restored within agreed upon recovery time and point objectives and available to CWS/Web Solution stakeholders.
Service Delivery Partnership	Those organizational entities external to the OSI CWS/Web Division Office that provide direct or indirect assistance to making the CWS/Web Application Solution available to the end-user.
Service Desk Function	Service and Support function responsible for maintaining and managing the mechanisms through which requests for CWS/Web Solution services are received, recorded and tracked for resolution, service disruptions are reported, logged and tracked for resolution and service disruption events or requests for CWS/Web Solution services are resolved at initial point of contact if possible.
service level	A metric pertaining to operational characteristics of a system or service (system availability or response time).
Service Level Agreement	An agreement between a service provider and service recipient that specifies the Performance Measures or Performance Standards to be used in assessing the service provider's achievement of specified business objectives of the service recipient.
Service Level Management Function	The Service and Support function that is responsible for maintaining the CWS/Web Solution Service Level Agreement between the CWS/Web Division Office and the CWS Program and reporting on CWS/Web Solution Service Level Agreement between the CWS/Web Division Office and the CWS Program.
Service Oriented Architecture	Service Oriented Architecture (SOA) is a set of components, design patterns, guidelines and principles for execution of business processes as a continuously evolving network of value added services. SOA relies on an integrated framework that includes a repeatable modeling and development methodology, open standards, best practices, a reference architecture and a configurable run-time architecture to provide semantically reconciled model time and run time environments for an agile enterprise. SOA advocates use of a loosely coupled architecture that does not require procedural coding to "compose" applications and transform business objects. Technical components of a SOA include use of a multi-Layer, multi-tier distributed architecture, and XML format for messages and objects.
service partner	An organization that provides a service in support of the CWS/Web Solution.

Term	Description
Service Partner Performance Agreement	The performance agreements between the Contractor and other service partners or among service providers.
Service Provider	A company, organization, administration, business, etc., that sells, administers, maintains, or charges for, a service. The contractor in an outsourced services model.
Services (SP)	The tasks and services to be performed by Contractor, as described in the Contract, including without limitation: solution design and development, solution testing and implementation, integration of solution activities, project management, training, Service and Support, knowledge transfer, Warranty Services and the production and delivery of Products.
Set Aside	In rare cases, it's possible a Superior Court will "set aside" (reverse) an adoption that has already been finalized. This will "reactivate" the original birth certificate, which was previously sealed and replaced as a result of the adoption.
Severity Levels (SP)	The three categories of Deficiency level (Severity Levels 1, 2 and 3) that will be used in the Incident Management Function to determine the appropriate service response.
Shared Responsibility Plan	The Shared Responsibility Plan helps develop the parent-child bond, assists the teen parent in her/his transition to independence, and creates a successful, supportive and nurturing placement for both the teen and the child. The infant supplement payment in a Whole Family Foster Home where the caregiver and the minor dependent parent have developed a Shared Responsibility Plan (SRP) in cooperation with the county social worker.
Site License (GP)	For each product, the term "Site License" shall mean the license established upon acquisition of the applicable number of copies of such product and payment of the applicable license fees as set forth in the Statement of Work
Site(s) (SP)	The location(s) for the State and Contractor Equipment and Software, as agreed to by State.
Software (SP)dc	The Licensed Software, Custom Software and all modifications or enhancements thereto, all in Source Code and executable code formats. Modifications or enhancements provided by the Contractor during the term of the Contract shall be included as part of the Software.
Software Deliverable (SP)	A Deliverable that is comprised of Software.
Software Failure (GP)	A malfunction in the Contractor-supplied Software, other than Operating Software, which prevents the accomplishment of work, even though the Equipment (including its Operating Software) may still be capable of operating properly. For Operating Software failure, see definition of Equipment Failure.
Sole Delivery	In Service and Support, this level of responsibility has the State fully responsible for delivery of a service and support function with State personnel.

Term	Description
Solution Architecture Function	The Service and Support function that maintains and manages the mechanisms necessary to ensure the production CWS/Web Solution meets CWS Program requirements while being in alignment with State, CDSS and OSI enterprise architecture policies, frameworks and standards.
Solution Development and Transition (SP)	The Services associated with system software development that are typically referred to as "design, development and implementation" as supplemented by other tasks and activities to be performed or coordinated by Contractor during the Solution Development and Transition periods as described in RFP Sections VI.3 (Solution Development Requirements) and VI.4 (Solution Transition Requirements)
Source Code (SP)	The series of instructions to the computer for carrying out the various tasks that are performed by a computer software program, expressed in a programming language that is easily comprehensible to appropriately trained persons. Source code is used as the input and is either interpreted or compiled to produce a program executed by the computer.
Specifications (SP)	The technical and other written specifications and objectives that define the requirements and/or Acceptance Criteria, as described in RFP, the Final Proposal, Performance Standards, Documentation and subsequent Products which have received Acceptance including but not limited to any and all Project Plans and the Schedule. Such Specifications shall include and be in compliance as of the Effective Date and at any later date as agreed to in writing in any Contract Document with all applicable state and federal policies, laws, regulations, usability standards, e.g., the American Disabilities Act (ADA), Older Americans Act, and the Rehabilitation Act. The Specifications are, by this reference, made a part of this Contract, as though completely set forth herein.
State (GP)	The government of the State of California, its employees and authorized representatives, including without limitation any department, agency, or other unit of the government of the State of California.
State Functional Manager (SP)dc	For purposes of the Contract's dispute resolution process, the State staff who manages the operation of the particular service or business function generating or underlying a dispute.
State Project Director (SP)	The person designated by State to be responsible for financial and contractual matters regarding the Contract. The term includes, except as otherwise provided herein, an authorized representative of the State Project Director acting within the limits of his/her authority.

Term	Description
State Project Manager (SP)	The person designated by State to be responsible for day-to-day management of State resources for the Project and monitoring the status of Contractor's performance under the Contract.
Subcontractor (SP)	A person, partnership, or company not in the employment of or owned by Contractor, which is performing Services under this Contract under a separate contract with or on behalf of Contractor.
subject matter expert	Professionals with a specific knowledge and experience able to provide a better understanding of technical, financial, legal, contractual, project or program issues.
Subject Matter Expert Content Review	This level of responsibility has the State possessing the resources with the appropriate skill sets to do CWS/Web Solution content review, as well as those responsibilities associated with the Oversight Only level.
Surrender	In the context of an adoption, this is a term that is used to refer to a voluntary, as opposed to an involuntary, termination of parental rights by a biological parent of a child that is to be adopted, when the parent signs a formal written Relinquishment or a Consent to Adoption document, which usually takes place in the presence of witnesses and/or a Notary Public. See also Relinquishment.
System (SP)	See "CWS/Web System."
System Acceptance Review (SP)	A type of Acceptance Test; usually conducted after a system is in Productive Use.
system availability	The result of the available time divided by the scheduled time reflects the percentage of the scheduled time the system was available for use.
System Change	Work done under Special Provisions Section 3.2 (System Change Authorizations) for the purpose of modifying the CWS/Web Solution, or any component thereof after Initial Release Implementation Acceptance.
System Change Authorization (SP)	An authorization by the State for the Contactor to perform Services during the Production Phase of CWS/Web Solution in accordance with RFP Appendix A, Contract Special Provisions Section 3.2 (System Change Authorizations).
System Integrator Service Level Agreement	The contractual agreement between the Contractor and State regarding definition, reporting, and management of CWS/Web Solution service levels.
system performance	The measurement and analysis of specific system areas (such as user response times, system capacity, availability/uptime, communication line capacities, etc.) as they relate to a system. These measurements and analysis often result in recommendations for "tuning" the system.
System Qualification Test (SP)	A type of Acceptance Test; usually conducted before a system is in Productive Use.

Term	Description
System Testing (SP)	Functional and integration testing performed on the CWS/Web Solution by Contractor so that Contractor can provide Certification of each Release and the CWS/Web Solution's readiness for User Acceptance Tests by State on each Release of the CWS/Web Solution and after Contractor has: completed design and development of the Custom Software; and integrated the Licensed Software, Custom Software, Data and Equipment as the CWS/Web Solution.
task	In project management, the smallest unit of work subject to management accountability. A task must be small enough to allow adequate planning and control.
Technical Reviews	Derived from IEEE STD 1028-1997, a systematic evaluation of a product by a team of qualified personnel that examines the suitability of the product for its intended use and identifies discrepancies from specifications and standards. Technical Reviews may also provide recommendations of alternatives and examination of various alternatives.
Technical Services (SP)	The category of Services that the Contractor may provide during the Production Phase pursuant to RFP Appendix A, Contract Special Provisions Section 14 (Technical Services) that relate to the operations and support of the CWS/Web Solution.
Technical Services Request (SP)	The form by which the State will authorize the Contractor to perform Technical Services referenced in RFP Appendix A, Contract Special Provisions Section 14 (Technical Services).
Technical Writing Function	The Service and Support function that is responsible for providing guidance and assistance in the creation of all CWS/Web Solution service and support documents. For example, this function assists with the creation and maintenance of such items as: • User Reference Guides, • Training materials • Quick reference material • Function procedures • Technical documentation
Temporary Assistance To Needy Families	Also referred to as TANF, changed the eligibility requirements for receiving public assistance and set a five-year adult lifetime limit on receiving cash assistance. TANF is a federal program and is authorized under titles IV-A and XVI of the Social Security Act. In California, TANF is implemented as CalWORKS and provides temporary financial assistance, employment and training programs. See Aid to Families with Dependent Children and Personal Responsibility and Work Opportunity Reconciliation Act

Term	Description
Termination of Parental Rights	This is the process of involuntarily taking away the parental rights of a parent that has abandoned a child, has without just cause failed to support a child, has neglected or abused a child, has stood by and allowed others to neglect or abuse a child, or who because of extended incarceration in prison, will be unavailable to properly parent or nurture the child during its formative years. Once the parental rights of both parents of a child have been severed, the child will become available for adoption by another family. See California W&IC 366.26
Testing Function	Service and Support function responsible for maintaining and managing the mechanisms by which any proposed change to the CWS/Web Solution is tested through the various testing phases (unit to performance) prior to being passed to the Quality Assurance function for final acceptance testing. This includes such activities as, test case scenario creation and maintenance, test data creation and maintenance, validating test results to ensure expected outcomes are achieved, managing supporting test libraries and test environments and testing impact of change on all affected service and support functions.
Third Party Software (SP)	Software which is developed by third parties (not including Subcontractors) and generally distributed for commercial use, and not specifically designed or developed for State, including without limitation operating system software, tools, utilities, and commercial off the shelf software.
Tier 1	The first level of contact for people calling the service desk. Tier 1 technicians open a service desk ticket for each call, resolve simple and/or common problems, and escalate/transfer the ticket for Tier 2 or Tier 3 support, as needed.
Tier 2	Tier 2 is the second level of the service desk. Technicians have the technical experience and support they need to perform in-depth problem determination, root cause analyses and problem resolution. Tickets are escalated/transferred from Tier 1.
Tier 3	Tier 3 service desk is the 3rd level of the service desk. Technicians have the greatest technical experience and support they need to provide final resolution. Tickets are escalated/transferred from Tier 1 or Tier 2.
Title IV-A	Title IV Part A of the Social Security Act (Aid to Families with Dependent Children)
Title IV-B	Title IV Part B of the Social Security Act (Child Welfare Services)
Title IV-D	Title IV Part D of the Social Security Act (Child Support Enforcement)
Title IV-E	Title IV Part E of the Social Security Act (Federal Payments for Foster Care and Adoption Assistance)
Title XIX	Title XIX of the Social Security Act (Grants for States for Medical Assistance)

Term	Description
Total Bid Amount	The Total Bid Amount is the total price of the Bidder's proposed solution including: the Total Contract Amount, OTech costs, and other State costs (e.g., software and hardware costs of the development/test environment after Initial Release Implementation Acceptance). The State will use the Total Bid Amount to score the Bidder's proposed cost during RFP evaluations as described in the RFP, Section IX, Evaluation.
Total Contract Amount	The total price of the Bidder's proposed Contract amount. The Total Contract Amount excludes OTech and certain State costs (e.g., software and hardware costs of the development/test environment after Initial Release Implementation Acceptance) related to the CWS/Web Solution. The Total Contract Amount is the total dollar amount that the State will compensate the winning Bidder for the proposed solution including two one-year optional years earmarked for Service and Support. The spending approval of the dollar amounts for these optional years requires the execution of a contract amendment.
Training (Internal) Function	Service and Support function responsible for maintaining and managing the mechanisms through which CWS/Web Division Office staff acquire the knowledge and skill sets required to support CWS/Web Solution production environment and any planned enhancement.
Transfer Software (SP)	Software that is transferred by Contractor from another agency for use by State and that is provided by Contractor under this Contract in Source Code form.
Transition Out (SP)	The process by which the Contractor transfers responsibility for certain Services and associated assets to the State or its designee, as described in RFP Section VI.6, Service and Support Requirements.
U.S. Intellectual Property Rights (GP)	Intellectual property rights enforceable in the United State of America, including without limitation rights in trade secrets, copyrights, and U.S. patents.
Unanticipated Tasks	Activities performed pursuant to RFP Appendix A, Section 3.1 (Work Authorizations) involving work which was wholly unanticipated and not specified in the Statement of Work, but which in the opinion of both parties is necessary to the successful accomplishment of the general scope of Work.
Urgent	Application problems and change requests designated as "Major" or "Minor" may, at the State's discretion, be considered "Urgent". This additional designation requires a shorter turnaround time for the Contractor to respond to the request.
User Acceptance Test (SP)	A type of Acceptance Test; usually conducted before a system is in Pilot or Productive Use.
User(s) (SP)	Parties who will have authorized use of and access to the CWS/Web Solution.

Term	Description
validation	Validation is the process of evaluating a system or component during or at the end of the development process to determine whether it satisfies specified requirements.
verification	Verification is the process of evaluating a system or component to determine whether the products of a given development phase satisfy the conditions imposed at the start of that phase.
Warranty Services (SP)	The Services to be provided to State by Contractor during the term of the Contract as described in RFP Appendix A, Contract Special Provisions Section 17 (Warranty Services).
Welfare and Institutions Code Sections 16500 et seq.	The sections of the California Welfare and Institutions Code that establish the Child Welfare Services program and organize it into four components (Emergency Response, Family Maintenance, Family Reunification and Permanent Placement). Each component has the goal of safety, permanence and well-being for children through the provision of time-limited, objective-oriented services.
Whole Family Foster Home and Shared Responsibility Plan	A Whole Family Foster Home (WFFH) can be a family home, approved relative caregiver or non-relative extended family member's home, or a certified home of a foster family agency. The purpose of a WFFH is to provide foster care to teen parents and their infants, as well as to assist teen parents in developing the skills necessary to provide a safe, stable and permanent home for their child.
Work Authorizations (SP)	An authorization by the State for the Contractor to perform Services during the Solution Development and Transition Phase of the CWS/Web Solution in accordance with RFP Appendix A, Contract Special Provisions Section 3.1 (Work Authorizations).
work breakdown structure	A hierarchically structured grouping of project elements that organizes and defines the total scope of the project. Each descending level is an increasing detailed definition of a project component.
work package	In project management, a specification of the work that must be accomplished to complete a work task. A work package should have a unique name and identify preconditions for initiating the work, staffing requirements, other needed resources, work products to be generated, estimated duration, risk factors, predecessor and successor work tasks, any special considerations for the work, identify preconditions and the completion criteria for the work package.
Work Product (GP)	Shall have the meaning described in RFP Appendix A, Contract General Provisions, Section 37 (Rights in Work Product).
Work Request Receipt Function	Service and Support function responsible for maintaining and managing the mechanisms that facilitate a centralized reception point for all CWS/Web Solution work requests so they can be logged, tracked and reported through closure.

Term	Description
Workflow & Business Rules Management Function	Service and Support function that provides assistance to CWS/Web Solution stakeholders in the use of this functionality provided by the CWS/Web Solution. Additionally it maintains and manages the mechanisms that identify and support common usage patterns that are made available to all CWS/Web Solution stakeholders.

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Revision History

Revision History			
Date	**Owner**	**iManage Ref #**	**Rev #**
10/30/2009	Christine Ali	3566v2	Initial version
Summary of Changes – Revision 1			
Summary of Changes- Revision 2			
Summary of Changes- Revision 3			

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H.1 INTRODUCTION

The Child Welfare Services Web Project (CWS/Web) Systems Integrator Request for Proposal (RFP) Bidder's Library provides information on existing CWS/CMS policies, procedures, operations and other information related to this RFP. Because the CWS/CMS is a dynamic system, some documents in the Bidder's Library may not reflect the most up-to-date CWS/CMS environment and technical infrastructure. However, the Bidder's Library contains sufficient types and quantities of data and information to enable Bidders to create Final Proposals that are both responsive and competitive. The State does not warrant the accuracy, currency and breadth of the information contained in the Bidder's Library, but will consider making additions to the Bidder's Library during the procurement process, as needs arise. Additionally, the Bidder's Library documentation will be actively maintained throughout the procurement process. Some documents/links may be modified and new documents/links may be added in the future.

Bidder's Library documentation is available for viewing from the Office of Systems Integration Interwoven Worksite Web at the following link:

https://www.cwscmsnewsystem.ca.gov/worksite/

Bidders will need to obtain a user ID and password from the Procurement Division Official Contact listed in RFP Section I.7, State Procurement Official to access the online Bidder's Library. Bidders will also need the following applications to view the Bidder's Library and documents:

- Internet Explorer 6.0
- Microsoft Office Suite 97, 2000 or XP
- Adobe Acrobat Reader

Bidders who have approved access to the Bidder's Library will be notified by the State Procurement Official when updates have been made to the Bidder's Library.

If you have questions regarding the Bidder's Library or how to obtain access, you may contact the State Procurement Official.

H.2 LIST OF DOCUMENTS

Artifact #	Document Title	Source Doc# / Link
1	Interfaces	#2886
2	Use Cases	#2896
3	Administrative Policy on Encryption on Portable Computing Devices - 20060627	#2537
4	CWS/CMS Release History - 2005 thru 2008	#2530
5	User Interface (UI) MODEL	#3115
6	CWS/CMS Entity Relationship Diagram	#3116
7	Entity Relationship Diagram Index	#3117
8	Foldkeys Entity Relationship Diagram Through R62	#3118
9	DocTool User Guide Version 1	#3192
10	xTools User Guide Version 1	#3193
11	Juvenile Justice Information System (JJIS) External Interface Design Specifications	#3194
12	CWS/CMS Disaster Recovery Plan 2009	#3488
13	CWS/CMS Amendment 21 Re-Hosting Deliverables	#3632
14	OSI Solution Architecture Framework	#3520
15	OSI Solution Architecture Framework Toolkit	#3521
16	CWS/CMS Release Process (WinZip File)	#3523
17	CWS/CMS Dial-up & ASA Architecture v6.0	#3524
18	CWS/CMS Infrastructure Architecture v8.0	#3525
19	CWS/CMS Server Architecture v8.0	#3527
20	CWS/CMS Workstation Architecture v10.0	#3528
21	CWS/CMS County Access to Data (CAD) Architecture v6.0	#3529
22	OSI Acceptable Use Security Policy	#3532
23	CWS/Web Forms List	#1071
24	CWS/Web Report List	#1044
25	Classroom Training Contract	#3541

Artifact #	Document Title	Source Doc# / Link
26	County Specific SCR Process	#3542
27	CDSS Interagency Contract #04-4022 A-2 with CWS/CMS for Project Management and M&O Management	#3543
28	Customer Relations Unit Procedural Guide	#3544
29	CWS/CMS Application Architecture v5.1	#3545
30	CWS/CMS Architecture Documentation Roadmap	#3546
31	CWS/CMS Communication Management Plan	#3547
32	CWS/CMS Project Governance Structure	#3548
33	DTS Change Management Process	#3556
34	Implementation Exit Report	#3557
35	Implementation Exit Report - Acceptance	#3558
36	CDSS-CWS/CMS Strategic Plan June 2002	#3559
37	OSI Document Standards	#3560
38	OSI IT Workstation Refresh and Single Workstation Refresh Policy	#3561
39	Project Office Change Review (POCR) Roles & Responsibilities	#3562
40	xTools (WinZip File)	#3563
41	Scenario Manager (WinZip File)	#3564
42	CWS/CMS Technical Architecture Alternatives Analysis (TAAA) Report Final Version 3.0 (WinZip File)	#9
43	CWS/Web Training and Knowledge Management Strategy	#3424
44	New Users Statistical Data	#3204
45	Current Interface Design Specifications (WinZip File)	#3572
46	Overall Master Configuration Document	#3622
47	CWS/CMS New User Curriculum (WinZip File)	#3627
48	CWS/CMS Report Templates	#3891
49	CWS/CMS NavTool Application Process Flows (WinZip File)	#3647

Artifact #	Document Title	Source Doc# / Link
50	CWS/CMS NavTool Application Process Maps (WinZip File)	#3648
51	CWS/Web As Needed Planning APD Update March 2009 (PAPDU)	#2889
52	CWS/Web Annual PAPDU Final 2008/07/30	#3164
53	CWS/Web Document Management Plan 20090128	#607
54	OSI Project Management Policies and Guidelines (WinZip File)	#3704
55	Data Archive Policy	#3816
56	California Health and Human Services Agency (CHHSA) Enterprise Architecture Standards (WinZip File)	#3908

H.3 LIST OF URL LINKS

Document Title	Source Doc# / Link
Adoption and Foster Care Analysis and Reporting System	http://www.acf.hhs.gov/programs/cb/systems/index.htm#afcars
Adoptions and Safe Families Act (Public Law 105-89)	http://www.acf.hhs.gov/programs/cb/laws_policies/cblaws/public_law/pl105_89/pl105_89.htm
Adoptions Manual (Title 22, Div 2)	http://www.cdss.ca.gov/ord/PG308.htm
All County Information Notices – By Year	http://www.dss.cahwnet.gov/lettersnotices/PG1011.htm
All County Letters – By Year	http://www.dss.cahwnet.gov/lettersnotices/PG931.htm
Administrative Office of the Courts Use Cases	http://www2.courtinfo.ca.gov/justicepartners/data_exchanges.htm
California's eServices Office (internet standards)	http://www.eservices.ca.gov/standards.htm
California Department of Education - Foster Youth Services	www.cde.ca.gov/ls/pf/fy
California Office of the Attorney General - Child Protection Program - Child Abuse Central Index (CACI)	http://www.ag.ca.gov/childabuse/
California Welfare and Institutions Code (W&IC)	http://www.leginfo.ca.gov/cgi-bin/calawquery?codesection=wic&codebody=&hits=20
Child and Family Service Reviews	http://www.acf.hhs.gov/programs/cb/cwmonitoring/index.htm#cfsr
Child Welfare Services Manual (Division 31)	http://www.cdss.ca.gov/ord/PG309.htm
Community Care Licensing Manual Letters	http://www.cdss.ca.gov/ord/PG613.htm
Comprehensive Family Assessment Guidelines	http://www.acf.hhs.gov/programs/cb/pubs/family_assessment/intro.htm
County Welfare Directors Association	www.cwda.org
Court Appointed Special Advocates	http://www.nationalcasa.org/
DGS IT MSA Staff Descriptions	http://www.documents.dgs.ca.gov/pd/masters/itconsult/SecIII.doc
CWS/CMS DocTool	http://158.96.34.207/default.asp
Eligibility and Assistance Standards	http://www.cdss.ca.gov/ord/PG302.htm
Fair Political Practices Commission - Form 700 - Statement of Economic Interests	http://www.fppc.ca.gov/index.html?ID=500

Office of Systems Integration **CWS/Web Project**
RFP OSI-0530-208 **Appendix H – Bidder's Library Table of Contents**

Document Title	Source Doc# / Link
Fair Political Practices Commission - Instructions for Form 700	http://www.fppc.ca.gov/index.html?id=234
Foster Care - Rates, Services, 1996 AFDC Regulations	http://www.cdss.ca.gov/ord/PG242.htm
General Licensing Requirements (Title 22, Div 6)	http://www.cdss.ca.gov/ord/PG295.htm
International Organization for Standardization ISO/IEC 27002 2005	http://www.iso.org/iso/iso_catalogue.htm
Judicial Council of California	http://www.courtinfo.ca.gov/jc/index.htm
List of Translated CDSS Forms and Messages	http://www.dss.cahwnet.gov/cdssweb/entres/pdf/DSSFormsList.pdf
National Child Abuse and Neglect Data System (NCANDS)	http://www.acf.hhs.gov/programs/cb/systems/index.htm#ncands
National Institute of Standards and Technology (NIST) Special Publication (SP) 800 series	http://csrc.nist.gov/publications/PubsSPs.html
National Youth in Transition Database	http://www.acf.hhs.gov/programs/cb/systems/index.htm
Office of Management and Budget (OMB) Circular A 130	http://www.whitehouse.gov/omb/circulars/a130/a130.html
SACWIS Assessment Reviews (Process and Guide)	http://www.acf.hhs.gov/programs/cb/cwmonitoring/index.htm#sacwis
Statewide Information Management Manual (SIMM)	http://www.cio.ca.gov/Government/IT_Policy/SIMM.html
State Administrative Manual (SAM)	http://sam.dgs.ca.gov/default.htm
Statewide Automated Child Welfare Information System (SACWIS)	http://www.acf.hhs.gov/programs/cb/systems/index.htm#sacwis
Systems Integrator RFP Bidder Library URL	https://www.cwscmsnewsystem.ca.gov/worksite/
CWS/CMS Training Facilities	http://www.hwcws.cahwnet.gov/training/applications/sotrs_pub/locations.asp
Office of Systems Integration Strategic Plan	http://www.osi.ca.gov/OSIStrategicPlan.pdf
Office of Technology Services (OTech) Strategic Plan	http://www.dts.ca.gov/about/Strategic_Plan.asp
Office of Technology Services (OTech) Published Rates	http://www.servicecatalog.dts.ca.gov/ or http://www.dts.ca.gov/customers/rates.asp
California Enterprise Architectural Framework(CIO architectural strategy)	http://www.cio.ca.gov/Publications/pubs/Appendix_A.pdf
OCIO Statewide Data Strategy Report	http://cio.ca.gov/Public/Tech_Blog/081209_lmosbrucker.html

IMPORTANT NOTICE TO ALL BIDDERS

RFP OSI #0530-208

This solicitation/acquisition is being conducted under Public Contract Code § 12125, et seq., the Alternative Protest Process.

Submission of a bid constitutes consent of the bidder for participation in the Alternative Protest Process.

Any protests filed in relation to the proposed contract award shall be conducted under the procedures in this document for the Alternative Protest Process.

Any bidder wishing to protest the proposed award of this solicitation must submit a written Notice of Intent to Protest (facsimile acceptable) to the Coordinator before the close of business on the last day of the protest period, which will be established in the Notice of Intent to Award. Failure to submit a timely, written Notice of Intent to Protest waives the bidder's right to protest.

Alternative Protest Process Coordinator/Dispute Resolution
Department of General Services
Procurement Division
Purchasing Authority Management Section
707 Third Street, 2nd Floor South
West Sacramento, CA 95605
Voice: 916 / 375-4587
Fax: 916 / 375-4611

I. INTRODUCTION AND OVERVIEW OF REQUIREMENTS

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I.1 PURPOSE OF THIS REQUEST FOR PROPOSAL

The purpose of this Request for Proposal (RFP) OSI-0530-208 (hereafter called the RFP) is to solicit proposals that will provide the California Department of Social Services (CDSS) with a new, web-based child welfare services case management system (hereinafter called the "CWS/Web") that will meet State and county needs in the administration and provision of child welfare services and comply with federal regulations related to Statewide Automated Child Welfare Information Systems (SACWIS). The award**,** if made, will be to the responsive Bidder with the highest point total as calculated in accordance with the methodology defined in RFP Section IX, Proposal Evaluation, of this RFP.

I.2 BACKGROUND

The Child Welfare Services (CWS) program is a federally mandated program operated by each of the 50 states. California is one of 11 states that operate within the framework of a state supervised, county-administered model of governance for the CWS program. Under this model, each of California's 58 individual counties administers its own child welfare program. The CDSS is responsible for the overall guidance, monitoring, and support of the counties through regulatory oversight, administration, and input on the development of program policies and laws, as well as administration of regional adoptions offices.

The current automated system, the Child Welfare Services/Case Management System (CWS/CMS) was originally implemented in 1997, with continued development through rollout in 1998. Currently the State is in the Maintenance and Operations (M&O) phase of the project, with only minimal new development activities occurring, and with over 22,500[1] users identified, the CWS/CMS supports all 58 California counties, and the CDSS. The current CWS/CMS has incorporated a majority of the required federal SACWIS requirements, yet four (4) of the most significant and critical components of SACWIS functionality remain unfulfilled, specifically:

- Adoption case management
- Interfaces for Title IV-A (California Work Opportunity and Responsibility to Kids (CalWORKs), Title IV-D (Child Support), and Title XIX (Medi-Cal) systems
- Automated foster care eligibility determination
- Financial management

The State of California has determined that the future technology direction for the CWS/CMS must be tied to the business challenge of enabling the delivery of effective services and improving outcomes for the State's at-risk children. In other

[1] County Information CWS/CMS Usage Statistics from the CWS/CMS website located (http://www.hwcws.cahwnet.gov/CountyInfo/UsageStatistics/default.asp)

words, the needs of the children drive the practices of current service delivery organization and provide the target for strategic deployment of technologies.

Since CWS/CMS was designed and implemented in 1997, social work practice, regulations, and program needs have changed significantly. In addition, the productivity demands of a more mobile and technologically proficient workforce require new tools to be implemented and leveraged for the growing skills and capabilities of CWS workers. Consequently, the current CWS/CMS is perceived as cumbersome by CWS workers and does not support service delivery practices in an efficient and effective manner. In fact, many CWS workers report that the current CWS/CMS limitations inhibit the amount of time they can spend in the field serving children, families, and communities.

I.2.1 Strategic Goals

The following strategic goals for the CWS/Web Project have been developed by the project stakeholders:

- **Support Services to Children and Families** – The CWS/Web will support CWS workers with an automated system that eliminates duplication of effort, streamlines routine work tasks, and facilitates service delivery to troubled families and abused or neglected children.
- **Support Policy and Decision Making** – The CWS/Web will provide decision makers at all levels with the information they need to make policy, program, and funding decisions. Further, the CWS/Web will provide them information to better assess the outcomes achieved by the CWS program, to inform key stakeholders and the public regarding child welfare issues.
- **Support Inter-Agency Collaboration** – The CWS/Web will support collaboration and information sharing among agencies and partners to ultimately provide a comprehensive “one-stop resource” for CWS workers and other users.

I.2.2 Business Need

The business need for a CWS/Web arises from the current challenges and opportunities listed below:

- **Untimely System Updates** – The CWS/CMS Project Office receives a variety of system change requests from federal, State, and county sources to perform modification of the CWS/CMS to meet legislative, regulatory, and program needs. The following factors affect the deployment cycle:
    - The CWS/CMS release cycle currently takes a minimum of six months. Once State and federal approval is received for a release, project management follows a structured development lifecycle (i.e., design, program, test, training, and release).
    - The size, complexity, and tightly interwoven nature of the application results in an increase in application development time.

- The effort to integrate existing web-based services or commercial-off-the-shelf (COTS) solutions into the CWS/CMS is more difficult.
- The counties must go through a time-consuming effort to update their data marts and query mechanisms whenever a change is made to the CWS/CMS database schema. All of these factors result in time-consuming development and, at times, legislation is in effect before the appropriate programmatic changes are updated in the application.

- **Limited Remote System Access** – The end users currently have limited access to CWS/CMS while in the field. If there is access, the processing time is very slow. Timely remote access would allow the CWS worker to use CWS/CMS while away from the traditional office environment.
- **External System Access and Information Exchange** – With the overall child welfare program moving to a more collaborative nature and inclusive casework model, a more diverse group of end users needs the ability to exchange information with an increased variety of external systems. Providing the ability to exchange information (e.g., a two-way interface that sends and receives information) would result in improved availability of case data.
- **Document Storage** – The need will exist to store multiple documents per Referral[2]l while also providing the ability to store multiple electronic document types. The CWS/CMS system only supports the storage of some types of electronic documents in a Case, which does not include Referrals. The CWS/CMS also has a maximum size limitation per Case. With improved technology, the ability to store and retrieve all types of electronic documents (e.g., pictures, scanned images, signatures, etc.) in a Referral along with increased storage size can be achieved.
- **Case Collaboration** – The current process of sharing information and collaborating on cases between agencies/departments is inefficient and subject to multiple errors. The process is as follows:
  - The CWS worker prints the case/client information.
  - The case information is then faxed or mailed to the recipient.
  - The recipient of the information re-keys the information into another system.
  - Because of time and job pressures, the information is sometimes not entered into the system timely, is lost, or does not arrive timely to destination causing delays.
- **Data Access and User Groups** – As the child welfare program moves toward a more inclusive casework model, the need exists to provide multiple agencies (e.g., private, public, and county) with the ability to access information. In addition, the need exists to provide layers of access to specific groups of users. The current design of CWS/CMS does not provide a robust

[2] Certain words that are capitalized are used as a term of art and have a special meaning for this RFP. Refer to Appendix G – Acronyms and Glossary for specific definitions.

access model allowing differing levels of data viewing and security for specific user groups.

- **Data Entry and Workflow** – End users must perform data entry tasks that are redundant and lack support for workflow functions. In particular, the technical architecture is designed such that concurrent or simultaneous data updates to the same case record are difficult to achieve (optimistic concurrency). In addition, data entered in one area of the application does not consistently populate the same data fields in other areas causing having to enter data multiple times. The technical architecture also lacks support for automating workflow. This results in a decrease in user efficiency and successful case management.
- **Promising Practices** – Through research, program evaluation, and consensus building, child welfare leaders continue to identify and test innovative and effective practices that best serve their clients. However, these practices are primarily manual processes today and can vary in implementation from one county to another.
- **Training and User Support** – Adequate CWS/CMS help tools are currently not available. The opportunity exists for improvement to assist the end-user in learning.
- **Standardized Reporting** – End users of the CWS/CMS require a variety of reports to assist in trend analysis, supervise and assist CWS workers, assist key stakeholders in overall project vision, and provide the ability to analyze and report on outcome measures. End users require both standard and ad hoc reports.
- **Resources vs. Workload** – The current CWS worker's workload is greater than a standard eight-hour day. If a more efficient child welfare system is implemented, this will reduce the workload of the CWS workers and allow them to provide better quality service to children. Better quality of service to children will result in a higher chance of obtaining a successful outcome.
- **Other Languages** – With the diversity of the population of California, the need to communicate, generate notices, generate forms (e.g., case plans, placement agreement forms), and produce reports in multiple languages is consequently increasing.
- **Optimistic Concurrency** – The CWS/CMS was not designed to allow concurrent update access to the same case data; the optimistic concurrency design causes occasional loss of data. Typically, there are manual activities to ensure that multiple users are not simultaneously accessing the same data. For additional information on the current business needs, see RFP Section III, Current Environment.

I.3 SCOPE OF REQUESTED SERVICES

The scope of the CWS/Web RFP includes the following:

- **Replacing the current CWS/CMS with a new California SACWIS** – Building a new SACWIS, that incorporates existing and non-compliant functions and services into a solution that is accessible via the Web.
- **Converting existing CWS/CMS data and SACWIS related data from county external systems to be compatible with the CWS/Web.**
- **Developing and deploying the unfulfilled SACWIS requirements –** Based on federal requirements and county input, automation of these business functions is critical to improving the efficiency and effectiveness of county programs and business processes essential to local program administration.
- **Transitioning counties and business processes to the CWS/Web solution** – Developing and delivering training and knowledge transfer to State and county business and technical staff.
- **Developing the Service and Support model** – Developing the Service and Support solutions concurrently with Solution Development**.**
- **Performing Service and Support** – Performing the Service and Support activities through the entire Contract period.

For additional information on the scope of services defined in this RFP, see RFP Section VI, Solution Requirements.

I.4 BIDDER COMPENSATION

A single Bidder must be the prime contractor responsible for the entire project. The prime contractor will be responsible for the design, development, integration, coordination, installation, implementation, management, and service and support of the entire solution as well as for delivery of all proposed elements and results.

The State will use four (4) compensation streams to compensate the winning Bidder. Compensation streams are categories of payment used to compensate the Contractor upon achievement of the Performance Measures established for each stream The four streams are:

- Solution Development and Transition (SD&T)
- Management Performance Balance Scorecard
- Holdback
- Service and Support.

For additional information on the payment schedule see RFP Section VII-B, Compensation Model.

I.5 SCOPE OF THE RFP AND BIDDER ADMONISHMENT

This RFP is being conducted under the policies developed by the Office of the Chief Information Office OCIO) and procedures developed by the Department of General

Services (DGS), as provided under Public Contract Code Section 12102 et seq. This RFP contains the instructions governing the requirements for a firm quotation to be submitted by interested Bidders. The format in which bid information is to be submitted and the material to be included therein follows. This RFP also addresses the requirements Bidders must meet to be eligible for consideration, as well as addressing Bidders' responsibilities before and after installation.

IF A BIDDER EXPECTS TO BE AFFORDED THE BENEFITS OF THE STEPS INCLUDED IN THIS RFP, THE BIDDER MUST TAKE THE RESPONSIBILITY TO:

a) CAREFULLY READ THE ENTIRE RFP AND REVIEW THE CONTENT OF BIDDERS LIBRARY;

b) ASK APPROPRIATE QUESTIONS IN A TIMELY MANNER IF CLARIFICATION IS NECESSARY;

c) SUBMIT ALL REQUIRED RESPONSES, COMPLETE TO THE BEST OF BIDDER'S ABILITY, BY THE REQUIRED DATES AND TIMES;

d) MAKE SURE ALL PROCEDURES AND REQUIREMENTS OF THE RFP ARE ACCURATELY FOLLOWED AND APPROPRIATELY ADDRESSED; AND,

e) CAREFULLY REREAD THE ENTIRE RFP BEFORE SUBMITTING EACH BID.

I.6 DOCUMENT FORMAT

This RFP consists of ten (10) sections and eight (8) appendices. The sections are:

- Section I Introduction and Overview of Requirements – This section contains general information regarding the RFP purpose, format, procurement activities and timelines.
- Section II Rules Governing Competition – This section describes specific language regarding information on laws and regulations with which each Bidder must comply.
- Section III Current Environment – This section describes the current business functions, organizational structure and technical environment supporting the business processes.
- Section IV Proposed Future Environment – This section describes how the delivered solution will meet the business and technical needs of the CWS/CMS Program, both now and in the future.
- Section V Administrative Requirements – This section describes all of the mandated administrative requirements for Bidders.
- Section VI Solution Requirements – This section describes the solution requirements. Requirements range from functional requirements, system capacity requirements and performance level requirements, including architectural design, interfaces, network design, security, reporting, business

rules framework requirements, contractor Statement Of Work (SOW) requirements, proposal requirements, Bidders experience, and staff qualification requirements.

- Section VII A Pricing Proposal – This section contains instructions to the Bidders on how to present pricing and cost information as well as cost sheets to be completed by Bidders for submission with their proposals.
- Section VII B Compensation Model – This section describes the payment structure for the project.
- Section VIII Proposal Format – This section contains instructions to Bidders on how they must format their proposals for submittal to the State.
- Section IX Proposal Evaluation – This section contains a description of how the State will evaluate Bidder proposals.

The appendices are:

- Appendix A - CWS/Web Contract
- Appendix B - System Requirements
- Appendix C - Bid Response Forms
- Appendix D - Product Definitions
- Appendix E - Cost Workbook
- Appendix F1 - Solution Development & Transition Roles and Responsibilities
- Appendix F2 - Service &Support Roles and Responsibilities
- Appendix G - Acronyms and Glossary
- Appendix H – Bidder's Library Table of Contents

I.7 STATE PROCUREMENT OFFICIAL

The State Procurement Official and the mailing address to send proposals, requests for project documents, or questions is:

Rhonda Smith
Department of General Services
Procurement Division
Technology Acquisition Section
707 Third Street, 2nd Floor
West Sacramento, CA 95605

Phone: (916) 375-4502
Fax: (916) 375-4505
Email: Rhonda.Smith@dgs.ca.gov

I.8 BIDDER'S LIBRARY

The CWS/Web Project has compiled a set of documents for Bidders to reference while preparing their responses for this RFP. While most of the information is in the Bidder's Library, some detailed documentation of the current system which includes data, attributes, screens business rules, and training tools must be accessed

through various applications. To gain access to this information, please contact the State Procurement Official for an appointment. All other documents are available in the Bidder's Library.

The Bidder's Library is accessible via the Internet at the following web address:

https://worksite.osi.ca.gov/worksite/

This will take Bidders to Interwoven's WorkSite. To obtain the logon and password to Interwoven's WorkSite, Bidder's must sign and submit a Letter of Intent to Bid provided as Form 1.1 in RFP Appendix C, Bid Response Forms, to the official identified in RFP Section I.7, State Procurement Official. It is the Bidder's responsibility to provide the State Procurement Official the required documentation to obtain the logon and password.

Bidders are encouraged to review the information in the Bidder's Library to gain a thorough understanding of the CWS/Web as well as the CWS/CMS and the business and technical environment in which it operates. It is the Bidder's responsibility to check back frequently for updates to the Bidder's Library.

I.9 KEY ACTION DATES

Table I - 1. Key Action Dates, outlines the schedule for important action dates and times. If the State finds it necessary to change any of the dates prior to Final Proposal submission, it will be accomplished through an addendum to this RFP. All dates subsequent to the Final Proposal submission date are approximate and may be adjusted as conditions dictate without an addendum to RFP OSI- 0530-208.

Table I - 1. Key Action Dates

Item	Action	Date
1	Release RFP	11/5/09
2	Bidders Conference, Office Systems Integration 2525 Natomas Park Drive, Ste 100 Sacramento CA 95833	11/30/09 1:30 PM - 3:30 PM Pacific Standard Time (PST)
3	Last Day to Submit Letter of Intent to Bid, and Signed Confidentiality Statement	12/2/09
4	Last Day to Submit Questions for Q&A #1	12/8/09
5	Pre Draft Confidential Discussion #1	2/9/10 – 2/22/10
6	Office of Technology Services (OTech) Discussion prior to Draft Proposal Submissions	2/18/10 – 2/24/10
7	Last Day to Submit Questions for Q&A #2	7/27/10
8	Last Day to Submit Proposed Contract Language Change Requests	7/27/10

Item	Action	Date
9	Pre-Draft Confidential Discussions #2	9/7/10 – 9/13/10
10	Submission of Draft Proposals	11/8/10 1:00 PM Pacific Standard Time (PST)
11	Draft Proposal Confidential Discussions with Individual Bidders	3/25/11 – 4/8/11
12	OTech Bidders Discussions with Representatives prior to Final Proposal Submissions	4/15/11 – 4/28/11
13	Last Day to Submit Questions for Q&A #3	4/28/11
14	Last Day to Request a Change in the Requirements prior to Final Proposal Submissions	9/7/11
15	Last Day to Protest RFP[3] Requirements prior to Final Proposal Submissions	10/4/11 1:00 PM (PST)
16	Submission of Final Proposals	10/17/11 1:00 PM (PST)
17	Opening of Cost Proposals DGS Auditorium 1st Floor. 707 3rd Street, West Sacramento, CA 95605.	1/26/12
18	Notification of Intent to Award	3/19/12
19	Last Day to Protest Award[4]	3/26/12
20	Award Contract	6/18/12

I.10 PARTICIPATING BIDDER INFORMATION

I.10.1 Intention to Bid

All Bidders shall indicate their intent and identify a contact person by submitting Form 1.1, Letter of Intent to Bid, found in RFP Appendix C, Bid Response Forms, by the date specified in RFP Section I.9, Key Action Dates. There is to be only one (1) point of contact for each bidding firm during the process. Information related to a Bidder will only be given to the designated contact person. It shall be the Bidder's responsibility to immediately notify the State Procurement Official, in writing, regarding any revision to the information pertaining to the designated contact person. The State will not be responsible for proposal correspondence not received by the Bidder, if the Bidder fails to notify the State (in writing) about any changes pertaining to the designated contact person.

[3] See Section II, 5.1., PROTESTS
[4] See Section II, 5.2., ALTERNATIVE PROTEST PROCESS

I.10.2 Confidentiality

To preserve the integrity of the security and confidentiality measures integrated into the State's automated information systems, each Bidder shall sign RFP Appendix C, Bid Response Forms, Form 5.1, Confidentiality Statement, and submit it with the Form 1.1, Letter of Intent to Bid by the date specified in RFP Section I.9, Key Action Dates.

I.10.3 Proposed Contract Language Changes

Bidders proposing changes to the Contract, including the Statement of Work, will be considered per the RFP Key Action Date specified in RFP Section I.9, Key Action Dates. For all proposed Contract changes, the Bidder shall use RFP Appendix C, Bid Response Forms, Form 1.2, Proposed Contract Language Change Form, to describe the desired language changes. Upon receipt of the Form, the State will review it to identify the acceptability of the proposed language.

I.10.4 Requirement Changes

Bidders requesting requirement changes will be addressed per the RFP Key Action Date specified in RFP Section I.9, Key Action Dates. For all proposed Requirement changes, the Bidder shall use RFP Appendix C, Bid Response Forms, Form 1.3, Proposed Requirement Change Form, to describe the desired requirement change. Upon receipt of the Form, the State will review it to identify the acceptability of the proposed requirement change(s).

I.10.5 Questions And Answers

Bidders shall use RFP Appendix C, Bid Response Forms, Form 1.4, Bidder Question Form to submit questions to the State during the CWS/Web procurement. Upon receipt of the form, the State will review the questions, prepare appropriate responses, and publish them as a question and answer set for viewing by all Bidders. Responses that require changes to the RFP will be processed through an RFP addendum. Note: Vendor names will not be disclosed in the question and answer sets released to the Bidders.

I.10.6 Alternative Protest Process

This solicitation is being conducted under the provision of the Alternative Protest Process. By submitting a proposal to this solicitation, the Bidder consents to the Alternative Protest Process. For additional information on this process see RFP Section II.5.2 Rules Governing Competition.

I.11 OFFICE OF TECHNOLOGY SERVICES DISCUSSIONS

The Department of Technology Services (OTech) will be responsible for hosting the CWS/Web System. Please refer to RFP Appendix B, System Requirements for more information. Bidders will be provided the opportunity to meet and discuss their solution approach with the OTech technical representatives to assist Bidders in

understanding the data center's service offerings, rates and constraints. These meetings will be conducted in a confidential manner for all Bidders. In general, the Bidder is responsible for requesting a meeting with the OTech through the individual identified in RFP Section I.7, State Procurement Official by phone or email. The OTech may also initiate discussions with Bidders through the Procurement Official. Discussions with the OTech prior to the submittal of Draft and Final Proposals is defined in RFP Section I.9, Key Action Dates.

During OTech meetings, written notes may be made by both the State and the Bidder. There will not be an official transcript of the proceedings. If a Bidder has any outstanding issues or needs for clarification subsequent to a meeting, the Bidder is advised to submit questions in writing to the State Procurement Official for resolution and/or clarification prior to the submission of the Final Proposal, in accordance with RFP Section II.2.4, Questions Regarding the IFB/RFP. Oral statements made shall not obligate either party.

Bidders should submit questions, diagrams, etc. to the Procurement Official in advance of the scheduled discussion date to facilitate productive sessions with OTech. Bidders meetings with OTech will be scheduled in advance for a block of four (4) hours. Each Bidder will be notified by email or phone with their assigned date and time. Bidders may request a follow up meeting with OTech, if needed.

Bidders may request meeting with the OTech prior to the Final Proposal due date. These sessions generally focus on Bidders' draft cost worksheets **(without cost figures**). Bidders should submit questions to the Procurement Official in advance of the scheduled OTech discussion date. For additional information on OTech, see RFP Section IV, 6.2.3 Environments and OTech Hosting.

I.12 AMERICANS WITH DISABILITIES ACT COMPLIANCE STATEMENT

To comply with the nondiscrimination requirements of Americans with Disabilities Act (ADA), it is the policy of the State to make every effort to ensure that its programs, activities, and services are available to all persons, including persons with disabilities.

For persons with a disability needing a reasonable accommodation to participate in the procurement process, or for persons having questions regarding reasonable accommodations of the procurement process, you may contact the State Procurement Official identified in RFP Section I.7. You may also contact the State at the numbers listed below.

IMPORTANT: TO ENSURE THAT WE CAN MEET YOUR NEED, IT IS BEST THAT WE RECEIVE YOUR REQUEST FOR REASONABLE MODIFICATION AT LEAST TEN (10) WORKING DAYS BEFORE THE SCHEDULED EVENT (i.e., MEETING, CONFERENCE, WORKSHOP, etc.) OR DEADLINE DUE DATE FOR PROCUREMENT DOCUMENTS.

The Procurement Division TTY telephone numbers are:

- Sacramento Office: (916) 376-1891

The California Relay Service Telephone Numbers are:

- Voice: 1-800-735-2922 or 1-888-877-5379
- TTY: 1-800-735-2929 or 1-888-877-5378
- Speech to Speech: 1-800-854-7784

II. RULES GOVERNING COMPETITION

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II.1 IDENTIFICATION AND CLASSIFICATION OF RFP REQUIREMENTS

This section is intended to provide the overall process for information technology "formal" procurements. The Key Action Dates in Section I identify the specific phases required for this procurement. See Section II.3 below.

II.1.1. Requirements

The State has established certain requirements with respect to bids to be submitted by prospective contractors. The use of "shall," "must," or "will" (except to indicate simple futurity) in the Information for Bid/Request for Proposal (IFB/RFP) indicates a requirement or condition which is mandatory. A deviation, if not material, may be waived by the State. A deviation from a requirement is material if the deficient response is not in substantial accord with the IFB/RFP requirements, provides an advantage to one bidder over other bidders, or has a potentially significant effect on the delivery, quantity or quality of items bid[1], amount paid to the supplier, or on the cost to the State. Material deviations cannot be waived.

II.1.2. Desirable Items

The words "should" or "may" in the IFB/RFP indicate desirable attributes or conditions, but are non-mandatory in nature. Deviation from, or omission of, such a desirable feature, even if material, will not in itself cause rejection of the proposal.

II.2 BIDDING REQUIREMENT AND CONDITIONS

II.2.1 General

This IFB/RFP, the evaluation of responses, and the award of any resultant contract shall be made in conformance with current competitive bidding procedures as they relate to the procurement of goods and services by public bodies in the State of California. A bidder's Final Proposal is an irrevocable offer for 180 days following the scheduled date for contract award specified in Section I. A bidder may extend the offer in the event of a delay of contract award.

II.2.2. IFB/RFP Documents

This IFB/RFP includes, in addition to an explanation of the State's needs which must be met, instructions which prescribe the format and content of bids to be submitted and the model(s) of the contract(s) to be executed between the State and the successful bidder(s).

If a bidder discovers any ambiguity, conflict, discrepancy, omission, or other error in this IFB/RFP, the bidder shall immediately notify the State Procurement Official

[1] If this solicitation document is an RFP, the word "bid" as used throughout is intended to mean "proposed," "propose" or "proposal" as appropriate.

identified in Section I of such error in writing and request clarification or modification of the document.

Modifications will be made by addenda issued pursuant to Section II.2.7, Addenda, below. Such clarifications shall be given by written notice to all parties who have identified themselves as bidders to the State Procurement Official identified in Section I, without divulging the source of the request for same. Insofar as practicable, the State will give such notices to other interested parties, but the State shall not be responsible therefore.

If the IFB/RFP contains an error known to the bidder, or an error that reasonably should have been known, the bidder shall bid at its own risk. If the bidder fails to notify the State of the error prior to the date fixed for submission of bids, and is awarded the contract, the bidder shall not be entitled to additional compensation or time by reason of the error or its later correction.

II.2.3. Examination of the Work

The bidder should carefully examine the entire IFB/RFP and any addenda thereto, and all related materials and data referenced in the IFB/RFP or otherwise available to the bidder, and should become fully aware of the nature and location of the work, the quantity of the work, and the conditions to be encountered in performing the work. Specific conditions to be examined may be listed in the IFB/RFP section on ADMINISTRATIVE REQUIREMENTS and/or the section on SOLUTION REQUIREMENTS.

II.2.4. Questions Regarding the IFB/RFP

Bidders requiring clarification of the intent or content of this IFB/RFP or on procedural matters regarding the competitive bid process may request clarification by submitting questions, in an email or envelope clearly marked "Questions Relating to IFB/RFP 0530-208", to the State Procurement Official listed in Section I. To ensure a response, questions must be received in writing by the scheduled date(s) given in Section I. Question and answer sets will be provided to all bidders without identifying the submitters. At the sole discretion of the State, questions may be paraphrased by the State for clarity.

A bidder who desires clarification or further information on the content of the IFB/RFP, but whose questions relate to the proprietary aspect of that bidder's proposal and which, if disclosed to other bidders, would expose that bidder's proposal, may submit such questions in the same manner as above, but also marked "CONFIDENTIAL," and not later than the scheduled date specified in Section I to ensure a response. The bidder must explain why any questions are sensitive in nature. If the State concurs that the disclosure of the question or answer would expose the proprietary nature of the proposal, the question will be answered and both the question and answer will be kept in confidence. If the State does not

concur with the proprietary aspect of the question, the question will not be answered in this manner and the bidder will be so notified.

If the bidder believes that one or more of the IFB/RFP requirements is onerous, unfair, or imposes unnecessary constraints to the bidder in proposing less costly or alternate solutions, the bidder may request a change to the IFB/RFP by submitting, in writing, the recommended change(s) and the facts substantiating this belief and reasons for making the recommended change. Such request must be submitted to the State Procurement Official by the date specified in Section I for submitting a request for change. Oral answers shall not be binding on the State.

II.2.5. Bidders' Conference

A Bidders' Conference may be held, during which suppliers will be afforded the opportunity to meet with State personnel and discuss the content of the IFB/RFP and the procurement process. Suppliers are encouraged to attend the Bidders' Conference. The time, date and place of such conference, if held, is included in the Key Action Dates specified in Section I. Written questions received prior to the cutoff date for submission of such questions, as noted in Section I, will be answered at the conference without divulging the source of the query *and posted to the web as a question and answer set.*.

The State may also accept oral questions during the conference and will make a reasonable attempt to provide answers prior to the conclusion of the conference. A transcript of the discussion, or those portions which contain the questions and appropriate answers, will be transmitted within approximately ten (10) working days to all suppliers who have submitted an intention to bid and those who have submitted a written request to receive the information. Written requests are to be submitted to the State Procurement Official identified in Section I. If questions asked at the conference cannot be adequately answered during the discussion, answers will be provided with the transcribed data *and will be posted to the e-procurement website and posted within approximately ten (10) workdays.* Oral answers shall not be binding on the State.

II.2.6. Supplier's Intention to Submit a Proposal

Suppliers who want to participate in the bidding process are asked to state their intention by the date specified in RFP Section I, KEY ACTION DATES, with respect to submission of proposals. The State is also interested as to a supplier's reasons for not submitting a proposal as, for example, requirements that cannot be met or unusual terms and conditions which arbitrarily raise costs. Suppliers are asked to categorize their intent as follows:

a. Intends to submit a proposal and has no problem with the IFB/RFP requirements.

b. Intends to submit a proposal, but has one or more problems with the IFB/RFP requirements for reasons stated in this response.

c. Does not intend to submit a proposal, for reasons stated in this response, and has no problem with the IFB/RFP requirements.

d. Does not intend to submit a proposal because of one or more problems with the IFB/RFP requirements for reasons stated in this response.

If a supplier intends to submit a proposal, the letter should include additional information identified in *Section I.10.1,* INTENTION TO BID. If suppliers have indicated significant problems with the IFB/RFP requirements, the State will examine the stated reasons for the problems and will attempt to resolve any issues in contention, if not contrary to the State's interest, and will amend the IFB/RFP if appropriate. All suppliers who have submitted an intention will be advised by the State of any actions taken as a result of the suppliers' responses. If after such actions, a supplier determines that the requirements of the IFB/RFP unnecessarily restrict its ability to bid, the supplier is allowed five (5) working days to submit a protest to those IFB/RFP requirements or the State's action, according to the instructions contained in Section II.5.2.1 of this Section.

Hereafter, for the purposes of the instructions of this IFB/RFP, all suppliers who have indicated their intent to submit a Final Proposal are called bidders until such time that the bidder withdraws or other facts indicate that the bidder has become nonparticipating. Should a bidder not participate in a bid step, the State reserves the right to drop them from the participating bidder list and they will not receive any further correspondence until they contact the State Procurement Official to indicate that they would like further correspondence.

II.2.7. Addenda

The State may modify the IFB/RFP prior to the date fixed for Contract Award by issuance of an addendum to all bidders who are participating in the bidding process at the time the addendum is issued, unless the amendments are such as to offer the opportunity for nonparticipating bidders or suppliers that submitted an intention to become participating, in which case the addendum will also be sent to those parties. Addenda will be numbered consecutively. If any supplier determines that an addendum unnecessarily restricts its ability to bid, the supplier is allowed five (5) working days to submit a protest to the addendum according to the instructions contained in Section II.5.2.1 of this Section.

II.2.8. Plastic Trash Bag Certification Violations

Public Resources Code Section 42290 et seq. prohibits the State from contracting with any supplier, manufacturer, or wholesaler, and any of its divisions, subsidiaries, or successors that have been determined to be noncompliant to the recycled content plastic trash bag certification requirements. This includes award of a State contract or subcontract or renewal, extension, or modification of an existing contract or subcontract. Prior to award the State shall ascertain if the intended awardee or proposed subcontractor is a business identified on the current California Integrated Waste Management Board noncompliant list(s). In the event of any doubt of the

status or identity of the business in violation, the State will notify the Board of the proposed award and afford the Board the opportunity to advise the State. No award will be made when either the bidder or a subcontractor has been identified either by published list or by advice from the Board, to be in violation of certification requirements.

II.2.9. Bonds

The State reserves the right to require a faithful performance bond or other security document as specified in the IFB/RFP from the supplier in an amount not to exceed the amount of the contract. In the event a surety bond is required by the State which has not been expressly required by the specification, the State will reimburse the supplier, as an addition to the purchase price, in an amount not exceeding the standard premium on such bond.

II.2.10. Discounts

In connection with any discount offered, except when provision is made for a testing period preceding acceptance by the State, time will be computed from date of delivery of the supplies or equipment as specified, or from date correct invoices are received in the office specified by the State if the latter date is later than the date of delivery. When provision is made for a testing period preceding acceptance by the State, date of delivery shall mean the date the supplies or equipment are accepted by the State during the specified testing period. Payment is deemed to be made, for the purpose of earning the discount, on the date of mailing the State warrant or check.

Cash discounts offered by bidders for the prompt payment of invoices will not be considered in evaluating offers for award purposes; however, all offered discounts will be taken if the payment is made within the discount period, even though not considered in the evaluation of offers.

II.2.11. Air or Water Pollution Violations

Unless the contract is less than $25,000 or with a non-competitively bid contractor, Government Code Section 4477 prohibits the State from contracting with a person, including a corporation or other business association, who has been determined to be in violation of any state or federal air or water pollution control law.

Prior to an award, the State shall ascertain if the intended awardee is a person included in notices from the Boards. In the event of any doubt of the intended awardee's identity or status as a person who is in violation of any state or federal air or water pollution law, the State will notify the appropriate Board of the proposed award and afford the Board the opportunity to advise the Department that the intended awardee is such a person.

No award will be made to a person who is identified either by the published notices or by advice, as a person in violation of state or federal air or water pollution control laws.

II.2.12. Fair Employment and Housing Commission Regulations

The California Government Code Section 12990 requires all State contractors to have implemented a Nondiscrimination Program before entering into any contract with the State. The Department of Fair Employment and Housing (DFEH) randomly selects and reviews State contractors to ensure their compliance with the law. DFEH periodically disseminates a list of suppliers who have not complied. Any supplier so identified is ineligible to enter into any State contract.

II.2.13. Exclusion for Conflict of Interest

No consultant shall be paid out of State funds for developing recommendations on the acquisition of information technology (IT) products or services or assisting in the preparation of a feasibility study, if that consultant is to be a source of such acquisition or could otherwise directly and/or materially benefit from State adoption of such recommendations or the course of action recommended in the feasibility study. Further, no consultant shall be paid out of State funds for developing recommendations on the disposal of State surplus IT products, if that consultant would directly and/or materially benefit from State adoption of such recommendations.

II.2.14. Seller's Permit

This IFB/RFP is subject to all requirements set forth in Sections 6452, 6487, 7101 and 18510 of the Revenue and Taxation Code, and Section 10295 of the Public Contract Code, requiring suppliers to provide a copy of their retailer's seller's permit or certification of registration, and, if applicable, the permit or certification of all participating affiliates issued by the State of California's Board of Equalization. Unless otherwise specified in this IFB/RFP, a copy of the retailer's seller's permit or certification of registration, and, if applicable, the permit or certification of all participating affiliates, must be submitted within five (5) State business days of the State's request. Failure of the supplier to comply by supplying the required documentation will cause the supplier's bid to be considered nonresponsive and the bid rejected.

II.2.15. Disclosure of Financial Interests

Proposals in response to State procurements for assistance in preparation of feasibility studies or the development of recommendations for the acquisition of IT products and services must disclose any financial interests (i.e., service contract, Original Equipment Manufacturer (OEM) agreements, remarketing agreements, etc.) that may foreseeably allow the individual or organization submitting the proposal to materially benefit from the State's adoption of a course of action recommended in the feasibility study or the acquisition recommendations. If, in the State's judgment, the financial interest will jeopardize the objectivity of the recommendations, the State may reject the proposal.

II.2.16. Unfair Practices Act and Other Laws

Bidder warrants that its bid complies with the Unfair Practices Act (Business and Professions Code Section 17000 et seq.) and all applicable State and Federal laws and regulations.

II.3 BIDDING STEPS

This section is intended to provide the overall process for information technology "formal" procurements.

II.3.1. General

The procurement process to be used in this acquisition is composed of at least one phase of proposal development. **REFER TO SECTION I TO DETERMINE WHICH PHASES AND STEPS ARE INCLUDED IN THIS IFB/RFP. REFERENCES IN THIS SECTION II TO STEPS NOT INCLUDED IN SECTION I ARE NOT APPLICABLE TO THIS IFB/RFP.** There is always a Final Phase, which may include a Draft Proposal and revisions, and will always include a Final Proposal. Prior to the Final Phase, there may be a Compliance Phase. The possible steps of the Compliance Phase are a Conceptual Proposal, Detailed Technical Proposal and revisions of either or both. A description of these phases and their steps follows.

The Final Proposal is a mandatory step for all bidders; all other steps are optional. However, all bidders are strongly encouraged to follow the scheduled steps of this procurement to increase the chance of submitting a compliant Final Proposal. **Cost submitted in any submission other than the Final Proposal may preclude the bidder from continuing in the process.**

II.3.2. Compliance Phase

The Compliance Phase is an iterative, conversational mode of proposal and contract development. It requires the State, working together in confidence with each bidder, to assess and discuss the viability and effectiveness of the bidder's proposed methods of meeting the State's needs as reflected in the IFB/RFP. It is a departure from the rigid "either accept or reject" philosophy of traditional competitive bidding, yet it is highly competitive in nature. It provides the flexibility needed for the bidder to test a solution prior to formal submittal of the Final Proposal, and it facilitates the correction of defects before they become fatal to the proposal. The steps may include the submission of a Conceptual Proposal and/or a Detailed Technical Proposal by the bidder, Confidential Discussions of the bidder's proposal(s) and written Discussion Memorandum as to the correction of defects and the State's acceptance of such changes.

a. Conceptual Proposal

   The Conceptual Proposal may be included for the purpose of allowing each Bidder to provide a general concept of a proposal with just enough detail to enable the evaluators to determine if the bidder is on the right track toward meeting the functional requirements as stated in the

IFB/RFP; and if not, where the bidder must change a concept. This step invites the bidder to be as innovative as the IFB/RFP requirements allow in eliminating unnecessary constraints.

b. Detailed Technical Proposal

The Detailed Technical Proposal may be included for the purpose of allowing each bidder to provide a detailed technical description of its proposal to determine at an early stage whether the proposal is totally responsive to all the requirements of the IFB/RFP, and if not, which elements are not responsive and what changes would be necessary and acceptable.

c. Evaluation of Proposals and Discussion Agenda

Upon receipt of the Conceptual and Detailed Technical Proposals, the evaluation team will review each proposal in accordance with the evaluation methodology outlined in the IFB/RFP section on PROPOSAL EVALUATION for the purpose of identifying areas in which the proposal is nonresponsive to a requirement, is otherwise defective, or in which additional clarification is required in order that the State may fully understand the ramifications of an action proposed by the bidder. As a result of this evaluation, the evaluation team will prepare an agenda of items to be discussed with the bidder, and will normally transmit the agenda to the bidder at least two working days before the scheduled meeting. The agenda may also include, in addition to the identification of discovered defects, a discussion of the bidder's proposed supplier support, implementation plans, validation plans, demonstration plans and proposed contracts, as appropriate.

d. Confidential Discussion with Each Bidder

In accordance with the discussion agenda, the evaluation team will meet with each bidder for the purpose of discussing the Conceptual Proposal or Detailed Technical Proposal (as the case may be) in detail. The bidder may bring to the discussion those persons who may be required to answer questions or commit to changes. As the first order of business, the bidder may be asked to give a short proposal overview presentation. To the maximum extent practical, the bidder will address the major concerns of the evaluation team, as expressed in the Discussion Agenda, and should be prepared to answer any questions that may arise as a result of the presentation. The participants will then proceed to discuss each of the agenda items.

The State will not make counter proposals to a bidder's proposed solution to the IFB/RFP requirements. The State will only identify its concerns, ask for clarification, and express its reservations if a particular requirement of the IFB/RFP is not, in the opinion of the State, appropriately satisfied. The

primary purpose of this discussion is to ensure that the bidder's Final Proposal will be responsive.

If any contractual items have a bearing on, or are affected by, the content of the proposal, such matters may be discussed in an effort to reach agreement. (As a concurrent activity when identified in KEY ACTION DATE steps in Section I, the bidder and the State may have been working together to negotiate the proposed contract(s) which will become operative if the bidder's Final Proposal is accepted by the State. Further discussion of the contractual aspect of this procurement is contained in Section II.4, CONTRACTUAL INFORMATION.)

Note: In lieu of, or in addition to these Confidential Discussions, Confidential Discussions may be included in the Final Phase. Confidential Discussions will be identified in Section I, KEY ACTION DATES.

e. Discussion Memorandum

Throughout the Confidential Discussion a written record will be kept of all items discussed, their resolution, and any changes the bidder intends to make and the State's acceptance of such changes. If the bidder's proposal, with the agreed-to changes, is acceptable to the State, such acceptance shall be noted. If agreement has not been reached on all matters during the initial discussion, such will be noted with a specific plan for resolution before the next step. These resolutions and agreements will be prepared in final form as a Discussion Memorandum (which will be the official State documentation of the discussion), and will be mailed to the bidder normally within two work days of the discussion. If the discussion is not completed in one meeting and is continued in subsequent meetings, the Discussion Memoranda will follow the meeting at which the discussion is concluded. If a bidder discovers any discrepancy, omission, or other error in the memorandum, the bidder shall immediately notify the State Procurement Official in Section I of such error in writing and request clarification or correction. **Oral statements made by either party shall not obligate either party**.

f. Rejection of Bidder's Proposal

If, after full discussion with a bidder, the State is of the opinion that the bidder's proposal (Conceptual Proposal or Detailed Technical Proposal, as the case may be) cannot be restructured or changed in a reasonable time to satisfy the needs of the State, and that further discussion would not likely result in an acceptable proposal in a reasonable time, the bidder will be given written notice that the proposal has been rejected and that a Final Proposal submitted along such lines would be nonresponsive.

g. Submission of Amended Proposal

If, at the conclusion of the Confidential Discussion, the State determines that required and agreed-to changes can only be fully confirmed through the submission of an amended proposal (Conceptual Proposal or Detailed Technical Proposal, as the case may be), the State may require the submission of an addendum consisting only of those pages which were in doubt or a complete resubmittal. Similarly, if the bidder wishes confirmation that the changes the bidder intends to make, in accordance with the Discussion Memorandum, are acceptable to the State, the bidder may request and receive permission, if the time permits, to submit such addendum within a reasonable time after the conclusion of the Confidential Discussion. In either event, the State will advise the bidder as to the acceptability of the amended proposal, or may schedule another discussion period, if in the State's opinion, such a discussion is desirable.

II.3.3. Final Phase

The purpose of the Final Phase is to obtain bids that are responsive in every respect. This phase may include a Draft Proposal and will always include a Final Proposal, as described below:

a. Draft Proposal

The purpose of the Draft Proposal is to provide the State with an "almost final" proposal in order to identify any faulty administrative aspect of the proposal which, if not corrected, could cause the Final Proposal to be rejected for ministerial reasons.

The Draft Proposal should correspond to submittals and agreements of the Compliance Phase, if required, and must be complete in every respect as required by the IFB/RFP section on PROPOSAL FORMAT, except cost. **The inclusion of cost information in the Draft Proposal may be a basis for rejecting the proposal and notifying the bidder that further participation in the procurement is prohibited.**

REVIEW OF THE DRAFT BID BY THE STATE MAY INCLUDE CONFIDENTIAL DISCUSSIONS WITH INDIVIDUAL BIDDERS AND WILL PROVIDE FEEDBACK TO THE BIDDER PRIOR TO SUBMITTAL OF THE FINAL PROPOSAL. IF NO SUCH DISCUSSION STEP IS INCLUDED IN THE KEY ACTION DATES THEN THE REVIEW OF THE DRAFT BID DOES NOT INCLUDE ANY ASSESSMENT OF THE BID'S RESPONSIVENESS TO THE SOLUTION REQUIREMENTS OF THE IFB/RFP. Regardless of the inclusion of a confidential discussion, the State will notify the bidder of any defects it has detected in the Draft Proposal, or of the fact that it did not detect any such defects. Such notification is intended to minimize the risk that the Final Proposal will be deemed defective; however, THE STATE WILL NOT PROVIDE ANY

WARRANTY THAT ALL DEFECTS HAVE BEEN DETECTED AND THAT SUCH NOTIFICATION WILL NOT PRECLUDE REJECTION OF THE FINAL BID IF SUCH DEFECTS ARE LATER FOUND.

If the State finds it necessary, the State may call for revised Draft Proposal submittals, or portions thereof. The bidder will be notified of defects discovered in these submittals as well. Again THE STATE WILL NOT PROVIDE ANY WARRANTY THAT ALL DEFECTS HAVE BEEN DETECTED AND THAT SUCH NOTIFICATION WILL NOT PRECLUDE REJECTION OF THE FINAL BID IF SUCH DEFECTS ARE LATER FOUND.

b. Final Proposal

The Final Proposal must be complete, including all cost information, required signatures, contract language changes agreed to in writing and corrections to those defects noted by the State in its review of the Draft Proposal. If required in the IFB/RFP section PROPOSAL FORMAT, cost data (as identified in the above referenced section) must be submitted under separate, sealed cover. CHANGES THAT APPEAR IN THE FINAL BID, OTHER THAN CORRECTION OF DEFECTS, INCREASE THE RISK THAT THE FINAL BID MAY BE FOUND DEFECTIVE.

II.3.4. Confidentiality

FINAL BIDS ARE PUBLIC UPON OPENING; HOWEVER, THE CONTENTS OF ALL PROPOSALS, DRAFT BIDS, CORRESPONDENCE, AGENDA, MEMORANDA, WORKING PAPERS, OR ANY OTHER MEDIUM WHICH DISCLOSES ANY ASPECT OF A BIDDER'S PROPOSAL SHALL BE HELD IN THE STRICTEST CONFIDENCE UNTIL NOTICE OF INTENT TO AWARD. BIDDERS SHOULD BE AWARE THAT MARKING A DOCUMENT "CONFIDENTIAL" OR "PROPRIETARY" IN A FINAL BID MAY EXCLUDE IT FROM CONSIDERATION FOR AWARD AND WILL NOT KEEP THAT DOCUMENT FROM BEING RELEASED AFTER NOTICE OF INTENT TO AWARD AS PART OF THE PUBLIC RECORD, UNLESS A COURT HAS ORDERED THE STATE NOT TO RELEASE THE DOCUMENT. THE CONTENT OF ALL WORKING PAPERS AND DISCUSSIONS RELATING TO THE BIDDER'S PROPOSAL SHALL BE HELD IN CONFIDENCE INDEFINITELY UNLESS THE PUBLIC INTEREST IS BEST SERVED BY AN ITEM'S DISCLOSURE BECAUSE OF ITS DIRECT PERTINENCE TO A DECISION, AGREEMENT OR THE EVALUATION OF THE BID. ANY DISCLOSURE OF CONFIDENTIAL INFORMATION BY THE BIDDER IS A BASIS FOR REJECTING THE BIDDER'S PROPOSAL AND RULING THE BIDDER INELIGIBLE TO FURTHER PARTICIPATE. ANY DISCLOSURE OF CONFIDENTIAL INFORMATION BY A STATE EMPLOYEE IS A BASIS FOR DISCIPLINARY ACTION, INCLUDING DISMISSAL FROM STATE EMPLOYMENT, AS PROVIDED BY GOVERNMENT CODE Section 19570 ET SEQ. TOTAL CONFIDENTIALITY IS PARAMOUNT; IT CANNOT BE OVER EMPHASIZED.

II.3.5. Submission of Proposals and Bids

The instructions contained herein apply to the Final Proposal. They also apply to the Conceptual Proposal, Detailed Technical Proposal, and Draft Proposal, except as noted.

a. Preparation

Proposals and bids are to be prepared in such a way as to provide a straightforward, concise delineation of capabilities to satisfy the requirements of this IFB/RFP. Expensive bindings, colored displays, promotional materials, etc., are not necessary or desired. EMPHASIS SHOULD BE CONCENTRATED ON CONFORMANCE TO THE IFB/RFP INSTRUCTIONS, RESPONSIVENESS TO THE IFB/RFP REQUIREMENTS, AND ON COMPLETENESS AND CLARITY OF CONTENT.

As stated above, the State's evaluation of Conceptual and Detailed Technical Proposals is preliminary, and the review of Draft Proposals is cursory. Therefore, bidders are cautioned to not rely on the State, during these evaluations and reviews, to discover and report to the bidders all defects and errors in the submitted documents. Before submitting each document, the bidder should carefully proof it for errors and adherence to the IFB/RFP requirements.

b. Bidder's Cost

Costs for developing proposals and bids are the responsibility entirely of the bidder and shall not be chargeable to the State.

c. Completion of Proposals and Bids

Proposals and bids must be complete in all respects as required by the IFB/RFP section on PROPOSAL FORMAT. A Final Proposal may be rejected if it is conditional or incomplete, or if it contains any alterations of form or other irregularities of any kind. A Final Proposal must be rejected if any such defect or irregularity constitutes a material deviation from the IFB/RFP requirements. The Final Proposal must contain all costs required by the IFB/RFP sections on PRICING and PROPOSAL FORMAT, setting forth a unit price and total price for each unit price item, and a total price for each lump sum price item in the schedule, all in clearly legible figures. If required in the IFB/RFP section PROPOSAL FORMAT, cost data (as identified in the above referenced section) must be submitted under separate, sealed cover. Draft Proposals must contain all information required in the Final Proposal **except cost**. Exhibit II-A at the end of this Section II entitled COMPETITIVE BIDDING AND BID RESPONSIVENESS emphasizes the requirements of competitive bidding and contains examples of common causes for rejection of bids. Bidders are encouraged to review this exhibit.

d. False or Misleading Statements

Proposals which contain false or misleading statements, or which provide references which do not support an attribute or condition claimed by the bidder, may be rejected. If, in the opinion of the State, such information was intended to mislead the State in its evaluation of the proposal, and the attribute, condition, or capability is a requirement of this IFB/RFP, it will be the basis for rejection of the proposal.

e. Signature of Proposal

A cover letter (which shall be considered an integral part of the Final Proposal) and Standard Agreement Form 213 (if directed in APPENDIX A, CONTRACTS TO BE SUBMITTED IN THE PROPOSAL), or a Bid Form shall be signed by an individual who is authorized to bind the bidding firm contractually. The signature block must indicate the title or position that the individual holds in the firm. An unsigned Final Proposal shall be rejected.

The Draft Proposal must also contain the cover letter and Form 213, or Bid Form, similarly prepared, including the title of the person who will sign, but need not contain the signature. The Conceptual Proposal and Detailed Technical Proposal need not contain the cover letter and Form 213, or Bid Form.

f. Delivery of Proposals and Bids

Mail or deliver proposals and bids to the State Procurement Official listed in RFP Section I.7. If mailed, it is suggested that you use certified or registered mail with return receipt requested as delivery of documents is at the Bidder's own risk of untimely delivery, lost mail, etc.

Proposals and bids must be received in the number of copies stated in the IFB/RFP section on PROPOSAL BID FORMAT and not later than the dates and times specified in Section I and in the individual schedules provided the Bidders. One copy must be clearly marked "Master Copy." All copies of proposals and bids must be under sealed cover which is to be plainly marked "CONCEPTUAL PROPOSAL," "DETAILED TECHNICAL PROPOSAL," "DRAFT BID," or "FINAL BID" for "IFB/RFP 0530-208 (use IFB/RFP identification number from the IFB/RFP title page). Also, the sealed cover (envelope) of all submittals, except the Final Proposal, should be clearly marked "CONFIDENTIAL," and shall state the scheduled date and time for submission. Bidders should be aware that marking the Final Proposal "confidential" or "proprietary" may exclude it from consideration for award. Proposals and Draft Proposals not submitted under sealed cover will be returned for sealing. Final Proposals not received by the date and time specified in Section I, or not sealed, will be rejected. **If required in the IFB/RFP section PROPOSAL FORMAT, all cost data (as identified in the above referenced section) must be submitted under separate, sealed cover and clearly marked**

"COST DATA." If cost data is required to be submitted separately sealed, and is not submitted in this manner, the proposal will be rejected. Proposals and bids submitted under improperly marked covers may be rejected. If discrepancies are found between two or more copies of the proposal or bid, the proposal or bid may be rejected. However, if not so rejected, the Master Copy will provide the basis for resolving such discrepancies. If one copy of the Final Proposal is not clearly marked "Master Copy," the State may reject the proposal; however, the State may at its sole option select, immediately after proposal opening, one copy to be used as the Master Copy.

g. Withdrawal and Resubmission/Modification of Proposals and Proposals

A Bidder may withdraw its Conceptual Proposal, Detailed Technical Proposal or Draft Proposal at any time by written notification. A Bidder may withdraw its Final Proposal at any time prior to the proposal submission date and time specified in Section I by submitting a written notification of withdrawal signed by the Bidder authorized in accordance with Section II.3.5.e, Signature of Proposal. The Bidder may thereafter submit a new or modified proposal prior to such proposal submission date and time. Modification offered in any other manner, oral or written, will not be considered. Other than as allowed by law, Final Proposals cannot be changed or withdrawn after the date and time designated for receipt, except as provided in Section II.3.7.d of this Section.

II.3.6. Rejection of Proposals

The State may reject any or all bids and may waive any immaterial deviation or defect in a proposal. The State's waiver of any immaterial deviation or defect shall in no way modify the IFB/RFP documents or excuse the Bidder from full compliance with the IFB/RFP specifications if awarded the contract.

II.3.7. Evaluation and Selection Process

a. General

Proposals and bids will be evaluated according to the procedures contained in the IFB/RFP section on PROPOSAL EVALUATION. Special instructions and procedures apply to Conceptual Proposals, Detailed Technical Proposals, and Draft Proposals.

b. Evaluation Questions

During the evaluation and selection process, the State may desire the presence of a Bidder's representative for answering specific questions, orally and/or in writing. During the evaluation of Final Proposals, the State may ask the Bidder to clarify their submitted information but will not allow the Bidder to change their proposal.

c. Demonstration

This procurement may require a demonstration of the Bidder's response to specific requirements (including benchmark requirements) before final selection in order to verify the claims made in the proposal, corroborate the evaluation of the proposal, and confirm that the hardware and software are actually in operation; in which case prior notice will be given. The Bidder must make all arrangements for demonstration facilities at no cost to the State. The location of the demonstration will be determined by the Bidder; however, its performance within California is preferred and will be attended at the State's expense. Demonstration outside California will be attended only if approved by the State and the Bidder agrees to reimburse the State for travel and per diem expenses. The State reserves the right to determine whether or not a demonstration has been successfully passed. See Section on DEMONSTRATIONS for additional information.

d. Errors in the Final Proposal

An error in the Final Proposal may cause the rejection of that proposal; however, the State may at its sole option retain the proposal and make certain corrections.

In determining if a correction will be made, the State will consider the conformance of the proposal to the format and content required by the IFB/RFP, and any unusual complexity of the format and content required by the IFB/RFP.

(1) If the Bidder's intent is clearly established based on review of the complete Final Proposal submittal, the State may at its sole option correct an error based on that established intent.

(2) The State may at its sole option correct obvious clerical errors.

(3) The State may at its sole option correct discrepancy and arithmetic errors on the basis that if intent is not clearly established by the complete proposal submittal the Master Copy shall have priority over additional copies, the proposal narrative shall have priority over the contract, the contract shall have priority over the cost sheets, and within each of these, the lowest level of detail will prevail. If necessary, the extensions and summary will be recomputed accordingly, even if the lowest level of detail is obviously misstated. The total price of unit-price items will be the product of the unit price and the quantity of the item. If the unit price is ambiguous, unintelligible, uncertain for any cause, or is omitted, it shall be the amount obtained by dividing the total price by the quantity of the item.

(4) The State may at its sole option correct errors of omission, and in the following four situations, the State will take the indicated actions if the

Bidder's intent is not clearly established by the complete proposal submittal.

(a) If an item is described in the narrative and omitted from the contract and cost data provided in the proposal for evaluation purposes, it will be interpreted to mean that the item will be provided by the Bidder at no cost.

(b) If a minor item is not mentioned at all in the Final Proposal and is essential to satisfactory performance, the proposal will be interpreted to mean that the item will be provided at no cost.

(c) If a major item is not mentioned at all in the Final Proposal, the proposal will be interpreted to mean that the Bidder does not intend to supply that item.

(d) If a major item is omitted, and the omission is not discovered until after contract award, the Bidder shall be required to supply that item at no cost.

The determination of whether an item is minor or major is the responsibility of the State.

(5) If a Bidder does not follow the instructions for computing costs not related to the contract (e.g., State personnel costs), the State may reject the proposal, or at its sole option, recompute such costs based on instructions contained in the IFB/RFP.

If the recomputations or interpretations, as applied in accordance with this section, subparagraph d, result in significant changes in the amount of money to be paid to the Bidder (if awarded the contract) or in a requirement of the Bidder to supply a major item at no cost, the Bidder will be given the opportunity to promptly establish the grounds legally justifying relief from its proposal.

IT IS ABSOLUTELY ESSENTIAL THAT BIDDERS CAREFULLY REVIEW THE COST ELEMENTS IN THEIR FINAL BID, SINCE THEY WILL NOT HAVE THE OPTION TO CORRECT ERRORS AFTER THE TIME FOR SUBMITTAL.

(6) In the event an ambiguity or discrepancy between the general requirements described in Section IV (Proposed FUTURE ENVIORMENT) and the specific technical requirements set forth in Section VI (SOLUTIONS REQUIREMENTS) is detected after the opening of bids, Section VI, and the Bidder's response thereto, shall have priority over Section IV, and the Bidder's response thereto. Refer to Paragraph 2.2 regarding immediate notification to State contact when ambiguities, discrepancies, omissions, etcetera are discovered.

(7) At the State's sole discretion it may declare the Final Proposal to be a Draft Proposal in the event that the State determines that Final Proposals from all Bidders contain material deviations. Bidders may not protest the State's determination that all bids have material deviations. If all bids are declared noncompliant, the State may issue an addendum to the IFB/RFP. Should this occur, confidential discussions will be held with Bidders who are interested in continuing to be considered. Each Bidder will be notified of the due date for the submission of a new Final Proposal to the State. This submission must conform to the requirements of the original IFB/RFP as amended by any subsequent addenda. The new Final Proposals will be evaluated as required by Section IX, PROPOSAL EVALUATION.

II.3.8. Award of Contract

Award of contract, if made, will be in accordance with the IFB/RFP section on PROPOSAL EVALUATION to a responsible Bidder whose Final Proposal complies with all the requirements of the IFB/RFP documents and any addenda thereto, except for such immaterial defects as may be waived by the State. Award, if made, will be made one hundred eighty (180) days after the scheduled date for Contract Award specified in Section I; however, a Bidder may extend the offer beyond 180 days in the event of a delay of contract award.

The State reserves the right to determine the successful Bidder(s) either on the basis of individual items or on the basis of all items included in its IFB/RFP, unless otherwise expressly provided in the State's IFB/RFP. Unless the Bidder specifies otherwise in its proposal the State may accept any item or group of items of any proposal. The State reserves the right to modify or cancel in whole or in part its IFB/RFP.

Written notification of the State's intent to award will be made to all Bidders submitting a Final Proposal. If a Bidder, having submitted a Final Proposal, can show that its proposal, instead of the proposal selected by the State, should be selected for contract award according to the rules of Paragraph 3.7, the Bidder will be allowed five (5) working days to submit a protest to the Intent to Award, according to the instructions contained in Paragraph 5.1. of this section.

II.3.9. Debriefing

A debriefing may be held after contract award at the request of any Bidder for the purpose of receiving specific information concerning the evaluation. The discussion will be based primarily on the technical and cost evaluations of the Bidder's Final Proposal. A debriefing is not the forum to challenge the IFB/RFP specifications or requirements.

II.4 CONTRACTUAL INFORMATION

II.4.1. Contract Form

The State has model contract forms to be used by State agencies when contracting for information technology (IT) goods and services. The model contract(s) appropriate for the specific requirements of this IFB/RFP are included in the IFB/RFP.

Specific Terms and Conditions (See Appendix A for contract instructions that supersede this paragraph.)

In traditional competitive bidding, the contract to be awarded is included in the solicitation document in its final form, and any alteration by a Bidder will result in rejection of its proposal. The State recognizes, however, that the various suppliers of IT goods and services have developed pricing structures and procedures that differ from each other, and that, if the State were to specify the exact language of the contract to be executed, it could result in firms being unwilling to do business with the State of California because of contract statements which are incompatible with their business methods. In recognition of the above, the form of the contract(s) contained in the attached Appendices permit, where appropriate, the substitution and/or insertion of supplier-specified language by the Bidder. All such substitutions and insertions must be approved by the Department of General Services. The Department of General Services may request the Department of Finance's concurrence on the approval of changes involving significant issues. Terms and conditions which do not comply in substance with all material requirements of the IFB/RFP, which are contrary to the best interests of the State, or which are in opposition to State policy will not be accepted.

The State will prenegotiate repetitively used terms and conditions with suppliers at their request. These prenegotiated terms and conditions will be kept on file and Bidders may refer to them as their proposed contract language for individual solicitations.

Approval of Proposed Contract (See Appendix A for contract instructions that supersede this paragraph.)

To comply with the requirements of competitive bidding procedures, the contract must be fixed prior to the submission of the Final Proposals; other than as allowed by law no negotiation is permissible after that time. It is required, therefore, that any supplier who intends to bid on this IFB/RFP submit its proposed contract to the State in accordance with the schedule contained in Section I. If a Bidder has prenegotiated language with the State, the Bidder may indicate that this is the language proposed and submit only changes to any language that has not been prenegotiated. (For a particular IFB/RFP it is possible that prenegotiated language will not be acceptable due to special circumstances. The State will notify the Bidder if this is the case and will renegotiate that language for this procurement.) For language that has not been prenegotiated, the proposed contract, or portions

thereof, must be submitted in the form of the prescribed model(s), and deviations from the exact language contained in the model(s) must conform to the guidance therein stated. The proposed contract must contain all proposed terms and conditions, and with all blanks filled in, but it must not contain (other than in sample form) any identification of proposed goods or cost data. (Note, however, that the Draft Proposal must contain the approved contract with all the blanks filled in except for cost data, as specified in Paragraph 3.3 above.) The proposed contract must be clearly labeled "Proposed Contract" with the IFB/RFP identification from the IFB/RFP title page. The State will notify the Bidder as to which, if any, terms and conditions are not acceptable to the State and will arrange an appropriate meeting at a mutually satisfactory time to resolve any differences.

Each appendix contains a set of instructions to guide the Bidder through a step-by-step procedure to develop proposed new language or changes to model contract language, negotiating contract language and securing State approval. Proposed contract language which is not prepared in accordance with these instructions may be returned to the Bidder without review by the State.

IT IS ESSENTIAL THAT THE BIDDER'S PROPOSED CONTRACT BE ACCEPTABLE TO THE STATE PRIOR TO THE FINAL PROPOSAL SUBMISSION DATE. SUCH ACCEPTANCE DOES NOT RELIEVE THE BIDDER OF PROVIDING OTHER NECESSARY INFORMATION REQUIRED IN THE CONTRACT. IF A PROPOSAL CONTAINS UNAPPROVED CONTRACT LANGUAGE, THE POTENTIAL FOR PROPOSAL REJECTION IS SUBSTANTIALLY INCREASED.

APPROVED CONTRACT LANGUAGE FOR THIS PARTICULAR IFB/RFP WHICH IS NOT PROPRIETARY TO THE BIDDER WILL BE AVAILABLE TO ALL BIDDERS SHORTLY AFTER THE LAST DAY TO NEGOTIATE CONTRACT LANGUAGE.

PRENEGOTIATED TERMS AND CONDITIONS ARE AVAILABLE AT ANY TIME.

II.4.2. Term of Contract

The State intends to retain the required goods and services for at least the period specified elsewhere in this IFB/RFP. Ideally, the term of the contract will be for the specified period. If the State requires the contract to be terminated during the contract period, such a requirement will be specified in the IFB/RFP section on ADMINISTRATIVE REQUIREMENTS. The State will accept a contract for a longer period than specified if, at the sole option of the State, the contract may be terminated at the end of the period specified with or without the payment of termination charges. Such termination charges, if any, must be included in the evaluated cost of the proposal.

II.5 OTHER INFORMATION

II.5.1 Protests

Before a protest is submitted regarding any issue other than selection of the "successful bidder," the bidder must make full and timely use of the procedures

described in this Section II to resolve any outstanding issue(s) between the bidder and the State. The procurement procedure is designed to give the bidder and the State adequate opportunity to submit questions and discuss the requirements, proposals and counter proposals before the Final Proposal is due. The protest procedure is made available in the event that a bidder cannot reach a fair agreement with the State after exhausting these procedures. There two types of protests: requirements (initial) protests and award protests. A protest shall be submitted according to the procedure below. Protests regarding any issue other than selection of the "successful bidder" are requirements protests and will be heard and resolved by the Deputy Director of the Department of General Services, Procurement Division, whose decision will be final.

An award protest is where a bidder has submitted a proposal which it believes to be totally responsive to the requirements of the IFB/RFP and to be the proposal that should have been selected according to the evaluation procedure in the Section on EVALUATION and the bidder believes the State has incorrectly selected another bidder for award. For this situation, the bidder may submit a protest of the selection as described below.

II.5.2 Alternative Protests Process

This solicitation/acquisition is being conducted under the provisions of the Alternative Protest Process (Public Contract Code Section 12125, et seq.) By submitting a bid or proposal to this solicitation, the bidder consents to participation in the Alternative Protest Process, and agrees that all protests of the proposed award shall be resolved by binding arbitration pursuant to the California Code of Regulations, Title 1, Division 2, Chapter 5. The link to the regulations is:

http://www.oah.dgs.ca.gov/laws/bidprotestRegs.htm#1400

A Notice of Intent to Award for this solicitation will be publicly posted in the Procurement Division reception area and sent via facsimile to any bidder who submits a written request for notice and provided a facsimile number.

During the protest period, any participating bidder may protest the proposed award on the following grounds:

1. For major information technology acquisitions – that there was a violation of the solicitation procedure(s) and that the protesting bidder's proposal should have been selected; or
2. For any other acquisition – that the protesting bidder's bid or proposal should have been selected in accordance with the selection criteria in the solicitation document.

A written Notice of Intent to Protest the proposed award of this solicitation must be received (facsimile acceptable) by the Coordinator before the close of business 5 p.m. PST/PDT on the **five (5)** working day after issuing the notice of intent, as

specified in the solicitation. Failure to submit a timely, written Notice of Intent to Protest waives bidder's right to protest.

Bidder is to send the notice of protest to:

Alternative Protest Process Coordinator/Dispute Resolution
Department of General Services
Procurement Division
Purchasing Authority Management Section
707 Third Street, 2nd Floor South
West Sacramento, CA 95605
Fax: 916 / 375-4611

Within seven (7) working days after the last day to submit a Notice of Intent to Protest, the Coordinator must receive from the protesting bidder the complete protest filing including the signed, written detailed statement of protest including exhibits, filing fee and deposit or small business certification as applicable. Untimely submission of the complete protest filing waives the bidder's right to protest.

Protest bond requirement: bond amount for this Alternative Protest Process shall be **ten (10)** percent of the contract amount as specified in the solicitation. See California Code of Regulations, Title 1, Section 1418.

II.5.2.1. Requirement Protests

Protests regarding any issue other than selection of the successful bidder are "requirements protests" and will be heard and resolved by the Deputy Director of the Department of General Services, Procurement Division, whose decision will be final. Before a requirements protest is submitted, the bidder must make full and timely use of the procedures described in Section II.2.4 Questions Regarding the RFP" to resolve any outstanding issue(s) between the bidder and the State. This procurement procedure is designed to give the bidder and the State adequate opportunity to submit questions and discuss the requirements, proposals and counter proposals before the Final Proposal is due. The protest procedure is made available in the event that a bidder cannot reach a fair agreement with the State after exhausting these procedures.

All protests to the RFP requirements must be received by the Deputy Director of the Procurement Division as promptly as possible, but not later than the respective time and date in the Key Action Dates in Section I for such protests. Requirements protests must be mailed or delivered to:

Street Address:
Deputy Director
Procurement Division
707 Third Street, 2nd Floor
West Sacramento, CA 95605

Mailing Address:
Deputy Director
Procurement Division
P.O. Box 989052
Sacramento, CA 95798-9052

All protests to the IFB/RFP requirements or procedures must be received by the Deputy Director of the Procurement Division as promptly as possible, but not later than the respective time and date in the Key Action Dates in Section I for such protests. Protests concerning the evaluation, recommendation, or other aspects of the selection process must be received by the Deputy Director of the Procurement Division as promptly as possible, but not later than the respective time and date specified in Section I for such protests or the respective date of the Notification of Intent to Award, whichever is later. Certified or registered mail should be used unless delivered in person, in which case the protester should obtain a receipt of delivery.

II.5.3. Disposition of Proposals and Bids

All materials submitted in response to this IFB/RFP will become the property of the State of California and will be returned only at the State's option and at the bidder's expense. At a minimum, the Master Copy of the Final Proposal shall be retained for official files and will become a public record after the Notification of Intent to Award as specified in Section I, KEY ACTION DATES. However, materials the State considers confidential information (such as confidential financial information submitted to show bidder responsibility) will be returned upon request of the bidder.

II.5.4. Contacts for Information

Bidders may contact the Department Contact listed in Section I for visits to the physical installation for purposes of familiarization and evaluation of the current processes. Visits shall be made by appointment only, during normal business hours, and will be limited to the Department Contact listed in Section I or the Contact's designee. Visits shall be permitted to the extent that they do not unduly interfere with the conduct of State business.

Oral communications of department officers and employees concerning this IFB/RFP shall not be binding on the State and shall in no way excuse the bidder of any obligations set forth in this IFB/RFP.

Exhibit II–A

Exhibit II - A - COMPETITIVE BIDDING AND BID RESPONSIVENESS

The purpose of competitive bidding is to secure public objectives in the most effective manner and avoid the possibilities of graft, fraud, collusion, etc. Competitive bidding is designed to benefit the public body (the State, in the present context), and is not for the benefit of the bidders. It is administered to accomplish its purposes with sole reference to the public interest. It is based upon full and free bidding to satisfy State specifications, and acceptance by the State of the most effective solution to the State's requirements, as determined by the evaluation criteria contained in the IFB/RFP.

Competitive bidding is not defined in any single statute but is more in the nature of a compendium of numerous court decisions. From such court decisions, the following rules have evolved, among others:

1. Request for Proposals must provide a basis for full and fair competitive bidding among bidders on a common standard, free of restrictions tending to stifle competition.

2. The State may modify the IFB/RFP, prior to the date fixed for Contract Award, by issuance of an addendum to all parties who are bidders.

3. To have a valid bid, the bid must respond and conform to the invitation, including all the documents which are incorporated therein. A bid which does not literally comply may be rejected.

4. For a variance between the request for bids and the bid to be such as to preclude acceptance (the bid must be rejected), the variance or deviation must be a material one.

5. State agencies usually have the express or implied right to reject any and all bids in the best interests of the State. Bids cannot, however, be selectively rejected without cause.

6. Bids cannot be changed after the time designated for receipt and opening thereof. Other than allowed by law, no negotiation as to the scope of the work, amount to be paid, or contractual terms is permitted. However, this does not preclude the State from clarifying the bidder’s intent by asking questions and considering answers.

7. A competitive bid, once opened and declared, is in the nature of an irrevocable option and a contract right of which the public agency cannot be deprived without its consent, unless the requirements for rescission are present. All bids become public documents.

8. Bids cannot be accepted "in part," unless the invitation specifically permits such an award.

9. Contracts entered into through the competitive bidding process cannot later be amended, unless the Invitation for Bids includes a provision, to be incorporated in the contract awarded, providing for such amendment.

Exhibit II–A
(Continued)

Since competitive procurement became the required method for securing certain IT goods or services, the State has received a number of bids which were deemed to be nonresponsive to the Invitation for Bids or which could not be considered as valid bids within the competitive bidding procedures. Nonresponsive bids or bids which contain qualifications must be rejected. Many of the causes for rejection arise from either an incomplete understanding of the competitive bidding process or administrative oversight on the part of the bidders. The following examples are illustrative of more common causes for rejection of bids. These examples are listed to assist potential bidders in submission of responsive bids.

1. A bid stated, "The prices stated within are for your information only and are subject to change."

2. A bid stated, "This proposal shall expire thirty (30) days from this date unless extended in writing by the ____ Company." (In this instance award was scheduled to be approximately 45 days after bid submittal date.)

3. A bid for lease of IT equipment contained lease plans of a duration shorter than that which had been requested in the IFB/RFP.

4. A personal services contract stated, "__ , in its judgment, believes that the schedules set by the State are extremely optimistic and probably unobtainable. Nevertheless, _ will exercise its best efforts..."

5. A bid stated, "This proposal is not intended to be of a contractual nature."

6. A bid contained the notation "prices are subject to change without notice."

7. A bid was received for the purchase of IT equipment with unacceptable modifications to the Purchase Contract.

8. A bid for lease of IT equipment contained lease plans of a duration longer than that which had been requested in the IFB/RFP with no provision for earlier termination of the contract.

9. A bid for lease of IT equipment stated, "...this proposal is preliminary only and the order, when issued, shall constitute the only legally binding commitment of the parties."

10. A bid was delivered to the wrong office.

11. A bid was delivered after the date and time specified in the IFB/RFP.

12. An IFB/RFP required the delivery of a performance bond covering 25 percent of the proposed contract amount. The bid offered a performance bond to cover "x" dollars which was less than the required 25 percent of the proposed contract amount.

13. A bid did not meet contract goal for DVBE participation and did not follow the steps required by the bid to achieve a "good faith effort."

14. A bid appeared to meet contract goal for DVBE participation with the dollars submitted, but the supplier had miscalculated the bid costs. When these corrections were made by the State, the supplier's price had increased and the dollars committed for DVBE participation no longer met goal. The supplier had not followed the steps to achieve a "good faith effort."

Exhibit II - B - California Code of Regulations

Title 1, Division 2.

Chapter 5. Procedures for Conducting Protests Under the Alternative Protest Process

Article 1. General Provisions

§1400. Purpose; Scope of Chapter.

Protests under the Alternative Protest Pilot Project (AB 1159, Chapter 762 of 1997 Statutes, Public Contract Code Division 2, Part 2, Chapter 3.6 (sections 12125-12130)) shall be resolved by arbitration as defined and established by this chapter.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New chapter 5 (articles 1-3), article 1 (sections 1400-1404) and section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1402. Definitions.

(a) Arbitration, as used in this chapter, means a dispute resolution procedure in which the Department of General Services, Office of Administrative Hearings provides a neutral third party who decides the merits of a protest and issues a binding decision to the Parties.

(b) Awardee includes Proposed Awardee and means the person or entity that was a successful bidder to a Solicitation and has been, or is intended to be, awarded the contract.

(c) Close of Business, as used in this chapter, means 5p.m. Pacific Standard Time (PST) or Pacific Daylight Time (PDT), as applicable.

(d) Contracting Department means either Procurement or the department which has applied and been approved by the Department of General Services to conduct the Solicitation under the Alternative Protest Pilot Project (Public Contract Code sections 12125-12130.).

(e) Coordinator means the person designated as the Alternative Protest Pilot Project Coordinator by the Department of General Services, Procurement Division, to coordinate all aspects of the Solicitation under the Alternative Protest Pilot Project (Public Contract Code sections 12125-12130).

(f) Estimated Contract Value means the value of Protestant's bid.

(g) Frivolous means a protest with any or all of the following characteristics:

(1) It is wholly without merit.

(2) It is insufficient on its face.

(3) The Protestant has not submitted a rational argument based upon the evidence or law which supports the protest.

(4) The protest is based on grounds other than those specified in section 1410.

(h) Major Information Technology Acquisition means the purchase of goods or services, or both, by a state agency, through contract, from non-governmental sources, that has significant mission criticality, risk, impact, complexity, or value attributes or

characteristics. Pursuant to subdivision (e) of Section 11702 of the Government Code, these purchases shall include, but not be limited to, all electronic technology systems and services, automated information handling, system design and analysis, conversion of data, computer programming, information storage and retrieval, telecommunications that include voice, video, and data communications, requisite system controls, simulation, electronic commerce, and all related interactions between people and machines.

(i) OAH means the Department of General Services, Office of Administrative Hearings.

(j) Party means the Procurement Division of the Department of General Services, the Contracting Department, the Awardee, and Protestant(s).

(k) Procurement means the Procurement Division of the Department of General Services.

(l) Protestant means a person or entity that was an unsuccessful bidder to a Solicitation under the Alternative Protest Pilot Project (Public Contract Code sections 12125-12130) and that protests the award.

(m) Small Business means a Certified California Small Business, pursuant to Government Code Division 3, Part 5.5, Chapter 6.5 (commencing with section 14835) and Title 2, California Code of Regulations, section 1896.

(n) Solicitation means the document that describes the goods or services to be purchased, details the contract terms and conditions under which the goods or services are to be purchased, and establishes the method of evaluation and selection.

(o) Solicitation File means the Solicitation and the documents used by the Contracting Department in the Solicitation process, including documents used to evaluate bidders and select a Proposed Awardee. The Solicitation File shall remain available to the public except information that is confidential or proprietary.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Section 11702, Government Code; and Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1404. Notice of Intent to Award Contract.

The Contracting Department shall post a Notice of Intent to Award Contract in a public place specified in the Solicitation, send rejection facsimiles to rejected bidders, and send Notice of Intent to Award Contract facsimiles to any bidder who made a written request for notice and provided a facsimile number. The Contracting Department shall indicate that the Solicitation File is available for inspection. The Contracting Department has the discretion to award a contract immediately, upon approval by the Director of the Department of General Services and, if the Solicitation was for a Major Information Technology Acquisition, the Director of the Department of Information Technology.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

Article 2. Protest Procedure

§1406. Notice of Intent to Protest; Service List.

(a) An unsuccessful bidder who intends to protest the awarded contract pursuant to this chapter must inform the Coordinator. The Notice of Intent to Protest must be in writing and must reach the Coordinator within the number of days specified in the Solicitation, which shall be not less than 1 working day and not more than 5 working days after the posting of the Notice of Intent to Award Contract, as specified in the Solicitation. Failure to give written notice by Close of Business on that day shall waive the right to protest.

(b) On the day after the final day to submit a Notice of Intent to Protest, the Coordinator shall make a service list consisting of those bidders who did submit a Notice of Intent to Protest, the Awardee, and the Contracting Department. The Coordinator shall include addresses and facsimile numbers on this list and shall forward this service list to those bidders who submitted a Notice of Intent to Protest.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New article 2 (sections 1406-1418) and section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1408. Filing a Protest.

(a) A protest is filed by the submission of: the Detailed Written Statement of Protest and any exhibits specified in section 1412; a check or money order made payable to the Office of Administrative Hearings for the OAH filing fee of $50; and the arbitration deposit as specified in subsection (c) or (d) to the Coordinator by the Close of Business on the 7th working day after the time specified in the Solicitation for written Notice of Intent to Protest under section 1406. A copy of the Detailed Written Statement of Protest and exhibits must also be served on all Parties named in the service list as specified in section 1406. A Protestant who fails to comply with this subsection waives Protestant's right to protest.

(b) Protestant(s) must provide a FAX (facsimile) number. Notification by facsimile is sufficient for service. If the Detailed Written Statement of Protest is sent to the Coordinator by facsimile, Protestant must:

(1) Verify that the pages sent were all received by the Coordinator; and

(2) Remit the required deposit and filing fee to Coordinator by any reasonable means. If sending via carrier, the postmark date or equivalent shall be used to determine timeliness.

(c) Each Protestant not certified as a Small Business shall make a deposit of the estimated arbitration costs, by check or money order made payable to the Office of Administrative Hearings, as determined by the Estimated Contract Value.

(1) For contracts up to $100,000.00, the deposit shall be $1500.00.

(2) For contracts of $100,000.00 up to $250,000.00, the deposit shall be $3,000.00.

(3) For contracts of $250,000.00 up to $500,000.00, the deposit shall be $5,000.00.

(4) For contracts of $500,000.00 and above, the deposit shall be $7,000.00.

(5) Failure to remit a timely required deposit waives the right of protest.

(6) Any refund to Protestant(s) shall be made per section 1436.

(d) Each Protestant certified as a Small Business shall submit a copy of the Small Business Certification in lieu of the deposit specified in subsection (c). If Protestant is a Small Business and the protest is denied by the arbitrator, the Contracting Department shall collect the costs of the arbitration from Protestant. If Protestant does not remit the costs due, the Contracting Department may offset any unpaid arbitration costs from other contracts with Protestant and/or may declare Protestant to be a non-responsible bidder on subsequent solicitations.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1410. Grounds for Protest.

(a) The Public Contract Code, at section 12126(d) provides: Authority to protest under this chapter shall be limited to participating bidders.
  (1) Grounds for Major Information Technology Acquisition protests shall be limited to violations of the Solicitation procedures and that the Protestant should have been selected.
  (2) Any other acquisition protest filed pursuant to this chapter shall be based on the ground that the bid or proposal should have been selected in accordance with selection criteria in the Solicitation document.

(b) The burden of proof for protests filed under this chapter is preponderance of the evidence, and Protestant(s) must bear this burden.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1412. Detailed Written Statement of Protest.

(a) The Detailed Written Statement of Protest must include the grounds upon which the protest is made, as specified in 1410(a).

(b) The Detailed Written Statement of Protest shall contain reasons why Protestant should have been awarded the contract.
  (1) For Major Information Technology Acquisition protests, the Detailed Written Statement of Protest must specify each and every Solicitation procedure which was violated and the manner of such violation by specific references to the parts of the Solicitation attached as exhibits and why, but for that violation, Protestant would have been selected.
  (2) For other acquisition protests, the Detailed Written Statement of Protest must specify each and every selection criterion on which Protestant bases the protest by specific references to the parts of the Solicitation attached as exhibits.
  (3) For all protests, Protestant must specify each and every reason that all other bidders who may be in line for the contract award should not be awarded the contract.

(c) The Detailed Written Statement of Protest must be limited to 50 typewritten or computer generated pages, excluding exhibits, at a font of no less than 12 point or

pica (10 characters per inch), on 8 1/2 inch by 11-inch paper of customary weight and quality. The color of the type shall be blue-black or black. In addition to a paper copy, the arbitrator may request that a Protestant submit such information on computer compatible diskette or by other electronic means if the Protestant has the ability to do so.

(d) Any exhibits submitted shall be paginated and the pertinent text highlighted or referred to in the Detailed Written Statement of Protest referenced by page number, section and/or paragraph and line number, as appropriate.

(e) The Detailed Written Statement of Protest shall not be amended.

(f) Protestant(s) may not raise issues in hearing which were not addressed in the Detailed Written Statement of Protest.

(g) A Protestant who fails to comply with this subsection waives Protestant's right to protest.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1414. Review by Coordinator.

(a) Within 2 working days after receipt of the Detailed Written Statement of Protest, the Coordinator shall notify the Contracting Department and the Awardee of a potential protest hearing.

(b) The Coordinator shall review the Detailed Written Statement of Protest within 5 working days after receipt to preliminarily determine if the protest is Frivolous and notify Protestant of the option to withdraw or proceed in arbitration.

(1) If Protestant withdraws the protest within 2 working days after the notification by the Coordinator of a preliminary determination of Frivolousness, the Coordinator shall withdraw the preliminary finding of Frivolousness and refund Protestant's deposit and filing fee.

(2) If the Protestant previously filed two protests under the Alternative Protest Pilot Project preliminarily determined Frivolous by the Coordinator but then withdrew or waived them before the arbitration decision, the Coordinator shall make final the preliminary determination of Frivolousness for the Department of General Services.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1416. Review and Response by Contracting Department and Awardee.

(a) The Awardee shall have 7 working days after notification by the Coordinator to submit to the Coordinator and Protestant a response to the Detailed Written Statement of Protest.

(b) The Contracting Department, in conjunction with the Coordinator, shall have 7 days after the filing of the Detailed Written Statement of Protest to send a response to Protestant and Awardee.

(c) Responses shall follow the standards set forth in section 1412(c) and (d).

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1418. Bond Requirement.

(a) If the Coordinator has determined that a protest is Frivolous and the Protestant does not withdraw the protest, the Protestant shall be required to post a bond in an amount not less than 10% of the Estimated Contract Value.

(b) The percentage of the bond shall be determined by the Contracting Department and specified in the Solicitation.

(c) Protestant shall post the bond, pursuant to Chapter 2 (commencing with section 995.010) of Title 14 of Part 2 of the Code of Civil Procedure, within 15 working days of the filing of the Detailed Written Statement of Protest or shall be deemed to have waived the right to protest.

(1) If the arbitrator determines that the protest is Frivolous, the bond shall be forfeited to Procurement and the Coordinator will impose Sanctions.

(2) If the arbitrator determines that the protest is not Frivolous, the bond will be returned to the Protestant and no Sanctions imposed.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 995.010 et. seq., Code of Civil Procedure; and Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

Article 3. Arbitration Procedure

§1420. Arbitration Process.

Within 19 calendar days after the Notice of Intent to Award has been posted, the Coordinator shall consolidate all remaining protests under the Solicitation, and send to OAH:

(a) a copy of all Detailed Written Statements of Protest;

(b) OAH filing fees;

(c) arbitration deposits, and/or notice that any Protestant is a Small Business;

(d) Awardee responses;

(e) Coordinator/Contracting Department responses;

(f) the Solicitation File; and

(g) notice to OAH whether interpreter services will be needed for any Protestant or Awardee. OAH shall arrange interpreter services which shall be paid by the Contracting Department.

NOTE:

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New article 3 (sections 1420-1440) and section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1422. Selection of Arbitrator.

(a) Within 2 working days after receipt of the protest from the Coordinator, OAH shall furnish the names of ten arbitrators to Protestant(s), the Awardee, and the Coordinator. The arbitrator list shall include administrative law judges who are employees of OAH and contract private arbitrators who are not employees of the State of California. Protestant(s), the Awardee, and the Coordinator may each strike two of the ten names and notify OAH within 2 working days. Protestant(s) may also indicate if they prefer a contract arbitrator or an OAH administrative law judge. OAH may then select as arbitrator any name not stricken and shall notify Protestant(s), the Awardee, and the Coordinator within 2 working days. If all names are stricken, the Director of OAH shall appoint an arbitrator.

(b) A proposed arbitrator shall be disqualified on any of the grounds specified in Section 170.1 of the Code of Civil Procedure for the disqualification of a judge.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1424. Authority of Arbitrator.

(a) Arbitrators are authorized to
(1) Administer oaths and affirmations;
(2) Make rulings and orders as are necessary to the fair, impartial, and efficient conduct of the hearing; and
(3) Order additional deposits from Protestant(s) to cover additional estimated costs. If OAH does not receive the required deposit(s) in the time specified, the right to protest will be deemed waived.

(b) The arbitrator shall have exclusive discretion to determine whether oral testimony will be permitted, the number of witnesses, if any, and the amount of time allocated to witnesses.

(c) It shall be in the arbitrator's exclusive discretion to determine whether to
(1) Conduct a prehearing conference; and/or
(2) Permit cross-examination and, if so, to what extent; and/or
(3) Review documents alone for all or part of the protest.

(d) It shall be in the arbitrator's exclusive discretion to determine whether additional responses and rebuttals are to be submitted, and the timelines and page limits to be applied.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1426. Decision Based in Whole or in Part on Documents Alone.

Any Party may request that the arbitrator base the arbitrator's decision on documents

alone. It shall be the arbitrator's exclusive discretion to do so.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1428. Prehearing Conference.

(a) If the arbitrator determines that a prehearing conference is necessary, OAH shall set the time and place and notify Protestant(s), the Awardee, and Procurement at least 5 working days prior to the prehearing conference.

(b) The prehearing conference shall be held to identify and define issues in dispute and expedite the arbitration. The parties should be prepared to discuss, and the arbitrator may consider and rule on, any of the following matters applicable to the protest:

(1) Clarification of factual and legal issues in dispute as set forth in the Detailed Written Statement of Protest.

(2) The extent to which testimony shall be permitted and the extent to which cross-examination will be allowed.

(3) Identity of and limitations on number of witnesses, need for interpreters, scheduling and order of witnesses, etc.

(4) Any other matters as shall promote the orderly and efficient conduct of the hearing.

(c) At the prehearing conference, Protestant(s), the Awardee, and Procurement shall deliver a written statement which contains the name of each witness a party wishes to call at hearing along with a brief written statement of the subject matter of the witness's expected testimony. If the arbitrator, in his or her exclusive discretion, allows an expert witness to be called, the party calling the witness shall provide the name and address of the expert along with a brief statement of the opinion the expert is expected to give. The party shall also attach a statement of qualifications for the expert witness.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1430. Scheduling the Hearing.

The arbitrator shall schedule the date, time, and place of hearing and notify all Parties.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1432. Discovery.

The arbitrator has exclusive discretion to issue subpoenas and/or subpoena duces

tecum. There shall be no right to take depositions, issue interrogatories, or subpoena persons or documents.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1434. Attendance at Hearings.

The Arbitration hearings shall be open to the public unless the arbitrator, in his or her exclusive discretion, determines that the attendance of individuals or groups of individuals would disrupt or delay the orderly conduct or timely completion of the proceedings.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1436. Arbitrator's Decision.

(a) The final decision shall be in writing and signed by the arbitrator. It shall include a Statement of the Factual and Legal Basis for the decision, addressing the issues raised in the Detailed Written Statement(s) of Protest, and shall include an order upholding or denying the protest(s). The arbitrator's order shall not award a contract.

(b) A copy of the decision shall be sent by regular mail to Procurement, the Contracting Department, the Awardee, and Protestant(s) within 45 calendar days after the filing of the first Detailed Written Statement of Protest. In the arbitrator's exclusive discretion, this timeline may be extended for an additional 15 calendar days. The arbitrator's failure to issue a decision within the time specified by this section shall not be a ground for vacating the decision.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1437. Costs.

(a) For protests not determined Frivolous by Procurement:

(1) If the arbitrator denies the protest, Protestant(s) will be liable for all costs of the arbitration.

(2) If the arbitrator upholds the protest, the Contracting Department shall pay for all costs of the arbitration and Protestant(s) will be refunded the deposit by OAH.

(b) If Procurement determined that the protest was Frivolous and the arbitrator affirms that the protest is Frivolous, the bond shall be forfeited to Procurement, the protest will be denied, and Protestant(s) will be liable for all costs of the arbitration.

(c) If Procurement determined that the protest was Frivolous and the arbitrator determines that the protest is not Frivolous, any bond(s) posted by Protestant(s)

shall be returned.

(1) If the arbitrator denies the protest, Protestant(s) shall be liable for half of the costs of the arbitration. The Contracting Department shall pay the remaining half of the arbitration costs.

(2) If the arbitrator upholds the protest, the Contracting Department shall pay for all costs of the arbitration and Protestant(s) will be refunded the deposit by OAH.

(d) A Protestant who withdraws his or her protest before the arbitrator's decision has been issued will remain liable for all arbitration costs up to the time of withdrawal. These costs include, but are not limited to, the arbitrator's time in preparation, prehearing conferences, and hearing the protest. If Procurement deemed the protest Frivolous, any bond posted shall be forfeited to Procurement.

(e) Except as provided in (f), if any costs are determined to be payable by Protestant(s), that amount shall be subtracted from deposit(s) of Protestant(s) as ordered by the arbitrator. Any additional costs shall be billed to Protestant(s) and any refunds shall be sent to Protestant(s) by OAH.

(f) If a Protestant is a Small Business, then the Contracting Department shall pay OAH all arbitration costs and collect the amount due from Protestant.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1438. Judicial Review.

The grounds for judicial review shall be as set forth in Chapter 4 of Title 9 of Part III of the Code of Civil Procedure (commencing with section 1285).

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

§1440. Transcripts.

(a) A party desiring a transcript of the proceedings shall contact the OAH Transcript Clerk to make arrangements to pay for preparation of the transcript. Prior to preparation of the transcript, a deposit equal to the estimated cost of the transcript shall be paid. Preparation of the transcript will be arranged by the OAH Transcript Clerk. The deposit shall be applied to the actual cost and any excess shall be returned to the party that submitted the request. Any balance due shall be paid by the party or a representative on behalf of the party requesting the transcript before the transcript is released to the requesting party.

(b) Unless a record of a proceeding or any portion thereof was sealed, any person may request a transcript or a recording of the proceeding. If a record of a proceeding or any portion thereof was sealed, only parties to the proceeding may request a transcript of the sealed portions, and the sealed portions shall not be disclosed to anyone except in accordance with the order sealing the proceeding or subsequent order.

NOTE

Authority cited: Section 12126, Public Contract Code. Reference: Sections 12125-12130, Public Contract Code.

HISTORY

1. New section filed 8-18-98; operative 8-18-98 pursuant to Government Code section 11343.4(d) (Register 98, No. 34).

III. CURRENT ENVIRONMENT

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III.1. INTRODUCTION

California's child welfare system is the largest and one of the most complex child welfare systems in the nation, with 58 counties and a diverse population. More than 700,000 children come in contact with California's child welfare system each year. This includes children who are the subject of reports of abuse and neglect as well as more than 77,000 children who are in the foster care system. The top priorities for the California Department of Social Services (CDSS) are keeping children safe and families intact.

California has a State supervised/county-administered approach to child welfare services. It provides for overall program management and objectives set by the State and gives counties local control of Child Welfare Services (CWS) program operations to better reflect their communities' child welfare services standards.

California is dedicated to providing a continuum of programs and services aimed at safeguarding the well-being of children and families in ways that strengthen and preserve families, encourage personal responsibility and foster independence. The overall objective of the California's CWS program is that every child in California lives in a safe, stable, permanent home, nurtured by healthy families and strong communities. California's CWS program focuses on:

- Investigating and assessing allegations of child abuse or neglect.
- Having children safely maintained in their homes, whenever possible and appropriate.
- Providing children permanency and stability in their living situations.
- Preserving the continuity of family relationships and connections for children.
- Enhancing families' capacity to provide for their children's needs.
- Ensuring children receive appropriate services to meet their educational, physical developmental and mental health needs.
- Preparing youth emancipating from foster care to transition into adulthood.

This section of the RFP provides an overview of the current Child Welfare Services/Case Management System (CWS/CMS) environment. It provides information on the organizational, business and technical environment. Information is current as of the date of reference source.

III.2. CURRENT ORGANIZATIONAL STRUCTURE

This section describes the organization and governance structure for the Child Welfare Services organizations and the current CWS/CMS Project Maintenance and Operations system, Child Welfare Services/Case Management System.

III.2.1. CHILD WELFARE SERVICES ORGANIZATIONAL STRUCTURE AND GOVERNANCE

The Child Welfare Services program consists of multiple federal, State, and county organizations, juvenile courts, and private social service organizations, all of which share the goal of providing for the safety, permanence, and well-being of children and their families. The framework that governs the roles and responsibilities of the agencies and organizations is described in Figure III - 1. CWS Organization and Governance.

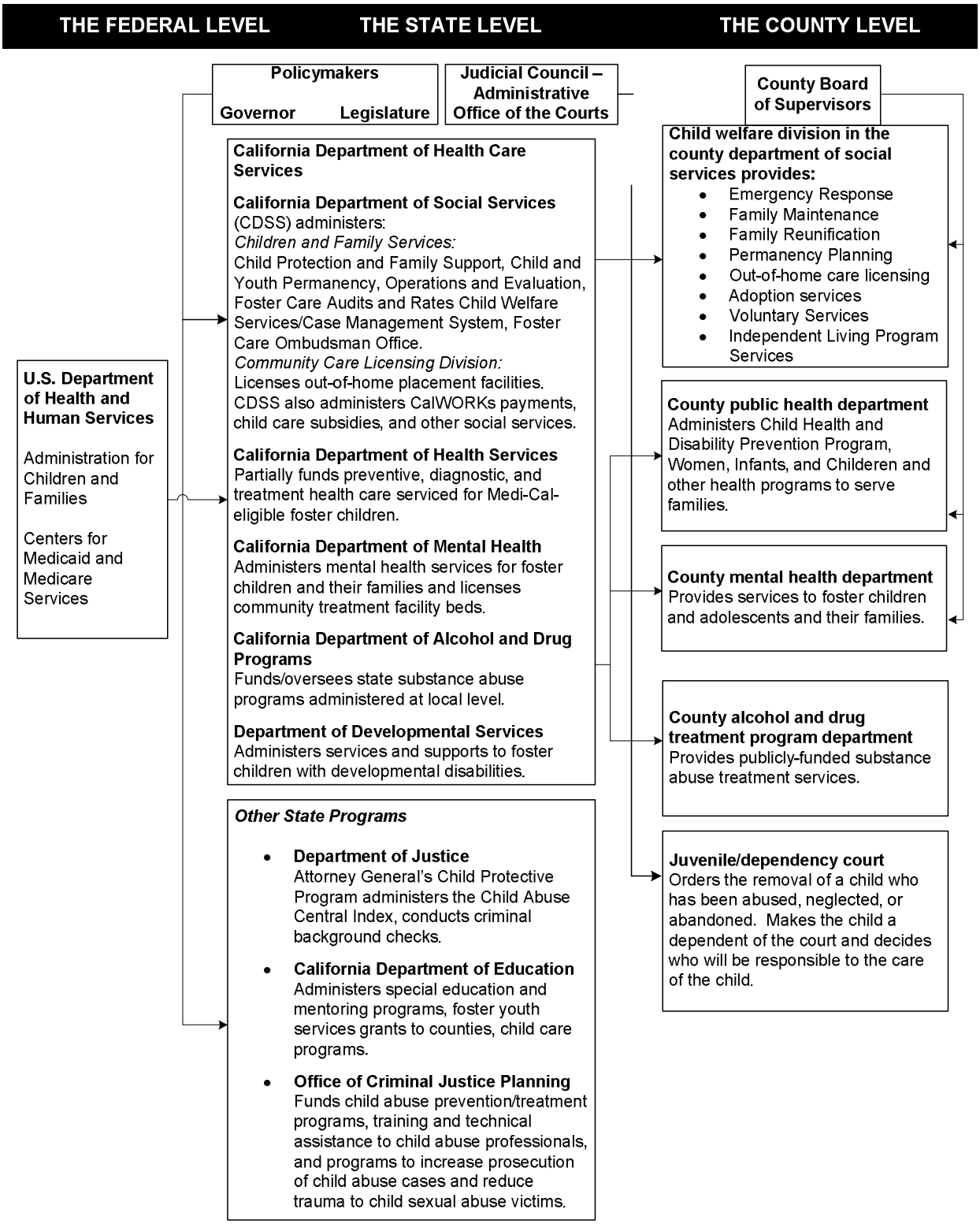

Figure III - 1. CWS Organization and Governance

III.2.1.1. FEDERAL GOVERNMENT

The federal government is responsible for developing and implementing national policy regarding child welfare by issuing regulations, overseeing state performance, and conducting compliance reviews. It also allocates federal funds for child welfare and related programs to state, county, city, tribal governments, and private local agencies.

The Department of Health and Human Services (DHHS) is the principal federal agency that regulates and partially funds services to maltreated children and their families. Within DHHS, the Administration for Children and Families (ACF) and the Centers for Medicare and Medicaid Services (CMS) oversee services provided to children and families involved with the child welfare system. Federal Financial Participation (FFP) for child welfare programs requires state matching funds; states, in turn, may require matching funds from counties.

Responsible for some 60 programs that provide services to children and families, ACF assists state, county, city, tribal governments, and private local agencies providing services through funding allocations, policy direction, and information services. ACF also supports state programs to provide foster care and adoption assistance, and administers the following state-federal welfare programs:

- Temporary Assistance to Needy Families (TANF)
- National Child Support Enforcement System
- Head Start System

In addition, ACF provides funds to assist low-income families to pay for child care. Within ACF, the Children's Bureau funds a number of programs that focus on preventing abuse, protecting children from abuse, and finding permanent placements for children who cannot safely return to their homes.

The Centers for Medicare and Medical Services administers the Medicaid program (known as Medi-Cal in California) that provides health care coverage to children and adults.

III.2.1.2. STATE GOVERNMENT

The California Department of Social Services is the primary entity responsible for the State's child welfare program. Among its many roles, CDSS:

- Receives federal funding that provides partial support for State and county child welfare programs.
- Oversees and regulates the development of programs and services for at-risk children and families.
- Licenses out-of-home care facilities (foster family homes, foster family agencies, group homes, day care facilities, etc.).

- Secures State and county funds for services to children in out-of-home (foster) care.
- Provides direct service adoption programs in some counties.
- Provides oversight and evaluation of local and statewide demonstration projects.
- Provides statewide training for CWS workers.
- Collects and reports statewide CWS data for federally required data systems.

Within CDSS, the Children and Family Services Division (CFSD) is responsible for regulating the child welfare and foster care services, while the Community Care Licensing Division (CCLD) is responsible for the licensing of care providers to support the CWS program.

Children and Family Services Division – The CFSD provides leadership and oversight of county and community agencies in implementing child welfare programs through training, technical assistance, incentives, and program evaluations. The division consists of six sub divisions:

- Child Protection and Family Support Branch develops policy and practices for child abuse prevention, Emergency Response, and Family Maintenance; provides training services to counties; and provides oversight of the Indian Child Welfare Act (ICWA).
- Child and Youth Permanency Branch develops policy and practices for child welfare programs related to permanency, including Family Reunification, guardianship and adoption.
- Children's Services Operations and Evaluation Branch conducts county-level compliance reviews, provides direct services adoption programs for 30 counties, and develops program quality assurance policy.
- Foster Care Audits and Rates Branch audits and sets rates for out-of-home care facilities such as foster family homes, group homes and foster family agencies.
- Case Management System (CMS) Support Branch monitors and supports the centralized statewide computer system with automated case management and information reporting functions that provide data to monitor and evaluate outcomes.
- Office of Foster Care Ombudsman Branch resolves concerns related to the care, placement, and services provided to foster children and youth, providing leadership, direction, and coordination with Ombudsman offices at the county level.

Community Care Licensing Division – The CCLD licenses four different types of out-of-home placement settings for children: foster family homes, foster family agencies, group homes, and community treatment facilities. The CCLD monitors facility safety standards, food storage and preparation, available medical services,

staff qualifications and training, supervision, and documentation requirements. The CCLD also licenses adoption agencies.

III.2.1.3. COUNTY GOVERNMENT

Counties are the primary governmental bodies that directly interact with children and families to address child abuse and neglect. Children and families involved in the child welfare system receive services from several county-level departments:

- The county department or agency of social services administers, partially funds and provides local child welfare and foster care services under Sections 300 et seq. and 16500 et seq. of the California Welfare and Institutions Code. The child welfare division investigates reports of child abuse, screens and assesses safety risk to children, provides case management and other services to help families stay together, places and monitors foster children, and provides adoption services.
- The county public health department provides preventive, diagnostic, and treatment health services for children and adults at county and community-based clinics. Many counties also hire, fund, and supervise public health nurses to oversee the physical health, behavioral, dental, and developmental needs for all children in foster care.
- The county mental health department provides services to children and adolescents who are in the child welfare system.
- The county alcohol and drug treatment services department provides detoxification, outpatient, and residential services through county and/or community-based treatment programs to individuals with substance abuse problems.
- The juvenile dependency court determines whether a child can remain safely at home while the family receives services to help it stay together, or whether to remove a child from their home, offer reunification services, assign custody, and assign the responsibilities for the child's custody and care to the county social services agency.

III.2.2. CWS/CMS PROJECT (MAINTENANCE AND OPERATIONS) ORGANIZATION

The CWS/CMS Project Office is responsible for managing the day-to-day activities of the prime application support vendor, IBM Global Services, and the hosting service provider, the Office of Technology Services (OTech). The Project Office manages the service providers through Service Level Agreements (SLAs). These SLAs are negotiated as part of the prime vendor contract or included as a supplement to an Interagency Agreement (IAA). All activities performed by the Project Office are in support of the CDSS's business and programmatic policies, which ensure the program meets all federal and State regulatory requirements.

III.2.2.1. PROGRAM SPONSOR

The Deputy Director of the CFSD acts as the Program Sponsor and is responsible for defining the business needs and requirements, including legal and legislative requirements that must be included in a system throughout its life cycle.

Approval and funding of the scope, schedule and budget of project activities are established by the Program Sponsor. The Program Sponsor retains ownership and responsibility for the project but has the assistance of the Project Director to ensure the project meets state and federal requirements and is completed according to established scope, schedule, and budget. Material changes to the project scope, schedule, and budget must be reviewed and approved by the Program Sponsor. The Program Sponsor must also approve the projects application update and change plans in response to the Oversight Committee's Strategic Plan and evolving program needs.

III.2.2.2. CFSD CMS SUPPORT BRANCH PROGRAM MANAGER

The Program Manager acts on behalf of the Program Sponsor to ensure program requirements are incorporated into and supported by the CWS/CMS Project Office. The Program Manager also assists in identification of program-related change requirements and coordinates with CDSS program content experts in the development, review and validation of business requirements.

The Program Manager analyzes proposed and chaptered legislation for its impact on CWS/CMS, assesses and evaluates potential changes that may impact service requirements, and communicates proposed technology changes that may impact the program business practices. The Program Manager also assists the Project Director in providing technology briefings to the Program Sponsor.

III.2.2.3. CWS/CMS PROJECT DIRECTOR

The Office of Systems Integration appointed CWS/CMS Project Director is responsible for the day-to-day project management and successful delivery of project services according to the requirements of the IAA with CDSS. Responsibilities include management of resources to accomplish the goals and objectives of the program sponsor and ensuring SLAs are met with the host service provider and prime application support vendor.

III.2.2.4. CWS/CMS MAINTENANCE AND OPERATIONS MANAGER

The CWS/CMS Maintenance and Operations Manager supports the CWS/CMS Project Director by assuming responsibility for the day-to-day maintenance and operation of the CWS/CMS. The Maintenance and Operations Manager also assumes responsibility for project administration and is the CWS/CMS Project office's primary contact for all tactical, fiscal, and administrative activities relating to the host system.

III.2.2.5. CWS/CMS SYSTEMS APPLICATION MANAGER

The CWS/CMS Systems Application Manager supports the CWS/CMS Maintenance and Operations Manager by assuming responsibility for lifecycle support of the prime CWS/CMS Application. The Systems Application Manager manages the lifecycle through the Software Development Lifecycle (SDLC) process.

III.2.3. CWS/CMS Project (Maintenance and Operations) State Governance Structure

Figure III - 2. Governance Flow and Authority displays the essential elements of governance for the CWS/CMS project, emphasizing the relationships among state, county and blended structures. Lines and arrows illustrate affinities and conduits for the exchange of information in support of the project.

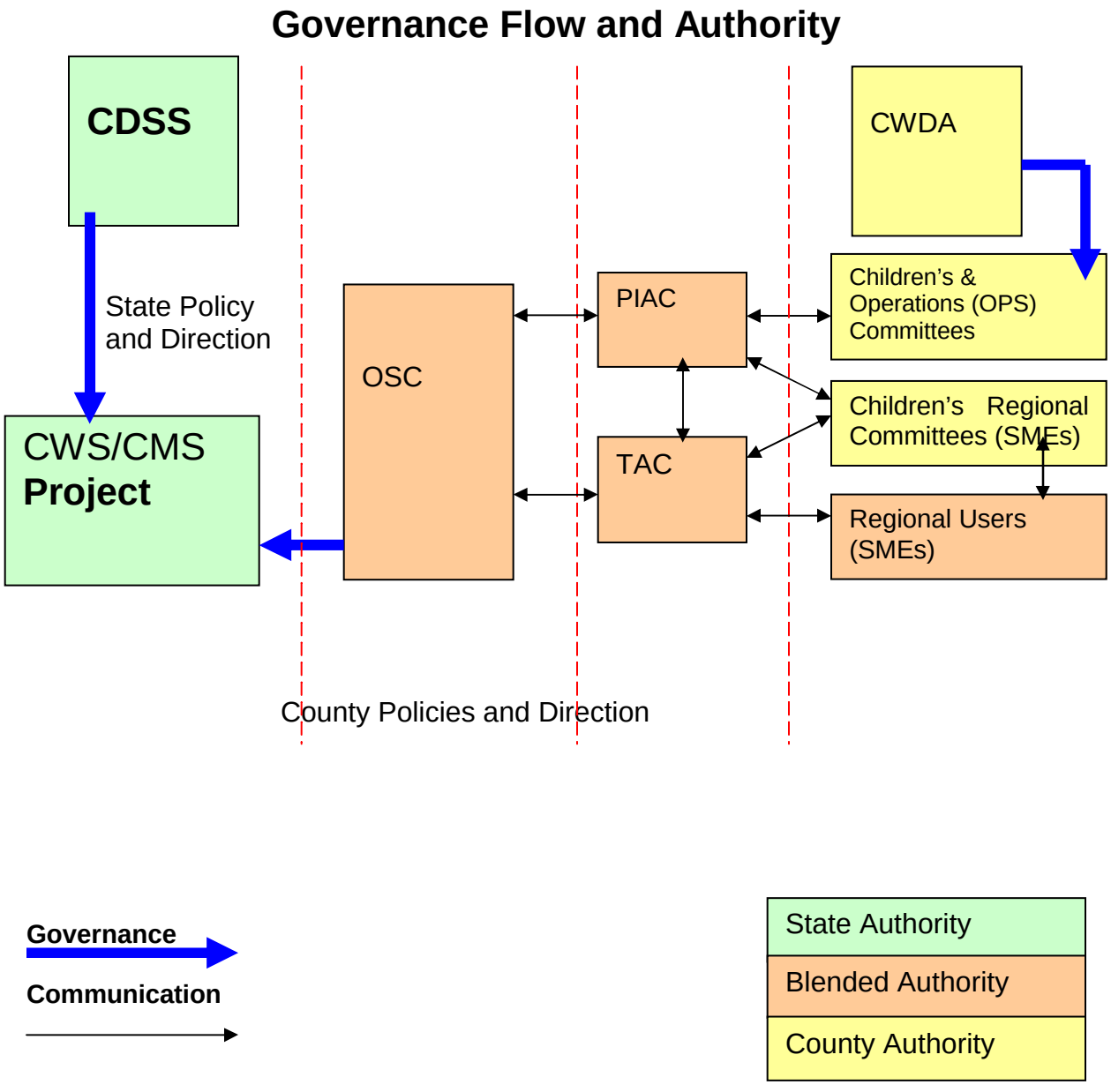

Figure III - 2. Governance Flow and Authority

III.2.3.1. CWS/CMS STATE GOVERNANCE STRUCTURE

The State governance structure provides the CWS/CMS program/project management structure with direction and oversight in the areas of resources, budget and schedule.

III.2.3.2. CWS/CMS BLENDED GOVERNANCE STRUCTURE

The blended governance structure consists of committees that differ in important characteristics from those in the CWS/CMS program/project management structure. They differ in constituency, focus and authority. Where State committees focus on resources, budget and schedule, the blended structures focus on program and policy. Where State structures consist of State executive managers, blended governance structures consist primarily of county representatives and with leadership provided by the Project Sponsor. This configuration places the blended governance structures astride the division between State and county governance.

The blended governance structures promote communication among each other in a system of shared or overlapping membership, chairman responsibilities are shared, and the coordinated participation of CDSS, the Oversight Committee and county users in the broad range of oversight, technical and policy working groups.

III.2.3.3. CWS/CMS COUNTY GOVERNANCE STRUCTURE

The County Welfare Directors Association of California (CWDA) is a nonprofit association representing the human service directors from each of California's 58 counties.

The CWDA Children's & Operations (OPS) Committees are policy committees that meet monthly. They identify and analyze issues, develop program and policy recommendations for consideration by the Board of Directors, and work with State agencies to develop and implement program services.

There are five regional subcommittees of the Children's Services Committee. The regional committees meet monthly and serve as a point to assess and describe how policy or resources facilitate or impede successful practice with children and their families; suggest Children's Services Committee consideration of policy matters; survey regional members response to proposed policy; and disseminate new policy and practice knowledge.

III.2.3.4. CWS/CMS EXECUTIVE BRIEFING COMMITTEE

The Executive Briefing Committee meets quarterly and is responsible for oversight of progress on State strategic goals and any strategic modifications; reviews executive level project status updates including project issues and risks with statewide impact; monitors for achievement of major project milestones; directs State resources to accomplish strategic goals.

The Executive Briefing Committee consists of:

- Health and Human Services Agency Information Officer (Chair)
- Governor's Special Advisor on Information Technology
- Chief Deputy Director, CDSS
- Director, OSI
- County Executive Liaison, (CWDA)
- Budgets, Department of Finance
- Information Technology Consulting Unit (ITCU), Department of Finance
- Office of the State Chief Information Officer (OCIO)
- Procurement Division, Department of General Services
- Governor's Office Representative

III.2.3.5. CDSS EXECUTIVE COMMITTEE

The CDSS Executive Committee meets monthly and manages CDSS political and fiscal issues; provides executive leadership support to the project; monitors the progress and expedites resolution of issues and mitigation of risks to the project and to program objectives.

The CDSS Executive Committee consists of:

- Chief Deputy Director, CDSS
- Deputy Director, CDSS Legal Division
- Assistant Director, (OSI)
- Deputy Director, CDSS Information Systems Division
- Deputy Director, CDSS CFSD
- Deputy Director, CDSS Administration Division

III.2.3.6. CWS/CMS CDSS MANAGEMENT COMMITTEE

The CDSS Management Committee meets weekly and authorizes implementation of project initiatives, deployment of resources, and budget allocations.

The CWS/CMS – CDSS Management Committee consists of:

- CDSS Management
- CWS/CMS Project Management
- County Executive Liaison, CWDA

III.2.3.7. CWS/CMS OVERSIGHT COMMITTEE

The CWS/CMS Oversight Committee (OSC) meets monthly and provides strategic direction for the CWS/CMS based on the input of members of the committee and the

advice of the Program Impact Advisory Committee (PIAC) and the Technical Advisory Committee (TAC). In general, the committee:

- Develops the CWS/CMS Strategic and Annual Updates
- Monitors CWS/CMS progress toward policy and program objectives
- Sets priorities for the CWS/CMS change control process
- Sponsors the TAC
- Sponsors the PIAC
- Communicates CWS/CMS strategic business direction to CWS/CMS customers, and other OSC participants
- Defines communication processes for PIAC and TAC and for their interaction with Children's Regional Committees

The CWS/CMS Oversight Committee consists of the following voting members:

- Deputy Director, CDSS Children and Family Services Division
- CWDA Representatives:
    - Bay Area
    - Mountain Valley
    - Northern
    - Southern
    - Central Valley
    - Los Angeles County
    - 20-Small Counties
- County Social Services Director
- County Executive Liaison, CWDA
- Director, CWS/CMS Project
- Assistant Director, CWS/CMS Project
- Chief, CDSS CMS Support Branch

Non-voting members are:

- University of California at Berkeley Representative
- PIAC Co-Chair
- TAC Co-Chair

III.2.3.8. CWS/CMS PROGRAM IMPACT ADVISORY COMMITTEE

The CWS/CMS Program Impact Advisory Committee (PIAC) meets bi-monthly and is an advisory and consultative body that deals with the area of systems issues related to program and policy. In general, the committee:

- Advises and consults, from a customer perspective, with OSC on systems issues related to program and policy.
- Identifies and refers policy issues to CDSS and the CWDA Children's Services Committee for clarification.
- Facilitates communication among OSC and regional user groups on system issues regarding program and policy direction.
- Serves as a working group on systems-related policy and program issues: Including those related to System Change Requests (SCR), training support, CWS/CMS application maintenance, release, content and forms.
- Advises project staff on county business practices and impacts of proposed changes.
- Prioritizes and recommends changes for inclusion in system change releases by applying the priorities set by CDSS and OSC.
- Provides an assessment of the policy impact of proposed system changes and assures that system change designs comply with policy.
- Coordinates with release sponsors appointed by the CWDA Children's Operations Committee to act as point of contact for policy issues for each major release.

The committee membership consists of the following voting members:

- CWDA Representation:
    - One representative from each of the five CWS/CMS Regional Users Groups
    - One manager or supervisor from each of the five Regional Children's Committees
    - Los Angeles County Representative
    - 20 Small County Representative
    - County Liaison, CWDA
- CDSS Representatives

Non-voting members include:

- CWS/CMS Maintenance and Operations Manager
- Primary Vendor Representative
- CWS/CMS Project Representatives

III.2.3.9. CWS/CMS TECHNICAL ADVISORY COMMITTEE

The CWS/CMS Technical Advisory Committee (TAC) meets bi-monthly and is the technical advisory body that provides statewide user perspective on CWS/CMS technical issues. The TAC is the communication channel between the OSC and the five regional user groups. In general, the committee:

- Serves as a work group to assist planning, design and implementation of technical project solutions.
- Develops proposed technical policy.
- Identifies issues and risks associated with implementation of proposed policy.
- Develops long-range technical strategy to address changes in information technology.
- Analyzes and recommends technical solutions to the OSC regarding current system limitations.

The CWS/CMS Technical Advisory Committee consists of voting members as follows:

- CWDA Representatives:
    - Regional User Group Representatives
    - Los Angeles County Representative
    - 20 Small County Representative
    - County Information Technology Representatives
    - County Executive Liaison, CWDA
- CDSS Representatives

Non-voting members are:

- CWS/CMS Application Support Manager
- CWS/CMS Project Representatives
- Primary Vendor Representative
- OTech Representatives

III.2.3.10. CWS/CMS REGIONAL USER GROUPS

The Regional User Groups meet monthly to share information about CWS/CMS to make it as effective and useful a tool as possible in the individual counties. The Project Office provides updates about the status of the project as well as technical and system-related policy issues related to project operations and CDSS program. The regional user groups communicate their technical and program impact recommendations to OSC for their consideration.

All classifications of users from clerical to child welfare administrators attend the Regional User Group meetings. The meetings generally include the County Single Points of Contact (SPOCs) who are often the communication link between the counties, the Project Office and the prime application vendor.

Five CWS Regional User Groups represents all 58 of California's counties:

- Bay Area Regional Committee

- Northern Regional Committee
- Mountain Valley Regional Committee
- Central Valley Regional Committee
- Southern Regional Committee

III.3. CURRENT BUSINESS STRUCTURE

III.3.1. COUNTY HIGH LEVEL BUSINESS PROCESSES

County welfare departments administer the child welfare services program under federal and State statutes and regulations. Their primary responsibilities, either directly or through providers, are to obtain services and or provide interventions to address child abuse and neglect, with the goals of improving child safety. This is accomplished utilizing four service components, which were established through State legislation (Senate Bill 14) enacted in 1982 as a result of federal requirements under Public Law 96-272: The four (4) service components include:

- Emergency Response (ER)
- Family Maintenance (FM)
- Family Reunification (FR)
- Permanent Placement (PP)

A depiction of the county high level business processes is presented in Figure III - 3. CWS High-Level Business Processes.

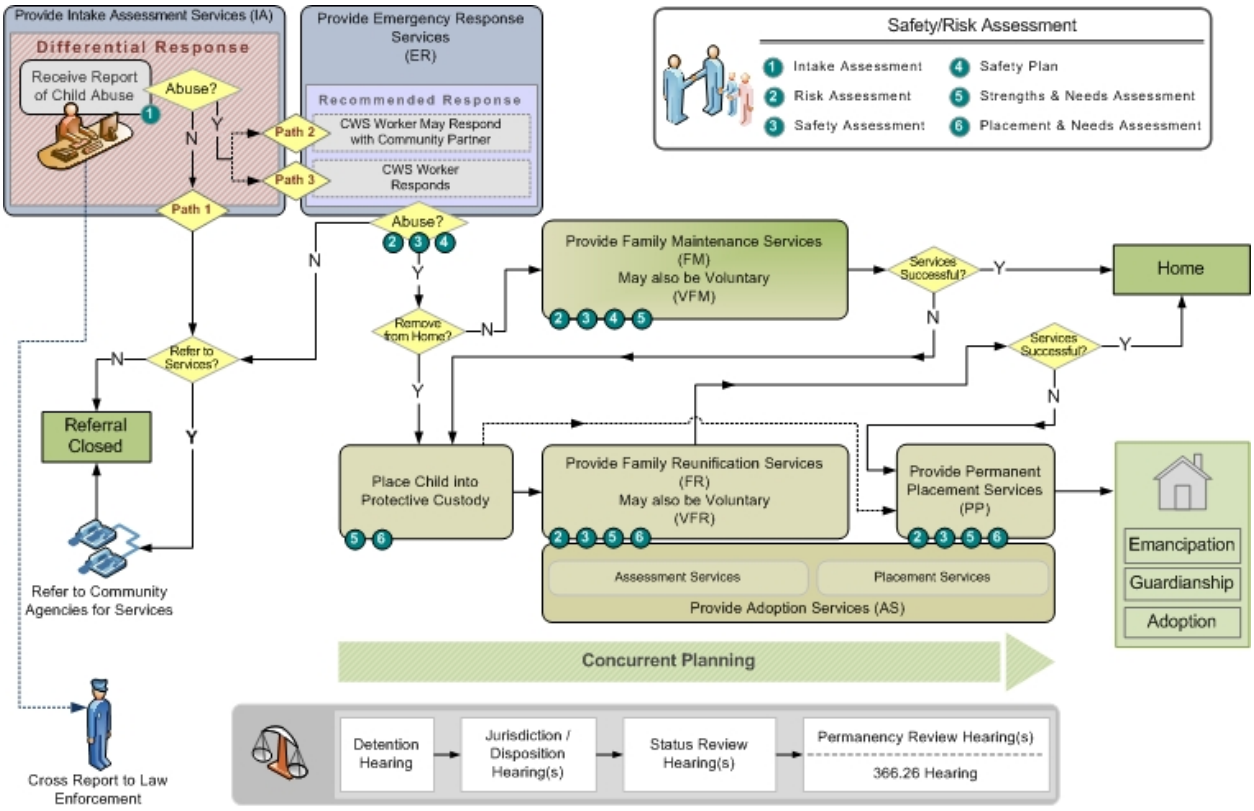

Figure III - 3. CWS High-Level Business Processes

III.3.2. BUSINESS NEEDS

Quality interaction between families, CWS workers and services provided are essential to the achievement of positive outcomes. The problems that State and county workers are experiencing using the current information system directly lead to decreases in the time that could be spent with children and families. Limitations with the current system impact the eligibility worker's ability to administer Title IV-E (including foster care eligibility determination) and Title IV-B (Child Welfare Services) programs as efficiently, effectively, and economically as possible. Further, CWS/CMS users experience problems with the current system because it cannot support evolving requirements for critical interfaces, integrated service delivery, streamlined workflow, outcome-driven planning, management and utilization of mobile technology.

The CWS/CMS began implementation in 1997, with statewide completion in 1998. Since that time, the State has been in the maintenance and operations phase of the project, with only minimal new development activity occurring. The CWS/CMS supports all 58 California counties and the CDSS, and has over 22,500[1] user ids.

[1] County Information CWS/CMS Usage Statistics from the CWS/CMS website located (http://www.hwcws.cahwnet.gov/CountyInfo/UsageStatistics/default.asp)

In the present configuration, CWS/CMS has eleven different functional components that automate all phases of child welfare services for the user. Table III - 1. Current Functional Components of CWS/CMS describes these different functional components.

Table III - 1. Current Functional Components of CWS/CMS

Function	Description
Intake	Referral screening, investigation and cross reporting
Client Information	Recording and accessing information about clients
Service Delivery	Recording of services delivered to clients
Case Management	Development of case plans, monitoring service delivery, and progress assessment
Placement	Placement management and matching of children to placement alternatives
Court Processing	Hearing preparation; filing of petitions; generating subpoenas, citations, and notices; recording court actions
Caseload	Assignment and transfer of cases
Resource Management	Information about resources available for CWS (services providers, county staff resources, etc.)
Program Management	Caseload, county, and program-level information for program management purposes
Adoptions	Recording of information for reporting purposes
Licensing	Information about licensees used for placements

III.3.3. CWS/CMS System Challenges

Key business problems include:

- Data entry and workflow inefficiencies
- Limited system access away from workstations
- Unfulfilled SACWIS functionality

III.3.3.1. Data Entry and Workflow Inefficiencies

Currently, CWS workers must manually enter case data into CWS/CMS. CWS case aids, ancillary CWS service providers, and data entry clerks are increasingly employed to enter routine data because data entry is a very time-consuming activity. The technical architecture in the CWS/CMS requires redundant data entry, because data entered in one area of the application does not consistently populate to other areas of the application where the same data is needed.

III.3.3.2. Limited System Access away from Workstations

Users currently have limited access to CWS/CMS while in the field using a Virtual Private Network (VPN) or dial-up based on the current fat-client technology the dial-up connection to the CWS/CMS Application is extremely slow. Opening a case

results in an average of approximately 110,000 bytes of data transferred from the host to the client workstation. Over a best-case 50kbps dial-up connection, the data transfer time for this single transaction could be over 4 minutes (the average user executes 14 CWS/CMS transactions per day (297,000 transactions per day divided by 22,059 active users per CWS/CMS System Performance Report for December 2007). A code update on a user's portable workstation over a dial-up connection sometimes takes several hours to complete. If timely remote/mobile system access were available, CWS workers could use CWS/CMS while away from the normal office environment. This would create a "virtual office" by providing these workers the same access to resources whether at home, or in the field.

Currently, remote access to the CWS/CMS is cumbersome or the ability to connect is not available. CWS workers have identified the need to retrieve and record information while in the field. A few examples of how remote technology could be applied are as follows:

- While in court, case disposition information could be entered.
- While waiting for court hearings or while waiting with a child at a doctor's appointment the CWS worker could enter and update Case or Referral information.
- While in the home performing assessments or follow-up appointments, the CWS worker could enter data during or shortly after the visit.
- While performing after-hours duties, the CWS worker could access Case/Referral data for better planning and assessment of the child and family.
- As information is obtained while out in the field during personal interviews, phone conversations, visits with other organizations, the CWS worker could enter information directly into the CWS/CMS.

The current system also allows 749 concurrent uses to access by means of Server Based Computing (SBC), such as Citrix. While SBC technology is promising, current infrastructure does not allow wider use.

Improved remote access would allow the CWS worker to spend more time in the field with the children and families. In the future, additional types of external users (e.g. Independent Living Program (ILP) service providers, mental health, therapeutic service providers, law enforcement agencies, foster parents, health, and education providers) could enter data into the system.

III.3.3.3. UNFULFILLED SACWIS FUNCTIONALITY

- The Technical Architecture Alternatives Analysis (TAAA) team assessed the business need for the SACWIS functionality. Overall, the users of the CWS/CMS indicated incorporation of the four major unfulfilled areas of SACWIS functionality would provide significant benefits and would result in improved service delivery, more effective use of the CWS workers' time, and

better quality case data collected. The major SACWIS requirements deficiencies of the current system include:

- Adoptions Case Management
- Mandatory Interfaces
  - Title IV-A (TANF)
  - Title IV-D (Child Support Enforcement)
  - Title XIX (Medicaid)
- Title IV-E Automated Eligibility Determination for Foster Care and Adoptions Payments
- Financial Management

III.3.4. TECHNOLOGY CHALLENGES AND OPPORTUNITIES

The business units utilizing the current CWS/CMS experience a range of business problems stemming from the use of older technologies that cannot support today's requirements for critical interfaces, remote access, business collaboration, streamlined workflow, or outcome-driven planning, management, and assessment.

These technology-related business problems are discussed in the following subsections.

III.3.4.1. UNTIMELY SYSTEM UPDATES

The CWS/CMS receives a variety of system change requests from federal, State, and county sources to perform modifications to CWS/CMS to meet legislative, regulatory, and programmatic needs. The following factors affect the deployment cycle:

- CWS/CMS release cycle – Once State and federal approval is received, CWS/CMS project management follows the structured development life cycle (i.e., design, program, test, train and release). This development life cycle for changes to CWS/CMS currently takes eleven to twelve months following federal approval for a single release.
- Size, complexity, and the tightly interwoven nature of the application results in an increased application development time.
- Efforts to integrate existing Web-based services or commercial-off-the-shelf solutions (COTS) into the CWS/CMS are more difficult.
- Counties must go through a time-consuming effort to update their data marts and query mechanisms whenever a change is made to the CWS/CMS database schema.

All of these factors result in time-consuming development and, at times, legislation is in effect before the appropriate programmatic changes are updated in the application. For example, the Judicial Council releases updates to reports/forms approximately twice a year. If CWS/CMS has not released the programmatic change to create the revised reports, users must manually produce the forms until the change is implemented in CWS/CMS. A new, more modular system will reduce system maintenance time and costs.

III.3.4.2. SYSTEM ARCHITECTURE

Current technology is not conducive to change. The current design was optimized to support the "fat" desktop client. Rather than following modern model/view/control architecture where the presentation logic is separate from data (model) via a control layer, the current architecture is much more tightly coupled. There is no formal "control" layer to act as an intermediary between the graphical user interface (GUI) layer and the data layer to notify it about changes to the data/views. Rather, the GUI layer incorporates this logic, which in essence results in a tight coupling between business rules, user interface logic, and data. Additional need for these changes are as follows:

- A difference between the CWS/CMS Architecture and other current architectures is the view of business transactions. In current architecture, each business process is mapped to a series of transactions, which are executed in parallel or sequentially as individual transactions. In the CWS/CMS Architecture view, a transaction may encompass many business processes.
- Support for alternative devices (e.g., laptops, Personal Digital Assistants) is limited under the current architecture.
- No clear separation exists between business and user interface logic on the desktop.
- The current "Open Case" design (bringing all case data down to the desktop) does not work in a portable or alternative device environment.
- The current software distribution mechanism cannot be used effectively to support laptops over lower speed communication lines.
- The systems integration architecture, which provides for interaction among system components, is technically outdated.
- Counties require more granular access control roles, and some counties have more stringent security needs particularly related to system login and password policies.

III.3.4.3. DOCUMENT STORAGE

The increasing demand by courts for the electronic storage of documents, including imagery, has exceeded the capacity contemplated by the original CWS/CMS Architecture design.

III.3.4.4. OPTIMISTIC CONCURRENCY

The CWS/CMS was not designed to allow concurrent update access to the same case data; the optimistic concurrency design causes rework and occasional loss of data. Typically, there are manual activities to ensure that multiple users are not simultaneously accessing the same data. Technology changes since the original design of the CWS/CMS use methods other than optimistic concurrency to control access to database records. Allowing concurrent access to case data would increase effectiveness of the CWS program.

III.3.4.5. CURRENT TECHNOLOGY INFRASTRUCTURE

The purpose of this section is to provide information about the technological environment that supports the CWS/CMS users. This section will provide a current State overview of the current systems, data architecture, hardware environment, and network infrastructure. The complete System Architecture Suite of documents is located in the Bidders Library.

III.3.5. CURRENT SYSTEM

The current CWS/CMS began implementation in 1997, with continued development through final rollout in 1998. Since that time, the State has been in the Maintenance and Operations (M&O) phase of the project, with only minimal new development activity occurring concurrently. The CWS/CMS supports all 58 California counties and the CDSS, and has over 22,500 user ids.

III.3.5.1. COUNTY NETWORK DESIGNATION

The CWS/CMS enterprise network, maintained by OTech, services all fifty-eight (58) California counties, the central Sacramento server facility, the CWS/CMS Project Office, and CDSS (Note: CDSS is sometimes referred to as the 59th County). The system is comprised of 300+ sites within the counties, more than 17,000 workstations and laptops, 189 application servers, and over 1,300 printers[2].

Counties are classified as either “dedicated” or “coexistent”, depending on the CWS/CMS project’s involvement in Local Area Network (LAN) support at that county.

- **Dedicated Counties** – Dedicated Counties agreed to designate the OSI CWS/CMS Project Office as the entity responsible for the installation and maintenance of the CWS/CMS Application and the related operating hardware and software for their counties. Dedicated County networks have a standard structural topology designed, installed, and maintained by the project. They are considered “closed” networks.

[2] As of January 1, 2007

- **Coexistent Counties** – Coexistent Counties agreed to use the CWS/CMS client presentation suite of applications, but these counties still retain the responsibility for the maintenance of related operating hardware used by the CWS/CMS Application network infrastructure. Coexistent County networks are subject to county standardization with the county responsible for design, installation, and maintenance of their LANs and MANs (Metropolitan Area Networks). They are considered "shared" networks. Table III - 2. Dedicated and Coexistent Counties depicts the Dedicated and Coexistent Counties.

Table III - 2. Dedicated and Coexistent Counties

Dedicated		Coexistent
Alpine	Sierra	Alameda
Amador	Siskiyou	CDSS
Butte	Sutter	Contra Costa
Calaveras	Tehama	Fresno
Colusa	Trinity	Kings
Del Norte	Tulare	Los Angeles
El Dorado	Tuolumne	Madera
Glenn	Yolo	Marin
Humboldt	Yuba	Merced
Imperial		Napa
Inyo		Orange
Kern		Placer
Lake		Sacramento
Lassen		San Bernardino
Mariposa		San Diego
Mendocino		San Luis Obispo
Modoc		San Mateo
Mono		Santa Barbara
Monterey		Santa Clara
Nevada		Santa Cruz
Plumas		Solano
Riverside		Sonoma
San Benito		Stanislaus
San Joaquin		Ventura
Shasta		San Francisco

III.3.5.2. INTERFACES

The following interfaces support data exchange between the CWS/CMS System and other state and external systems.

1. CA Department of Education (CDE) – School Information(CD-ROM)

2. CA Department of Social Services – Licensing Information System(LIS)
3. Los Angeles County – Department of Public Social Services Welfare Case Management Information System (WCMIS)
4. Los Angeles County – Department of Public Social Services Integrated Benefit Payment System (IBPS)
5. Los Angeles County – Department of Public Social Services Automated Provider Payment System (APPS)
6. Los Angeles Eligibility Automated Determination and Evaluation and Reporting (LEADER) system
7. San Bernardino County – Department of Public Social Services/Probation Department J Net1 system
8. San Bernardino County – Department of Public Social Services/Probation Department J Net2 system
9. San Bernardino County – Department of Public Social Services/Probation Department JJIS system
10. San Bernardino Bed Count Report
11. Alameda County Social Services Agency Interactive Voice Response system for payment
12. County Access to Data (CAD) reporting Interface
13. Safe Measures/Structured Decision Making (Extract to NCCD-CRC)
14. Structured Decision Making (SDM)
15. CA Department of Social Services SAWS – C-IV
16. CA Department of Social Services SAWS – CalWIN
17. CA Department of Health Care Services – MEDS

III.3.6. NETWORK

The CWS/CMS enterprise network services provides communication ability for each of the State's fifty-eight (58) counties, the OTech, the CWS/CMS Project Office, the IBM Service Delivery Center (SDC), as well as CDSS. Figure III - 4. CWS/CMS Network depicts a visual representation of the CWS/CMS network after the completion of the project's rehost in early 2006 and reflects the current infrastructure. Dedicated County networks have a standard structural topology designed, installed, and maintained by the project. Coexistent County networks are subject to county standardization with the county responsible for design, installation, and maintenance of their LAN's and/or MAN's.

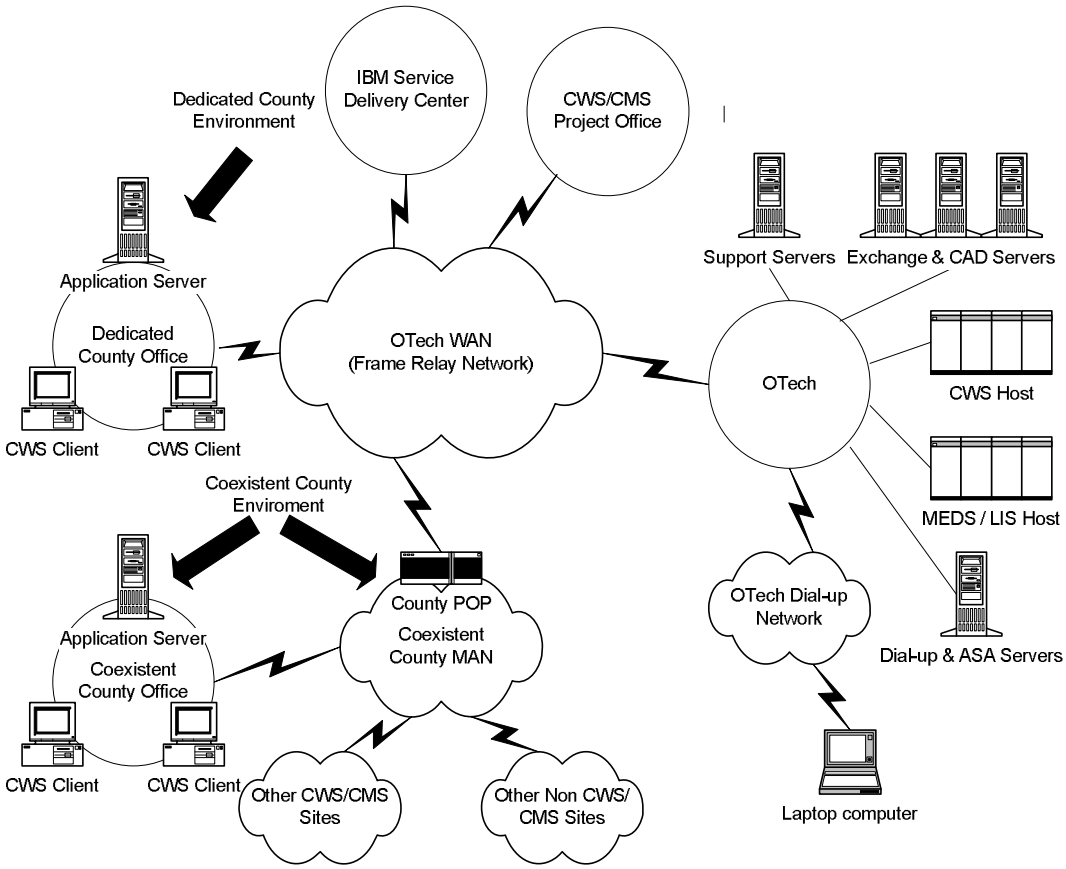

Figure III - 4. CWS/CMS Network

III.3.6.1. INFRASTRUCTURE CONNECTIVITY

The primary location for hosting and network devices that support the CWS/CMS Application is OTech. This includes the Parallel Sysplex *host, the CAD database server (SRV3), and all infrastructure servers (SRV1, SRV2,* SRV3, SRV4). Infrastructure support servers provide the following services: production root, DNS, WINS, availability monitoring, software distribution, and Dial-up/ASA.

Figure III - 5. CWS/CMS Infrastructure depicts a logical representation of the devices and their connections. The large blue box shows the devices that are located at IBM Global Services Boulder, Colorado. Those in the smaller blue box are located at the IBM project management office in Sacramento and the large pink box contains the devices located at OTech. The lines shown in GREEN illustrate the TCP/IP connectivity from the SOC, SOCP, SCT1, and SCT2 LPARs. The BLUE lines shown illustrate that each LPAR (SOC, SOCP, SCT1 and SCT2) have Systems Network Architecture (SNA) connectivity.

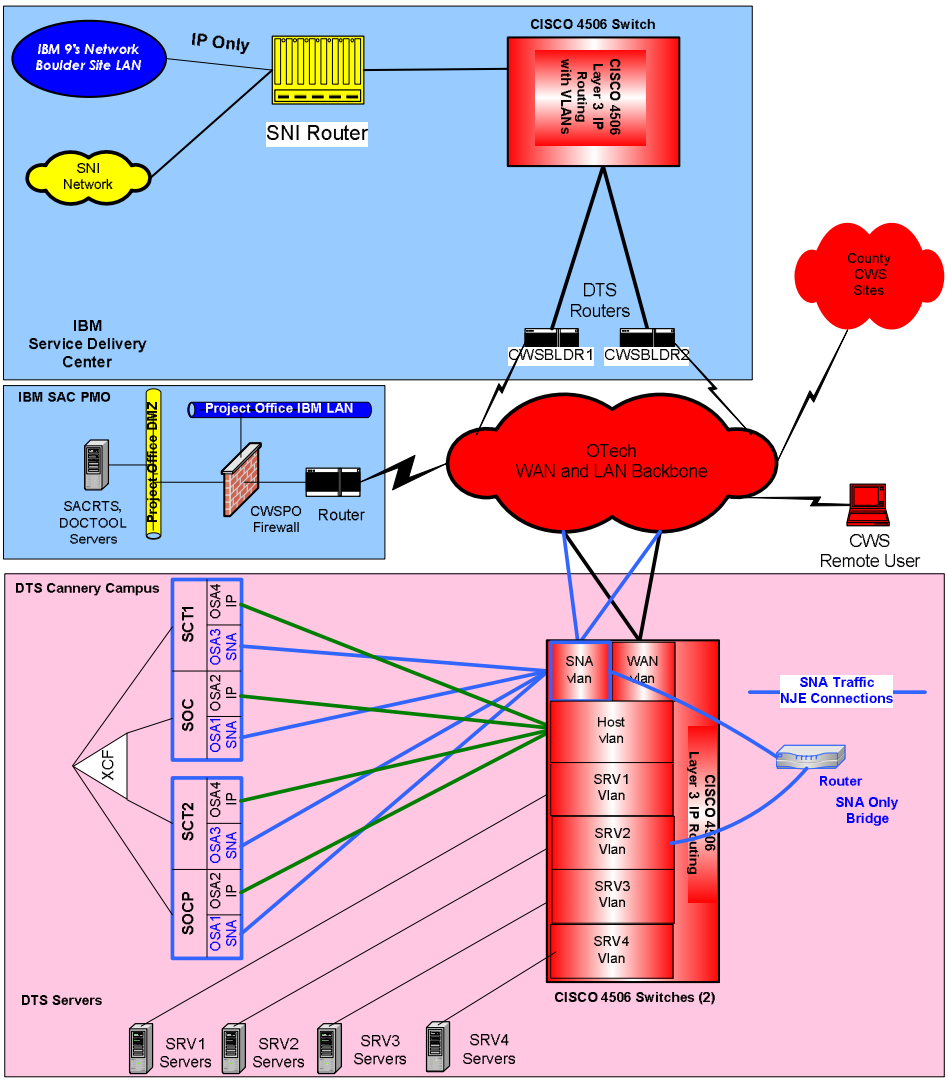

Figure III - 5. CWS/CMS Infrastructure

III.3.6.2. REMOTE ACCESS

The OTech network services provide dial-up and Virtual Private Network (VPN) users with remote access to the CWS/CMS Application via broadband and standard telephone company circuits. OTech Network Services (CWS/CMS Host, Exchange Email Services and Internet) provides a single Point of Presence (POP) to the OTech data center located in Sacramento, California. Data traffic generated by remote access server based computing is delivered to the data center and then routed across the Wide Area Network (WAN) /MAN, to the user's logon domain. Refer to Figure III - 6. CWS/CMS Remote Access below:

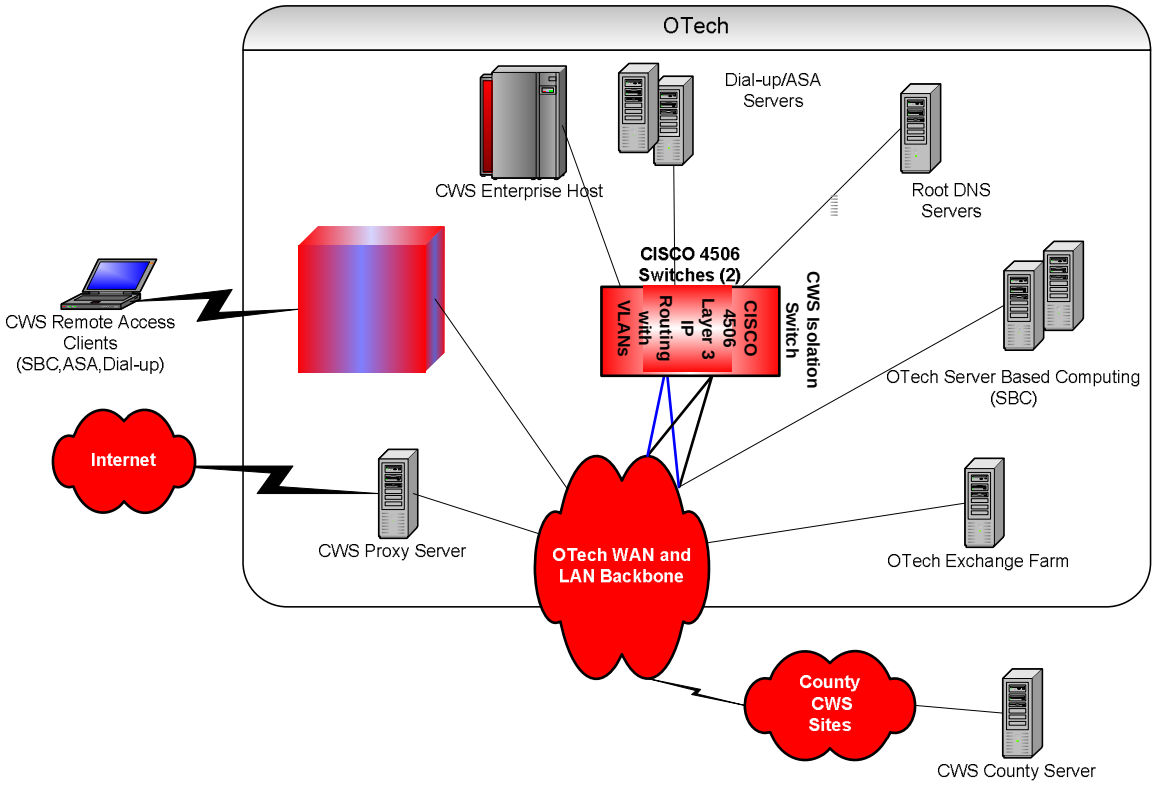

Figure III - 6. CWS/CMS Remote Access

III.3.7. HARDWARE/SOFTWARE

III.3.7.1. SERVERS

The CWS/CMS servers within the Server Platform Architecture Domain are classified into three major categories depending on their primary functions in the CWS/CMS. These are:

- Infrastructure Servers
- County Servers
- System Management Servers

The infrastructure servers and county servers are required to support the CWS/CMS fat client application. Typical application requests are as follows. The desktop packages the transaction request and passes it to the county and infrastructure servers. These servers take the request and send it to the host for processing. Once processed the host passes the transaction results back to the server for distribution to the desktop. The system management servers provide administrative business

services to the desktop. Typical management services include domain authentication, application code distribution, anti-virus definition distribution, and print services. A server in any of the preceding three categories can have one or more roles depending on its specific function(s). Figure III - 7. OTech Logical Topology depicts the categories previously described.

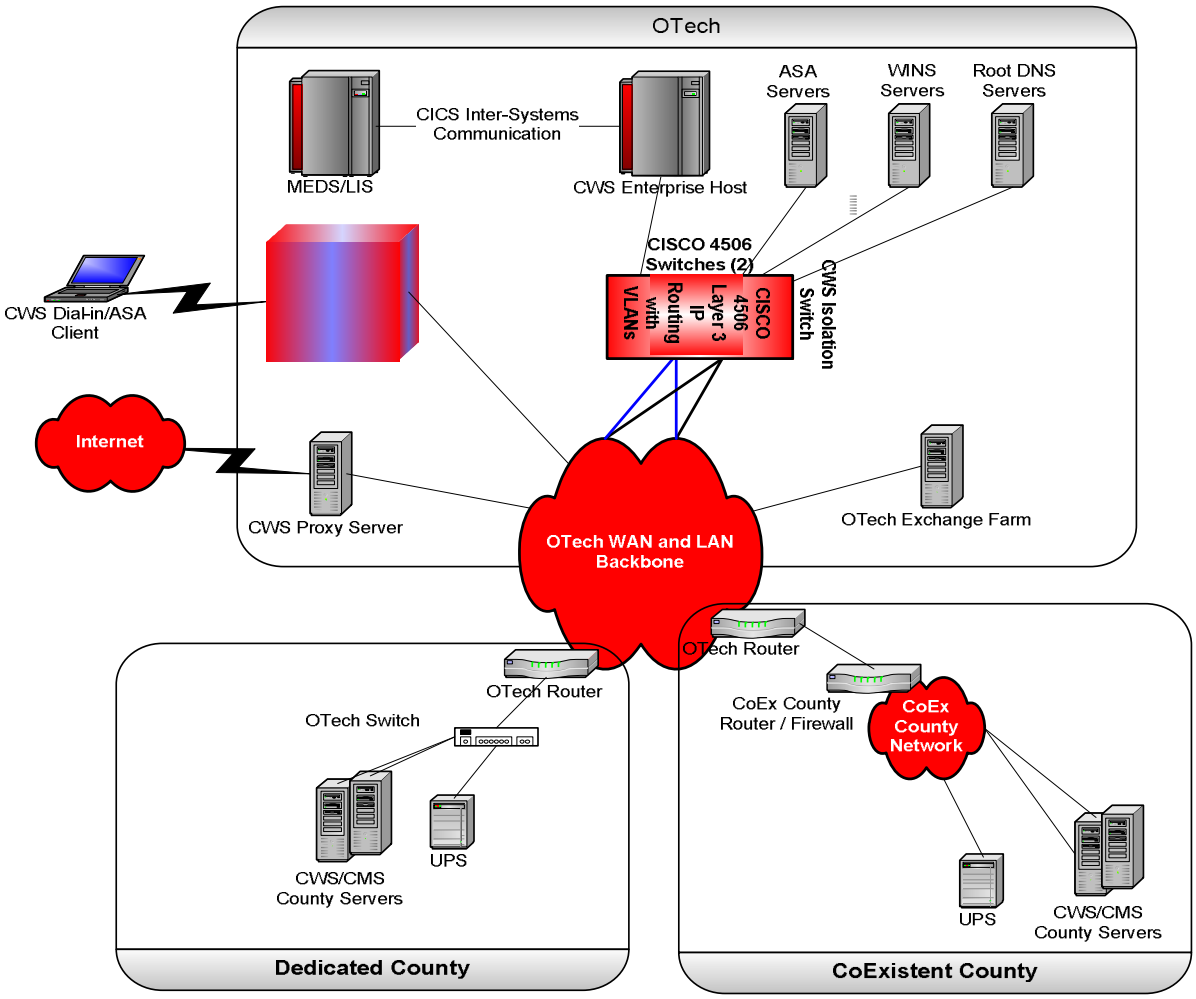

Figure III - 7. OTech Logical Topology

III.3.7.2. LISTING OF SERVER SOFTWARE

Table III - 3. Server Software Products below provides a list of the Server software products, their description and the services they provide. The complete System Architecture Suite of documents is located in the Bidders Library.

Table III - 3. Server Software Products

Software Product	Service	Description	Server Role(s)
Windows 2003 Server	Operating System, LAN Services, Systems Management	The operating system on the servers provides the basis for the domain's logical configuration. It also provides authentication and tools to control network resources.	All
IBM Global Services Communications Server	Application Communication, 3270 Sessions	This software provides communication gateway services and session management that is required by the CWS/CMS Application.	Infrastructure Servers – ASA Application Servers County Servers – Application Servers
IBM Global Services TXSeries (CICS and Encina)	Application Transaction Support Services	The CICS component of this software provides transaction support services that are required by the CWS/CMS Application. Encina enables the administration of distributed processing systems.	Infrastructure Servers – ASA Application Servers County Servers – Application Servers
IBM Global Services CICS Transaction Server Gateway (CTG)	Application Transaction Support Services for User ID management and user authentication in CWS/CMS.	IBM Global Services CICS Transaction Gateway (CTG) is a Java 2 Platform, Enterprise Edition (J2EE) connector for CICS applications. It is used by the CWS Admin component on the server.	Infrastructure Servers – ASA Application Servers County Servers – Application Servers
CWS Admin	Application Transaction Support Services for User ID management and user authentication in CWS/CMS.	CWS Admin component on the server is responsible for user administration and user authentication (log on) services of the CWS/CMS Application.	Infrastructure Servers – ASA Application Servers County Servers – Application Servers
Tivoli Management Agent	Systems Management	Tivoli Framework is software that provides the basis or initial building block for the Tivoli suite of products, i.e., Tivoli Storage Manager and Tivoli Distributed Monitoring.	All
Tivoli Storage Manager	Backup and Recovery	TSM provides remote backup and restore capability. (County Servers)	TSM Client on all servers. TSM on System Management Servers.
IBM Global Services Director	Systems Management	IBM Global Services Director provides remote control of the console, performance, and capacity monitoring and altering.	IBM Global Services Director Agent on all servers. IBM Global Services Director Server on System Management Servers.

Software Product	Service	Description	Server Role(s)
Symantec AntiVirus	Systems Management	This software provides tools for electronic virus detection and eradication. It also provides a methodology and tool suite to distribute inoculation lists that are used to scan detect new viruses.	Symantec AntiVirus Client (SAVC) on all servers. Live Update Server on System Management Servers.
Lexmark MarkVision	LAN Services/ Systems Management	MarkVision provides remote print services management using TCP/IP. MarkVision is also capable of remotely managing the printer console.	County Servers – Printer Servers
Powerchute	Systems Management	American Power Conversion Corporation's Powerchute is software that enables remote management of Uninterruptible Power Supplies (UPS) that increase server availability.	County Servers

III.3.7.3. WORKSTATIONS

After Release 6.2, system compatibility with Windows XP Operating System was added to the Service Requirements. The most current Architecture documents that address the CWS/CMS Workstation Requirements and Architecture Components: CWS/CMS Workstation Architecture Document and CWS/CMS Dial-up & ASA Architecture Document are located in the Bidder's Library.

III.3.8. SECURITY

The CWS/CMS contains information that is highly confidential and sensitive in nature. The CWS/CMS security architecture is based on a layered model incorporating security controls in each layer. Details for security may be found in the TAAA Report, which is located in the Bidders Library. In general, the security in each layer includes:

- Desktop/LAN security components
- Authentication by unique user ID and passwords – standard active directory logon scripts and network access security
- Physical security of desktops
- Server security components
- Case data is encrypted/(or compressed) when stored on local application server
- Application/Host security components

- Application security is based on IBM Global Services' Resource Access Control Facility (RACF) security systems. Each user is uniquely identified to the system by State, county or office security administrators using unique user ID and passwords
- Access to cases, reports and data is based on pre-assigned user authority profile that restricts access to individual programs, reports and data on the host
- County Access to Data (CAD) Security - Same as mainframe security – handled by RACF. Users only have read access and cannot change data in data warehouse.
- Network security components/encryption
- Remote access security
- Logging and tracking
- Invalid user IDs and passwords as well as attempts are tracked in a security log
- Logs are reviewed periodically by security administrators based on local policies
- Automatic revocation of user ID and passwords after a pre-defined number of attempts. The password is revoked and must be reset.
- Data backup and recovery
- Data is backed up daily on both the host and the local application servers
- Tapes are moved off-site on a daily basis
- Physical security
- Mainframe protected in data center
- Access to data center controlled by badges
- Server must be placed in locked rooms
- Servers and workstations (in dedicated environments) have case locks
- Security Management – Each County has a dedicated security manager(s) responsible for:
    - Managing user ID and password (add, change, delete, reset, etc.)
    - Managing access control and authority levels
    - Managing e-mail security
    - Review of security logs
    - Managing physical security for servers and workstations

III.3.9. CURRENT REPORTING ENVIRONMENT

CWS agencies have substantial needs for reporting and analysis capabilities for both compliance and performance reasons. The development of effective reports and analysis requires robust data management capabilities and systems, as well as report development and analytical tools.

The current reporting environment is depicted in Figure III - 8. Data Warehousing, Reporting, and Data Extract Infrastructure Overview below. The process begins on the left side of the figure with the data source (CWS/CMS Host) where all CWS/CMS Application data is stored. Data is then extracted to the various data stores, State and county "data marts", and UC Berkeley. The figure also identifies some of the tools used to produce reports (e.g., Business Objects, SAS) by the various county and State analysts. On the right side, Figure III-8 depicts the types of reports that are delivered by various systems, 3rd parties, and analysts to users (i.e., case workers, supervisors and managers).

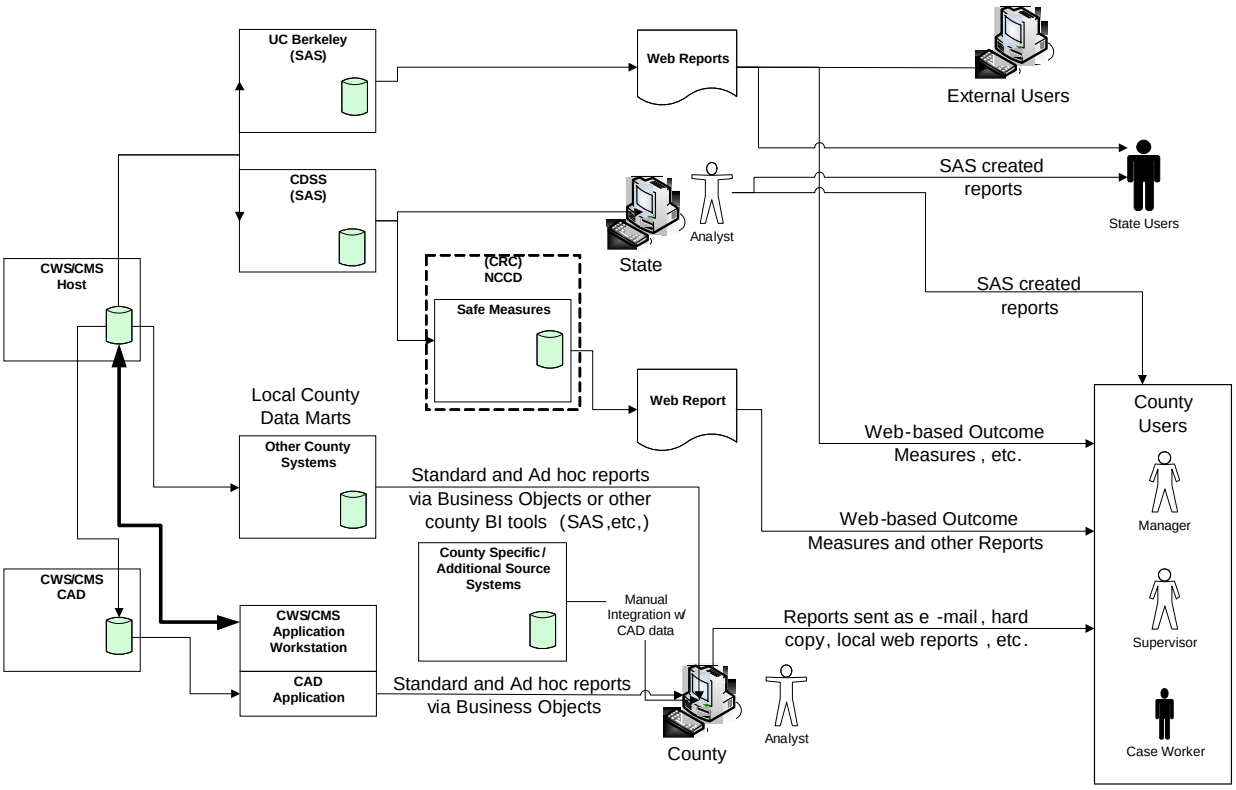

Figure III - 8. Data Warehousing, Reporting, and Data Extract Infrastructure Overview

Data management and reporting/analysis capabilities are provided by a number of systems. These reporting systems are described below and provide different types of reports for different constituent needs. A further description of the report types

used by CWS stakeholders is shown below in Table III - 4. Data Management and Reporting Systems.

Table III - 4. Data Management and Reporting Systems

System	Description
CWS/CMS	The Statewide Automated Child Welfare Information System (SACWIS) for the State of California. This system allows State and county child welfare workers limited ability to manage caseloads and to share information on child welfare services cases. CWS/CMS provides Program Management Reports (PM Reports).
CWS/CMS CAD	Reporting environment CAD. Includes a data management system and reporting via Business Objects reporting tools. Data is updated daily from the CWS/CMS host system.
UC Berkeley	The State contracts with UC Berkeley to provide quarterly reports that are posted on the Web and can be accessed by the counties and the public. These reports include outcome measures, longitudinal reports and other data sets at aggregate levels. These reports are generated using SAS software and are based on data directly extracted from the CWS/CMS host on a quarterly basis.
SAS (CWS/CMS)	CDSS and some counties use SAS to produce reports for various State and federal reporting needs with data extracted directly from the CWS/CMS host system. CWS/CMS provides 21 licenses for SAS.
Children's Research Center (CRC) – Safe Measures	Safe Measures is a 3rd party Web-based tool owned by CRC that produces some outcome measure reports and some caseload monitoring reports for the State and counties based on data extracted from the CWS/CMS host. The State and counties contract separately with CRC for this service.
County Systems	Several large counties such as Los Angeles, Orange, San Diego, Santa Clara, Alameda, and San Mateo have developed their own reporting systems to support their specific needs with data extracts taken directly from the CWS/CMS host. The counties contract separately with IBM for this service.

Table III - 5. Report Categories below provides an overview of the current reports by category and usage.

Table III - 5. Report Categories

Report Type	Frequency	Data Latency	How is Data Used?	Commonality
Trend Reporting	Weekly	Weekly	Patterns, Trends, Impacts of changes, & Forecasting	About 70 – 80% of needs are common across counties
Caseload Monitoring (Operational Reporting)	Weekly (Daily for Referrals)	Weekly (Daily and real time for Referrals)	Staffing patterns, Worker performance & Training needs	About 70 – 80% are common (the manner in which caseloads are divided impacts commonality, potentially into a few groups).

Report Type	Frequency	Data Latency	How is Data Used?	Commonality
Management Reporting	Weekly Monthly, Quarterly, Annually (Daily for Referrals	Weekly Monthly, Quarterly, Annually (Daily for Referrals)	Compliance, Quality Control, General Statistics & Budgeting	Core set of reports (~10's of reports, over 100 core reports, regardless of variations.
Outcome Measure Reporting	Monthly Quarterly, Annually (Weekly for some)	Quarterly with a two month lag	Federal Regulations, AB 636, SIP/PIP, & other programs	Counties may have more specific needs based on unique programs. Require drill-down for performance analysis & training purposes.

In addition, several counties utilize their own data warehouse, data marts, reporting, and/or Business Intelligence (BI) software for satisfying reporting needs within their county.

III.3.9.1. STANDARD PROGRAM MANAGEMENT REPORTING

The primary means of reporting in CWS/CMS are the standard program management reports. These are available online within CWS/CMS. The program management reports are predefined and automatically generated by the system. These reports are static.

III.3.9.2. COUNTY ACCESS TO DATA

A key component of the CWS/CMS Architecture is the County Access to Data (CAD). CAD was developed to help counties fulfill their many constituents' reporting requirements. The CAD solution contains one statewide view and 58 county views of the data contained within the CWS/CMS. These views allow a county to view its own data only. In contrast to the production database, the CAD "denormalizes" some data tables to better accommodate these additional "views" and to increase query performance – CAD is optimized for query vs. update.

The majority of CAD users (200+) use the CWS/CMS data warehouse and associated data marts for ad-hoc reporting and analysis. These CAD users access the data warehouse using the Business Objects report tool suite, located on selected CWS/CMS desktop workstations. An encrypted network tunnel is established between their desktop and the CAD server to provide a secure transmission of data to and from the data warehouse Figure III - 9. CAD Architecture depicts some key characteristics of the CAD architecture.

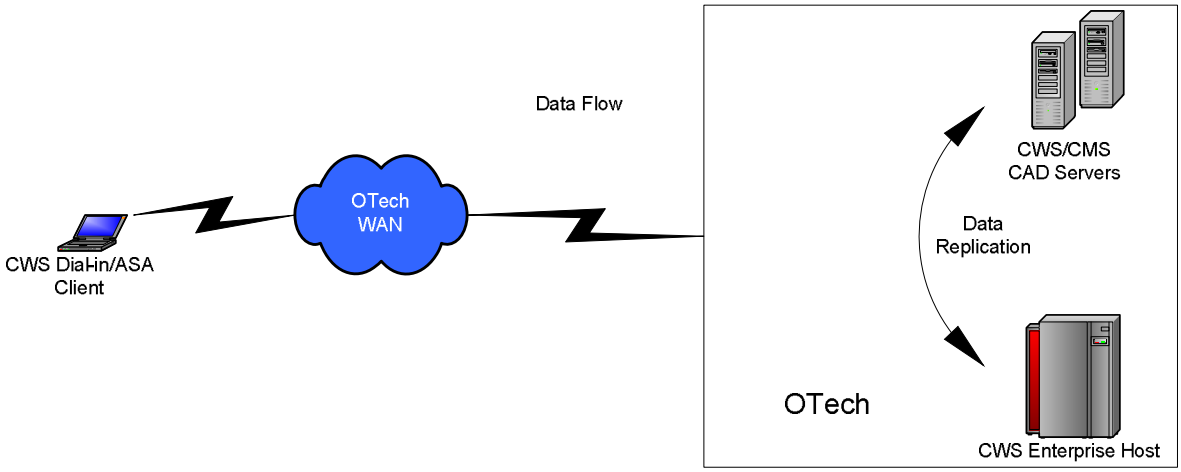

Figure III - 9. CAD Architecture

- The CAD warehouse database is refreshed daily
- The data in CAD includes all production data minus the Microsoft Word document data that is often associated with an individual case
- The CAD data warehouse includes customized aggregation and roll-up reporting tables to ensure faster reporting
- Counties can only access their own data (not a system limitation)
- The current size of the CAD data warehouse is approximately 800 GB

III.3.9.3. SAFE MEASURES®

Safe Measures® is a web-based data reporting system that captures data from the child welfare database and links these data elements to key performance standards. The Children's Research Center (CRC), a division of the National Council on Crime and Delinquency (NCCD), provides the Safe Measures® service. The Safe Measures® data mart is updated twice weekly from the child welfare database.

Safe Measures® organizes case data according to performance on State regulations and federal outcome measures. It allows managers, supervisors and workers to track key metrics and case requirements including:

- Timely social worker visits with children and families
- Regularly scheduled medical and dental appointments for children
- Case closure deadlines
- Cases lacking required documentation

III.3.9.4. SAS ANALYTICAL TOOLS

To provide CDSS users access to current data necessary for executive level reporting. Project Executives allowed a few users direct access to the production database using SAS analytical tools. This feature has been made available to a limited number of counties.

SAS tools allow these specific users to create ad hoc queries, run against the "real time" production data. SAS tools are used to accomplish this type of reporting. It should be noted that the SAS reporting runs at the lowest priority on the production system. Table III - 6. Ad Hoc SAS Group below lists the SAS Groups and the number of users in each group.

Table III - 6. Ad Hoc SAS Group

SAS Group	# of users
CDSS	7
Project Offices	2
Counties (4 counties)	12
Total Licenses Assigned	21

III.3.10. CURRENT SYSTEM MAINTENANCE AND OPERATIONS IT SUPPORT ORGANIZATION

The CWS/CMS Maintenance and Operations IT Support organization includes operational support services provided by IBM Global Services, State staff and consultants that comprise the following key service organizations:

- CWS/CMS Project Office
- CWS/CMS Application Maintenance
- CWS/CMS Network and Server Support Services
- CWS/CMS Managed Operations
- CWS/CMS End User Support

III.3.10.1. CWS/CMS PROJECT OFFICE

The Project Office includes approximately 90 staff from IBM Global Services that provide CWS/CMS project management, project administration, project financial, project quality assurance and technical staff required to support operations and maintenance efforts. In addition, the State employs approximately 47.5 State staff. Project Office activities include:

- Project management
- Contract negotiation and management
- Project accounting and billing
- Purchasing and supplier management

- Lease administration
- Quality assurance
- Technical Verification and Validation (V&V)
- Preparation and publication of project documentation
- Arrangements and costs for project meetings
- Project presentations
- Configuration management
- Coordination with user groups

III.3.10.2. CWS/CMS APPLICATION MAINTENANCE

CWS/CMS Application Maintenance includes the following activities:

- Level 1 and 2 response to problem tickets (the CWS/CMS Workstation Architecture document is located in the Bidder's Library)
- Level 3 response to problem tickets created by Customer Service Center staff in response to user calls

  (Note: Response levels are described in RFP Section III.3.10.6 Overview of CWS/CMS Operational Support Processes)
- Activities include researching the problem to determine the root cause and initiating a system change request to address application deficiencies.
- In response to system change requests, CWS/CMS Application Maintenance is responsible for developing the following:
  - Expanded reporting on existing data;
  - Corrections and extensions to accommodate existing business rules;
  - Corrections to the application for events that occur infrequently and were overlooked during earlier design efforts; and
  - Passing requests for adaptive or perfective development to the appropriate project team following review and analysis of change requests.
- Packaging groups of corrective maintenance items into interim releases, and supporting the deployment of these releases.

Activities in CWS/CMS Application Maintenance do not include developing changes in infrastructure, incorporating statutory or regulatory changes, or adding user-desired or other functionality outside the original system requirements, except in minor cases involving minimal effort to satisfy end user business needs. Adapting the application to new technical environments or business processes, and adding additional functionality, is considered for funding under the System Change provision of the CWS/CMS contract. These activities are conducted through the work authorization process included in the CWS/CMS contract.

CWS/CMS Application Maintenance includes designer, developer, and programmer support to the existing application from staff responsible for responding to user problems and requests. Historically the demand for CWS/CMS application maintenance is driven by 6 interim releases issued annually; 150 system change requests annually; and 1,600 data recovery requests to correct cases that users have updated with erroneous or invalid data.

- **CWS/CMS Application Maintenance** – The Full Time Equivalent's (FTE's) that staff CWS/CMS Application Maintenance are responsible for the following activities, and must be available to participate in assisting with level 3 problem tickets across all activities:
    - Architecture – defining, updating, sizing, and matching application support to the existing logical architecture, as well as identifying necessary changes to architecture as CWS/CMS matures and expands.
    - Design – logically defining how the application will process CWS business events.
    - Software configuration management – managing the coordination of code releases through development, testing and into production.
    - Development database administration – maintenance and change to the Relational Data Model that is the underpinning for CWS/CMS processes.
    - External interface – managing and updating the exchange of data between CWS/CMS and external users, including batch processes that create extracts.
    - Host interface – managing maintenance and changes to the application at the Host mainframe level, including coding and testing, resource impact analysis, and host Relational Data Model.
    - Infrastructure – coordinating the interface between host and workstations, including generating release code at the workstation level.
    - Program management reports – developing and verifying project management reports in response to program needs.
    - Local reports – developing and maintaining reports used at the local level per customer requirements; this includes creation and maintenance of workstation templates.
    - Workstation team – code and unit test workstation program changes based on technical specifications from the design team that implement and maintain workstation business rules, navigation tools, and workstation documentation.
    - Data recovery – supporting recovery from data errors that arise either from user-created business scenarios or from application flaws. This involves managing a formal data deletion process.

- **CWS/CMS Application Maintenance – Testing** – The FTE's that staff CWS/CMS Application Maintenance for testing include the following specific activities:
    - Maintain an overall test strategy.
    - Establish, implement, and support thorough processes, standards, guidelines, and procedures for testing.
    - Coordinate testing efforts for maximum efficiency, minimal redundant effort and quality results.
    - Create, review, and integrate testing plans and identify dependencies.
    - Perform testing according to the test plans for applications, infrastructure, test environments, external interfaces, database, program management reports, local reports, CAD, and data recoveries transactions.
    - Establish measurements, processes and tracking for critical success factors that can enhance testing and development organization effectiveness.
    - Develop and update test cases in accordance with release requirements and the rigorous full lifecycle testing methodology.
    - Assist in problem determination and resolution.
    - Identify current decision-making, issue resolution and escalation processes.
    - Review CWS/CMS Architecture and infrastructure to establish testing environments relative to the current Dedicated County production state.
    - Establish, test, manage, and support the test environments required to support CWS/CMS application maintenance activities and verify that they are functional and support the needs of the test team, including:
        - Schedule environment time and resources.
        - Coordinate, install, and manage code delivery from development into the test environments.
        - Act as co-librarian for workstation development's source code.
        - Set-up the test environments for application tests (create user IDs, install additional system software, load application data, assist application with kickoff/setup script modification/creation) and validate that the environments are restored to base configuration after completion of each testing effort.
        - Verify that test environment documentation is complete, correct, and up to-date (problem log, test setup sheets, other documentation as specified by procedures).
        - Provide infrastructure support during testing as required (issue resolution, issue escalation to second level, setup modifications).
        - Support all test tools used within the test environments.

- Be responsible for automation test tool acquisition, installation, validation, and use as a means of continued test improvement, including:
  - Validate that the tools are installed and functioning in the test environment according to the test schedule and prior to the test team needing them.
  - Coordinate with test tool vendor to resolve any tool problems incurred.
  - Develop and maintain automated test scripts required for maintenance test activities.

III.3.10.3. CWS/CMS NETWORK AND SERVER SUPPORT SERVICES

Wide Area Network connectivity between the project central sites and the counties is provided and supported by OTech. This includes State-housed routers and switches in the dedicated counties. IBM Global Services is responsible for the CWS/CMS LAN, including servers, workstations, and printers in the dedicated counties. Coexistent counties are responsible for their own LANs and WAN/MANs. The CWS/CMS Server Architecture document is located in the Bidder's Library.

IBM Global Services network and server support staff are responsible for ensuring that the suite of servers at the counties and the communications infrastructure standard at the OTech meet the performance level guarantees within the contract.

- **Server Management Labor** – IBM Global Services provides staff to support the suite of servers and related software products. Supported platforms include:
  - The State owned servers included within the Project Office hardware and software pool, include county-based and State owned application servers and training servers, help desk servers at IBM Global Services' Boulder facility, and network services servers at Boulder.
  - Domains across the State owned servers.
  - AIX RISC servers, including: CAD and Web server in Sacramento; network management servers in Boulder, server management servers in Boulder, and help desk server in Boulder.

Server management develops and maintains the scripts that install, configure and maintain the Microsoft Outlook client on the workstations that subscribe to the OTech email offering. Installation consists of installing the Outlook software from the county CWS/CMS software distribution server onto the workstation. Configuration consists of modifying the Outlook client with the appropriate properties (e.g., selecting the right Exchange server to use) and performing necessary software maintenance. For interim application releases, server management handles application code distribution to the servers for installation on all county workstations. Currently, for a majority of the counties, server management distributes the code to

the county desktops through network "log-on" procedures. While some counties perform their own code installation, server management provides full support to all the counties to make sure that all code, clients, servers and the mainframe are synchronized when there is a new application release. This requires coordinating with all the various Coexistent County standards.

Server management also provides full antivirus support (engine upgrades, signature file upgrades and problem identification and resolution) for all of the CWS/CMS servers and over 3500 Dedicated County desktops and laptops. All Coexistent Counties do their own antivirus support at the desktop level.

III.3.10.4. CWS/CMS MANAGED OPERATIONS

Managed operations include the centralized mainframe servers that host the applications primary databases and the hosted web-based services.

- **Host Services** – Mainframe operations staff performs approximately 3,300 tape mounts a month, and schedule 10,500 batch jobs each month.
- **System Security** – System security staff maintains 22,500 user identification numbers. The system security staff provides continuous security monitoring with planned monthly testing and reporting, plus the use of “sniffers” to perform random testing or in response to specific concerns.
- **Database Management** – Database management staff are responsible for maintaining the relational databases that underlie CWS/CMS, including a relational database with 250 tables and 3000 attributes (corresponding to data fields). Activities include analyzing performance, managing indexes, and tuning as needed.

III.3.10.5. CWS/CMS USER SUPPORT

User support includes 24/7 help desk support for all 58 counties and CDSS, direct support for Dedicated County workstations, and State-authorized support for select desktop and software issues for Coexistent Counties. IBM’s Customer Support Services (Helpdesk) provides a single point of contact for assisting the CWS/CMS Application user in both Dedicated and Coexistent Counties.

When the help desk receives a call a trouble ticket is opened and assigned a severity level, which ranges from high (repair necessary with 24 hours) to low (assignment as an item to be considered for a system change rather than maintenance). Trouble tickets are also assigned to various disposition cues, depending on the repair referral.

In addition to the IBM Global Services Customer Support Services (Helpdesk), individual co-existent counties and some larger Dedicated Counties provide Level 1

help desk services. If an issue is not resolved at this level, the issue is escalated to the IBM Global Services help desk.

Activities of the technical services staff include the following:

- Provide 6000 hours technical support to counties operating under the coexistent model, where county staff supports user desktops. Use of these hours requires prior State approval.
- Provide Level 2 help desk response to Dedicated County workstations.
- Certify State or county-procured workstations for support in the CWS/CMS environment.
- Create and maintain software image for installation or recovery on workstations acquired by counties or the State.
- Administration of the Business Objects query tool used by CAD users.
- Perform host database transfers.
- Maintain CAD operating procedures.

Workload of the technical services staff include the following:

- 230 CAD users
- 3,500 Dedicated County users at 34 counties, many in remote locations
- Technical support for Project Office LAN supporting 90 IBM Global Services project staff

Technical services staff assist the server management group with deploying application updates to end user desktops. Although the process is automated, desktop problems occur, and are resolved by this team.

III.3.10.6. OVERVIEW OF CWS/CMS OPERATIONAL SUPPORT PROCESSES

III.3.10.6.1. PROBLEM MANAGEMENT

CWS/CMS has established a formal user support model comprised of three entities:

- **Department of Technology Services Help Desk** – Responsible for wide area network communication and Dedicated County LAN switch support
- **County Help Desks** – First point of contact for users in Coexisting Counties and some larger Dedicated Counties
- **IBM Global Services Boulder Help Desk** – First point of contact for users in some Dedicated Counties

Both OTech and IBM Global Services Help desk use a three–tiered help desk support model:

- **Level 1** – Initial problem determination, logging and tracking and problem resolution
    - Level 1 staff receives extensive training in the application and its support software, in order to assist users with application utilization questions
    - Over 50% of calls are dealt with at Level 1 and do not generate a problem ticket, since most application-focused user problems can be resolved by the initial responder
- **Level 2** – In-depth problem determination, root cause analyses and problem resolution
- **Level 3** – Provides final resolution

Operational Support Hours of Support Services:

- CWS/CMS Application Support:
    - Monday through Friday - 6:00AM PST to 7:00PM PST
    - Saturday and Sunday - 12:00PM PST to 12:00AM PST
- Infrastructure Support
    - 24 hours a day, 7 days a week, 365 days a year

III.3.10.6.2. NETWORK AND SYSTEMS MANAGEMENT

All production network devices (hosts, servers, switches, routers) are monitored for 24/7 availability, which is checked from the Central Data Processing Facility (CDPF) in Boulder, Colorado via Tivoli Netview and in Sacramento, California via OTech's HP Openview. Together, they check the availability by sending a directed query against the machine's network interface card (NIC). If the NIC replies, the server or device is considered available. If a server or network device is unavailable or unreachable, the operations staff at Boulder recovers the resource or escalates support until the resource is available again. Neither IBM Global Services Boulder nor OTech monitor workstations or printers. Problem and change processes interact with this monitoring service. The CWS/CMS Infrastructure Architecture document is located in the Bidder's Library.

III.3.10.6.3. SOFTWARE DISTRIBUTION

The software distribution management services provide periodic updates to the existing applications used by CWS/CMS clients and distribute new applications to the users. These services are used in the Windows 2000 and Windows XP operating

environments. The CWS/CMS project uses several tools to manage the distribution of software updates. The most current documents describing the Software Distribution Tools (e.g. Overall Master Configuration Document, Implementation Exit Report – Acceptance, CWS/CMS Infrastructure Architecture Document, CWS/CMS Workstation Architecture Document, CWS/CMS Dial-up & ASA Architecture Document and the CWS/CMS Server Architecture Document) are located in the Bidder's Library.

Dedicated Counties are required to implement the project-sponsored software distribution architecture. Coexistent counties are responsible for providing software distribution services to CWS/CMS users using a county-owned and county-managed infrastructure. Logon scripts are the primary method for initiating software distribution to the CWS/CMS workstation. The IBM Global Services Server Management Team configures logon scripts from a standard template but refines the template to meet project, State, county, and site requirements. Custom installation management software such as NAP2K is also initiated from the logon script. NAP2K facilitates installation of supplemental software to the CWS/CMS workstation. NAP2K supports InstallShield software and installation methods developed specifically for the CWS/CMS Dedicated County workstation image.

Software distribution sub-scripts are customized within the logon scripts and executed as part of the logon process. Scripting provides the flexibility to manage either one workstation or the entire CWS/CMS enterprise.

III.3.10.6.4. CHANGE MANAGEMENT PROCESS OVERVIEW

The objective of the change management process is to provide a defined process that ensures installations or modifications to managed CWS/CMS production resources can be implemented in a logical and orderly fashion, while minimizing negative impact on the environment and maximizing the productivity of the users, customers, developers, testers, and support teams. This process enables CWS/CMS management to assess the impact to production with a snapshot of current activities. In addition, this enhances the project's ability to make appropriate business decisions based on current and planned activities.

Change management encompasses any alteration to hardware, software, network, application, operational procedure, or environment that adds to, deletes from, or in any way modifies the CWS/CMS environment.

- **Change Request Submission** – After going through an internal county CWS application change request evaluation process, all change requests are reviewed at a regional level to gauge statewide impact. If the change is approved at the regional level, the System Change Requests (SCRs) are submitted to the State Application Support unit. In addition, CDSS, CWS/CMS State staff, OTech and CWS/CMS vendor staff may submit SCRs. These requests are reviewed at a bi-weekly Project Office Change Review (POCR)

committee meeting, which acts as a change control board for the CWS/CMS project. Requests are entered into the CWS/CMS Request Tracking System (RTS) by Application Support Staff. Reasons for making changes include:

- Add new function to support new CWS/CMS requirements or mandated policies
- Fix CWS/CMS known problems
- Growth
- Performance tuning
- Prevent problems
- Technology refresh

- **Change Request Evaluation** – SCRs are reviewed at the POCR meeting and are classified as Open-Assigned, Open-Pending, Closed as Completed, Closed as Duplicate, Closed – Not Approved/Contrary to CWS/CMS Policy or Closed – Not Approved/Issue Resolved. When determining the release content for potential future releases, the POCR follows the Oversight Committee's Strategic Plan, which is set by the Oversight Committee (OSC). When SCRs are approved, the proposed release content is then designated for a future release.

The SCR number and status assigned by POCR are communicated back to the requestor. If the request was rejected by the POCR, the reason is also communicated back to the requestor. If necessary, the submitter contacts the CWS/CMS System Change Coordinator regarding the status of their submitted request.

- **Release Planning** – When an SCR is designated for a release, the Application Support Manager assigns an analyst to capture requirements and document the details of the SCR. All SCRs to be released are packaged and sent to IBM Global Services for IT analysis and cost estimates.
- **Release Review** – The release package is sent to CWS/CMS executives for review. Once approved, the release package is sent to CDSS for approval. Once approved by CDSS, the release package is then sent to the ACF for review and approval. If the ACF approves the release, the State is notified via an approval letter, which serves as the signal that work on the release can begin.
- **Recent Release** – The last major release was November 2008 (Release 6.2).

III.3.10.6.5. CAPACITY MANAGEMENT

Capacity management is the process of planning and controlling IT resources that will ensure the efficient use of existing IT resources and identify the need for additional IT resources necessary to meet service commitments. This is a shared

activity between OTech and IBM Global Services. The following is an outline of the capacity management process:

- Forecast user workloads
- Convert user workloads to transaction profiles and volumes
- Forecast resource requirements
- Gather resource/workload requirements
- Process resource/workload requirements
- Validate resource/workload requirements
- Determine/apply projection methodology
- Characterize and size workload
- Analyze trends
- Identify possible alternatives for capacity plan and supporting assumptions
- Analyze strategic impact
- Plan strategic workload balancing (minimize cost of providing sufficient resources)
- Review capacity alternatives with CWS/CMS project management
- Finalize capacity plan and supporting assumptions
- Analyze/track plan vs. actual

The process results in:

- A capacity recommendation to resolve resource imbalance within the project
- Definition of required system resources for a new requirement
- System resource projections agreed to between CWS/CMS Project and IBM Global Services.

III.3.10.6.6. PERFORMANCE MANAGEMENT

Performance management is the process of planning, defining, measuring, monitoring, analyzing, reporting, and tuning the performance of component resources to enable meeting response time, throughput, and delivery requirements in support of the CWS/CMS Project. This is a shared activity between OTech and IBM Global Services. OTech is responsible for hosting performance and IBM Global Services is responsible for application performance. The performance management process includes:

- Performance monitoring and analysis
- Performance tuning, and balancing
- Performance communicating and reporting

IV. PROPOSED FUTURE ENVIRONMENT

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IV.1 INTRODUCTION

This section describes the vision for the CWS/Web Solution and addresses how the State envisions meeting the business and technical needs of child welfare services (CWS) in the future. This section further describes the vision for the deployment of CWS/Web, and the ongoing service and support of the system. The information presented in this section is to provide Bidders with an understanding of the vision for the CWS/Web Solution and does not convey requirements for the CWS/Web. All CWS/Web Solution requirements may be found in Section VI, Solution Requirements, of this RFP.

IV.2 CWS/WEB VISION

IV.2.1 CWS/Web Project Vision

California has determined that the future technology direction for the CWS/Web should be tied to the business challenge of enabling the delivery of effective services for the State's at risk children and be SACWIS compliant. In other words, the needs of the children drive the practices of the service delivery organization and provide the target for strategic employment of technologies.

Since CWS/CMS began implementation in 1997 with statewide completion in 1998, professional practice, regulations and program needs have changed significantly. In addition, the productivity demands of a more mobile and technology proficient workforce require new tools to take full advantage of the growing skills and productivity needs of CWS workers. The current CWS/CMS is perceived as cumbersome by CWS workers and does not support service delivery practices in an efficient and effective manner. Many CWS workers report that current system limitations inhibit the amount of time they can spend in the field serving children, their families and communities.

The CWS/Web Project vision is to acquire and implement a statewide SACWIS compliant solution that supports California's child welfare services. Specifically, this includes:

- Replacing the existing CWS/CMS functionality
- Meeting all mandatory SACWIS requirements and the State selected optional requirements
- Meeting the evolving needs of CWS workers to serve at risk children
- Ensuring that the solution is responsive to changes in policy and regulations in a timely manner
- Ensuring continued federal funding and county support
- Fulfilling CWS vision for automation support
- Ensuring best value solution with minimum risk

- Ensuring that the solution meets applicable federal and State requirements for security.

The vision of the CWS/Web Project is guided by a set of principles that were established early in the project. These principles include:

- Practice will drive the solution; the solution will not drive practice
- Policy will drive the solution; solution will not drive policy
- The solution will support flexibility in service delivery approach
- Automation - just because we can, doesn't mean we should
- Information how you need it, when you need it, and where you need it
- Solution changes will be made in a timely manner
- Support comprehensive service delivery through access to and exchange of information across solutions

The vision of the CWS/Web is further guided by the following principles and objectives:

- The CWS/Web must be SACWIS compliant.
- The CWS/Web will be the one system of record statewide[1].
- The CWS/Web will support current practice delivery.
- Currently utilized CWS/CMS business functionality will be carried forward into the CWS/Web.
- The CWS/Web delivered will enable efficient automation of future changes to practice/program.
- The CWS/Web will provide the capability for State and community partner interfaces.
- The CWS/Web will be a web-based solution.
- The CWS/Web will adhere to all applicable federal and State security requirements.

IV.2.2 CWS/Web State Vision

The vision for the CWS/Web Project is to acquire a solution that will meet SACWIS and California-specific business requirements while providing enhanced support to all State and county CWS staff. The State's vision is a solution that supports the following:

- **A modern flexible design based on service-oriented concepts and layered architecture. The State envisions a solution that allows:**

[1] Administration for Children and Families - ACF Action Transmittal No. ACF-OISM-001, http://www.acf.hhs.gov/programs/cb/systems/sacwis/at_oism_001.htm

- New services to be added without changing the design and architecture
- The use of pluggable access channels using common input and output contracts as defined by the integration layer of the solution which allows specialized presentation and data transmission capabilities
- Access by external service providers/partners
- Interfaces with external systems
- The capability to integrate and take advantage of external applications that provide enhancements and improve the quality of services, efficiencies and results, such as innovative search capabilities, Geographic Information System (GIS) based graphical locators, map services, and other technological solution enhancements
- The reuse of functionality within other State applications

- **Provide Mechanisms to Configure Roles and Responsibilities, Workflow and Business Rules.** The vision is to provide flexibility to configure the system consistent with specific business needs and to allow modification without the need for code changes. The State envisions a solution that allows:
  - Workflow to be configurable at the county level within the constraints of rules implemented for statewide solution
  - Personalization of the CWS/Web landing page to allow the ability to:
    - Display the progress of automated and manual tasks within the area of responsibility
    - Easily configure the CWS/Web landing page with other necessary items
  - The system to:
    - Guide users through all the steps of various tasks for which the user is responsible
    - Help users produce appropriate standardized documentation
    - Provide a list of pending tasks to users
    - Provide reminders to users when their task is not completed as it approaches an assigned deadline
    - Move the workflow forward in an automated fashion to its next step upon successful completion of the preceding step
    - Log and track all attempts to modify roles and responsibilities, workflow and business rules
    - Accept or reject modifications based on various validations
- **Mobility.** There are evolving business needs for CWS workers to work offsite in rural/service areas and to collocate with partners and public

safety organizations. The capability to access information from anywhere is becoming increasingly important. The State envisions a solution that can support a mobile workforce 24 hours a day, seven days a week at any location. The State envisions a solution that has the capability to allow CWS workers to:

- Securely connect
- Input and update data while in the field using various end-user devices with standard browser support connecting through public networks using standard protocol
- Have access to a secure offline solution with functionality to facilitate a mobile workforce in remote locations, where connectivity may be inconsistent or not be available

- **Third Party Web Access and Self Service.** The State envisions a solution that can allow access to partners and service providers to improve the coordination of service delivery, improve processing time and efficiency, as well as improve the quality of shared information that is required for making critical case decisions. Key areas where the State envisions improvements through these capabilities include:
  - Reduction of overpayment to placement providers by allowing/requiring placement verification prior to payments using tools such as interactive voice response or web access to confirm services/placements
  - Tracking of attendance for services offered to clients, and tracking of the service outcomes and a client's utilization of services
  - Improved quality of data by automating interfaces and shared solution access
  - Improved payment verification for services delivered
  - Improved services by allowing community partners to provide case information via online access.
- **Electronic Signature, Document and Content Management**. The State envisions a solution that can evolve and take advantage of the emergence and acceptance of digital signature in combination with workflow and the capability to store documents. These capabilities have the potential to reduce manual paper transactions and streamline many of the cumbersome paper document processes of today.
- **Statewide Common Personal Identification.** The emergence of statewide common personal identifiers is desired to create improved tracking and uniquely identify clients. The use of statewide common identifiers will also assist in the future integration with other State and county solutions. The solution will support the integration of the Statewide Client Index (SCI) Client Index Number (CIN).
- **Interfacing with External Systems.** The capability to incorporate interfaces to external systems for capturing/interchanging data is critical in

expediting the delivery of services and in meeting deadlines and reporting requirements. Additionally, interfaces to external systems for agencies such as the Department of Justice (DOJ), Department of Education (CDE), Court Case Management System (CCMS), and Statewide Automated Welfare Systems (SAWS) will streamline many existing manual paper intensive processes, increase the efficiency in the delivery of services to clients, and speed up the execution of required case processes.

- **Adding new Data and Services to Support the Evolution of the Program.** The State envisions the incorporation of innovations such as web services and workflow orchestration using open standards and externalization of rules that can be administered rapidly by the business. The State considers the capability to add new data and new services to the CWS/Web Solution imperative and critical to the evolving practice. The State also envisions the selected Bidder to assist in the implementation of tools and methodologies for component based development.
- **Improved Reporting.** The State envisions a comprehensive business intelligence (BI) -neutral reporting solution based on open standards to support child welfare business practices, while also addressing both State and federal outcome reporting needs. The State expects a solution that provides managers with the capability to efficiently plan and manage resources, and allow CWS workers to deliver services more effectively through increased awareness of local outcome measures. The State envisions a solution that will further provide community stakeholders with reports to better assess service activities and understand program improvements in their communities. The State anticipates a solution that can utilize the functionality of the planned data warehouse to cost-effectively provide rich ad-hoc reporting capabilities with minimal need for programmatic modification of CWS/Web, which will allow counties to readily share, modify and reuse reports.
- **Improved Data Sharing.** The State envisions a solution where data is collected once, used and applied throughout the solution and made accessible for all appropriate staff. The State envisions eliminating redundant or repetitive data entry tasks and implementing extensible use of interfaces to improve the quality and consistency of client data.
- **Optimistic Concurrency.** The State envisions that CWS/Web will be designed to support concurrent work by multiple authorized workers on the same case simultaneously, minimizing data collision and ensuring that data is not lost if a concurrency conflict occurs. For example, one CWS worker can update a placement for a child while another CWS worker is updating court information.
- **Flexible and Changeable.** The State envisions a solution that is built with a high degree of cost-effective responsiveness to modifications and enhancements, minimizing the costs and length of development cycles when mandated changes are required by federal, State, and county

entities. The State envisions a solution that easily adapts to changes in technology and enables the addition of new technology in components without requiring the replacement or significant modification of the application.

- **Integrated Case Management and Collaboration.** The State envisions a solution that supports current best practices in Child Welfare and CWS Redesign efforts[2], such as:
  - County-customizable automated workflow designed to move cases seamlessly through multiple phases and work units
  - Solution access and data views based on user roles (authorization)
  - Computer-based collaboration tools to support multidisciplinary teams working on the case
  - Storage, access and management of multiple types of files, including compressed files, Adobe Acrobat files and digital images
  - Concurrent work by multiple authorized workers on the same case to support the increased need for specialization as well as meeting critical milestones and timelines required by federal, State and county standards.
- **Facilitate Cost Effective Maintenance and Operations.** The State envisions a solution that is based on an open standard framework with published interface specifications (e.g., Web Services). This will allow the State, counties and external partners to submit value added components that can be integrated into the solution similar to an open source solution. Ideally, the solution would have a management framework allowing the submittal of new ideas to promote constant evolution and allow innovative concepts from the outside to be linked and maintained with minimal disruption to services and without long lead times.
- **Enhanced user understanding of data field intent.** Provide a means to incorporate within the graphic user interface an on-demand context data field specific “desk guide” or explanation or All County Letter/All County Information Notice (ACL/ACIN) reference for a given data field as selected and defined by State program staff. The State envisions the maintenance and update of this functionality through controlled access by State administrators when needed and not restricted to application programming updates.

IV.3 BUSINESS FUNCTIONS AND VISION

California is dedicated to providing a continuum of programs and services aimed at safeguarding the well-being of children and families in ways that strengthen and preserve families, encourage personal responsibility and foster independence. California’s CWS Program will continue to evolve the practices and programs to:

[2] California Department of Social Services: Child Welfare Services Redesign, http://www.childsworld.ca.gov/PG1519.htm

- Investigate and assess allegations of child abuse or neglect.
- Maintain children safely in their homes, whenever possible and appropriate.
- Provide children permanency and stability in their living situations.
- Preserve the continuity of family relationships and connections for children.
- Enhance families' capacity to provide for their children's needs.
- Ensure children receive appropriate services to meet their educational, physical and mental health needs.
- Better connect families with community services and stakeholders to mitigate the need for agency intervention.
- Prepare youth emancipating from foster care for their transition into adulthood.

As the CWS/Web is implemented, the State does not anticipate significant reengineering of Child Welfare business practices and programs. However, during the requirements validation and design for CWS/Web, it will be essential that there is cross-functional discussion to assist in identification of areas for process improvement. It is intended that the CWS/Web will support the current practice and have the flexibility to accommodate future changes. As business practices have changed since the initial implementation of CWS/CMS, the State envisions that CWS/Web will incorporate these changes, and have the ability to change in the future as federal and State legislature and policies dictate, while meeting the local needs of counties.

The State recognizes the risks of a solution that is highly customized for each county and envisions that the deployments be highly standardized, while supporting county variations as reflected in RFP Section VI, Solution Requirements. Unique workflows and opportunities to tailor certain work processes (through rules and workflow configurations) are expected to be the responsibility of the counties with assistance from the Bidder and occur over time as the counties gain experience with the CWS/Web.

In addition, it is the State's intent that the CWS/Web Solution will meet all mandatory federal SACWIS requirements, and those optional SACWIS requirements selected by the State for implementation. The following table identifies the mandatory and State-selected optional SACWIS requirements.

Table IV - 1. SACWIS Requirements Matrix

SACWIS Requirement Number	SACWIS Category Description	Mandatory or Optional?	Implement Optional?
1	(Intake) Record contact/referral	M	

SACWIS Requirement Number	SACWIS Category Description	Mandatory or Optional?	Implement Optional?
2	(Intake) Collect intake / referral information	M	
3	(Intake) Search for prior history (persons/incidents)	M	
4	(Intake) Record “information only” requests	O	Y
5	(Screening) Evaluate intake information	M	
6	(Screening) Record the results of the screening evaluation	M	
7	(Screening) Establish case record	M	
8	(Screening) Assign case to worker	M	
9	(Screening) Refer for investigation and/or services, as appropriate	M	
10	(Investigation) Collect and record investigation information	O	Y
11	(Investigation) Record investigation decision	M	
12	(Investigation) Generate documents as needed in response to investigation	M	
13	(Assessment) Determine and record risk assessment	M	
14	(Assessment) Perform risk assessment	O	Y
15	(Assessment) Collect and record special needs/problems	M	
16	(Assessment) Determine and record needed services	M	
17	(Assessment) Record client contacts	O	Y
18	(Assessment) Prepare and record referrals to other agencies	O	Y
19	(Assessment) Collect and record further case information	O	Y
20	(Assessment) Generate documents, notices and reports based on review as needed	M	

SACWIS Requirement Number	SACWIS Category Description	Mandatory or Optional?	Implement Optional?
21	(Initial Eligibility Determination)[3] Determine title IV-E eligibility	M	
24	(Initial Eligibility Determination) Verify eligibility for other programs	M	
25	(Initial Eligibility Determination) Record authorization decisions	M	
26	(Initial Eligibility Determination) Generate documents related to eligibility determinations	M	
27	(Changes in Eligibility) Re-determinations	M	
28	(Changes in Eligibility) Generate documents related to eligibility determinations	M	
29	(Service / Case Plan) Prepare and document service/case plan	M	
a	Adoption	M	
b	Family Preservation	M	
c	Foster care	M	
d	Independent living	M	
e	Interstate compact	M	
30	(Service / Case Plan) Identify and match services to meet client's case plan needs	O	Y
31	(Service / Case Plan) Record contact with and acquisition of needed resources/services	O	Y
32	(Service / Case Plan) Track and update service/case plan	M	
33	(Service / Case Plan) Match client to placement alternatives, if needed	O	Y
34	(Service / Case Plan) Generate documents as needed	M	
35	(Service / Case Plan) Request and record supervisory approval of plan, if needed	O	Y
36	(Service / Case Plan)	O	N

[3] For evaluation purposes, the ACF asks two questions about how Requirement 21 is implemented. These questions are numbered as part of the requirements list. Questions 22 and 23 are not relevant to the current planning effort and thus are not included in this list.

SACWIS Requirement Number	SACWIS Category Description	Mandatory or Optional?	Implement Optional?
	Estimate and track actual costs of resources / services		
37	(Service / Case Plan) Identify program outcome measures	O	Y
38	(Case Review / Evaluation) Generate alerts/ticklers to conduct case review/evaluation as needed	M	
39	(Case Review / Evaluation) Conduct and record results of case review	M	
40	(Case Review / Evaluation) Generate documents, notices and reports based on review as needed	M	
41	(Case Review / Evaluation) Record collateral contacts	O	Y
42	(Monitoring Services / Case Plan Services) Track and record services identified in the service/case plan	O	Y
43	(Monitoring Services / Case Plan Services) Generate documents, notices and reports	M	
44	(Facilities Support) Record and update provider information	M	
45	(Facilities Support) Generate alerts/action items on licensing status changes	M	
46	(Facilities Support) Generate reconciliation and evaluation reports as needed	M	
47	(Facilities Support) Record and track provider training	O	Y
48	(Foster / Adoptive Homes Support) Maintain and update foster care and adoptive home information as needed	M	
49	(Foster / Adoptive Homes Support) Record foster care home abuse/neglect allegations and investigation results	M	
50	(Foster / Adoptive Homes Support) Process foster care / adoptive home applications	O	N
51	(Foster / Adoptive Homes Support) Generate alerts/action items as needed if a foster care license is revoked	O	Y
52	(Resource Directory)	O	Y

SACWIS Requirement Number	SACWIS Category Description	Mandatory or Optional?	Implement Optional?
	Maintain directory		
53	(Resource Directory) Generate reports	O	Y
54	(Contract Support) Process contracts and contract changes	O	N
55	(Contract Support) Record contract monitoring results	O	N
56	(Contract Support) Generate alerts/action items as needed	O	Y
57	(Contract Support) Generate documents as needed	O	N
58	Court Documents	O	Y
59	Notifications	O	Y
60	Tracking	O	Y
61	Indian Child Welfare Act	M	Y
62	Accounts Payable	M	
63	Accounts Receivable	M	
64	Provider Claims	M	
65	(Staff Management) Record and update employee information	M	
66	(Staff Management) Record and update employee demographic information	O	Y
67	(Staff Management) Record and track case assignment	M	
68	(Staff Management) Assist in workload management	O	Y
69	(Staff Management) Track employee training	O	N
70	(Staff Management) Document employee performance	O	N
71	(Reporting) Produce Adoption and Foster Care Analysis and Reporting System (AFCARS) Report	M	
72	(Reporting) Produce other Federal Reports	M	
73	(Reporting) Produce State reports	M	

SACWIS Requirement Number	SACWIS Category Description	Mandatory or Optional?	Implement Optional?
74	(Reporting) Produce statistical reports	M	
75	(Administrative Support) Provide hardware and software security (secured system)	M	
76	(Administrative Support) Provide hardware and software security (confidentiality)	M	
77	(Administrative Support) Provide hardware and software security (contingency and disaster recovery)	M	
78	(Administrative Support) Archive and purge	M	
79	(Administrative Support) Provide office automation	O	Y
80	(Administrative Support) Provide on-line system documentation	O	Y
81	(Administrative Support) Provide on-line training	O	Y
82	(Required Interfaces) Provide for an electronic interface with Title IV-A, Title IV-D, and Title XIX	M	
83	(Required Interfaces) Title IV-A (TANF)	M	
84	(Required Interfaces) Title IV-D (Child Support Enforcement)	M	
85	(Required Interfaces) Title XIX (Medicaid)	M	
86	(Required Interfaces) Child abuse and neglect data system	M	
87	(Optional Interfaces) State Central Registry	O	Y
87	(Optional Interfaces) Social Security Administration for title II and Supplemental Security Income (SSI) information	O	Y
87	(Optional Interfaces) State financial system	O	Y
87	(Optional Interfaces) State licensing system	O	Y
87	(Optional Interfaces)	O	Y

SACWIS Requirement Number	SACWIS Category Description	Mandatory or Optional?	Implement Optional?
	Vital Statistics		
87	(Optional Interfaces) Court system	O	Y
87	(Optional Interfaces) Juvenile Justice	O	Y
87	(Optional Interfaces) Mental health/retardation	O	Y
87	(Optional Interfaces) State Department of Education	O	Y
88	(Quality Assurance) SACWIS List of Quality Assurance Features	O	Y
89	(Quality Assurance) Other quality assurance functions or related features	O	Y
90	Other Functionality	O	Y

This section describes the business activities that will be supported by the CWS/Web Solution. The business activities are organized first into a "General Functions" section followed by a section for each of the federal SACWIS functional components of the CWS program and the vision that the State has for capabilities of the CWS/Web in each area. **Note: Use Cases have been developed to describe what the solution must do but without prescribing a specific design or requirements on the how. For the detailed Use Cases please refer to Artifact 02 - Use Cases in the Bidders Library.**

IV.3.1 General Capabilities

General Capabilities are those functional system requirements and capabilities that support multiple SACWIS requirement areas. These capabilities assist in the SACWIS Quality Assurance function by providing standard functionality across the multiple CWS functional areas. This functionality includes search, policy/procedure information, alerts, landing page configuration, as well as appropriate edits, range checks and prompts for incomplete data. If a requirement cannot be directly attributable to a single, specific SACWIS requirement area, it is classified as part of General Functions. Examples of General Functions include system functionality such as advanced search, view, navigation, profile creation and print capabilities that support many different SACWIS requirement areas.

IV.3.2 Intake Management

The SACWIS functional area of Intake includes activities relating to the Intake and Investigation processes of child welfare services. These activities provide for the administration of the processes necessary to ensure that the CWS agency can

respond to those who need assistance through the proper identification of the individuals and provision of appropriate assessment procedures. Intake includes the abilities to screen referrals received from the community, assess referrals and assign referrals for investigation. Investigations include activities relating to the assessment of child and family to determine their need for services.

IV.3.2.1 Intake and Screening Overview

This function includes the screening of all child abuse and neglect referrals. The CWS worker's primary goal will be to screen all referrals received, assess the safety of the child to determine the appropriate response by CWS, ensure that emergency reports are promptly assigned and cross reported to local law enforcement agencies where necessary, and coordinate service delivery where indicated. Referrals for child abuse or neglect will generally be called into a county intake hotline staffed by CWS workers. Referrals can additionally be reported in written form via mailed letter, faxed form or electronically submitted by a mandated reporter. The responsibilities of the CWS worker when a report is received will be to:

- Record the initial report of abuse, neglect or exploitation as stated by the reporting party
- Determine if the allegation(s) meet the legal criteria requiring an investigation by CWS
- Determine the level of immediacy with which CWS needs to respond
- Determine the Differential Response path a referral should take
- Cross report the referral to local law enforcement if applicable
- Coordinate service delivery with community agencies, if applicable

The Intake function implements the Emergency Response protocol and disposition requirements as specified in the CDSS Manual of Policies and Procedures Division 31 regulations and the Welfare Institution Code (W&IC) section 16500 et seq. The decision to respond and the level of immediacy will be determined using a standard intake assessment as part of the Safety Risk Assessment methodology focusing on the safety of the child.

IV.3.2.1.1 Intake and Screening – State's Vision for CWS/Web

The State envisions a solution that is flexible so the decision making framework can be changed to reflect the changes in society as new risks emerge and practices change. The solution must track the collected data relating to the safety of a child, so that the screener can analyze and evaluate the response to different safety issues and correlate the response to outcomes.

Critical to the intake and screening process is identifying prior clients in the system, thus it will be critical that the solution have extensive search capabilities to allow the screener to search the database to determine if any person being referred has a previous or current referral/case existing in the solution's database. If it is

determined that any person returned from the search is the same as the person being reported, the new information must be merged with the already-existing information. The goal is to create a single record for all persons, leveraging existing information related to any client and minimize the creation of redundant data. In addition, the goal is to link different referrals and allegations around a child to get a comprehensive view of the safety concerns and risks posed to the child.

The State envisions a solution that will allow the screener to determine the Differential Response path and document that decision with justification. If appropriate to the referral, the solution must seamlessly pass the information gathered during Intake and Screening to the Investigation staff based on local rules and the situation at hand.

IV.3.2.2 Investigation Overview

The investigation of a referral is a part of Emergency Response services, where the referral investigator's primary goal will be to conduct a detailed investigation of the allegations reported in a referral, and will include responding to instances of Safely Surrendered Babies. The referral investigator will conduct his/her investigation by conducting in-person interviews with all children in a referral as well as the adults available at the time of the investigation, and must include the alleged perpetrator. The referral investigator may be joined by law enforcement and/or a social service agency as part of the investigation, and may contact a variety of additional collaterals in order to verify information regarding the child and/or family (e.g., teachers, doctors, neighbors, therapists, etc.). The referral investigator will assess a child's safety by conducting a risk assessment for each child during the investigation, and if appropriate may also complete a safety assessment and establish a safety plan.

Although the primary objective of the investigation is to determine if an immediate risk affects a child's safety in their home, the CWS worker will assess the family for services which can improve the parent/guardian's effectiveness, and provide referrals for services that will reduce the need for out-of-home care. At any time during the investigation, the worker may therefore provide referrals to community agencies/resources as appropriate to the family's needs, and may provide time-limited Emergency Response case management services. At the conclusion of each investigated referral, the CWS worker will complete a Child Abuse Summary Report, and will determine whether a "Case" must be opened or whether the referral can be closed safely. If a referral can not be safely closed within the specified time limits, a case will be opened either via a voluntary agreement with the family, or via filing of a petition with the court to make orders for services to be provided to the child and his/her family. Whether voluntary or court ordered, services may be provided to the child and his/her family either in-home or by placing the child into out-of-home care services.

The data collection and investigation starts during the Intake and Screening process by recording information on the child and the information provided by the reporting

party (e.g., the allegation of abuse, perpetrator, family situation, etc.), and continues throughout the investigation process. The investigation will be guided by the State's Safety Risk Assessment methodology to ensure that all required information is collected. The referral investigator will not only be collecting information to assess risks to make a decision about a child's safety, but will also be gathering information about the family's history, which may be important and necessary (i.e., to protect the civil liberties and legal rights of a child and/or guardian) if a petition is later filed with the courts. Thus, at any opportunity, the referral investigator will be collecting a wide variety of information including; related individuals, Native American ancestry (e.g., Indian Child Welfare Act), family and child strengths and needs, information on siblings, health and medical, education, etc.

IV.3.2.2.1 Investigation – State's Vision for CWS/Web

The State envisions a solution that provides a significant capability to assist a supervisor or CWS worker with assigning the appropriate investigator to a referral. The solution will conduct a search of all available investigators, and return results in a manageable listing displaying available investigators by location, skills, workload availability, and possible prior contact with the family, etc. To meet the investigative function variations between counties of different size, the tasks of Investigation can be shared by specialist workers (e.g., Safely Surrendered Babies program may involve an adoptions worker) and the State envisions the CWS/Web Solution will allow multiple workers assigned to the Investigation to update and enter information on a referral.

The State envisions the solution will assist the CWS worker in updating data for multiple clients rather then opening multiple client files and updating each separately. The solution must allow commonly shared information to be updated for all persons in the referral during all on-going functional processes. For example, the capability to simultaneously update the address of each selected family member living at a common address will increase efficiency of CWS workers by reducing the need for multiple data entries for each associated individual.

IV.3.2.3 Safety Risk Assessment (SRA) Methodology Overview

The State is responsible for the safety of all children while under CWS care and supervision, therefore the risks to a child's safety must be assessed on an ongoing basis, at each contact between the child and a CWS worker during a Referral or Case. Of additional importance is that a child's safety and the services delivered to clients are evaluated accurately and uniformly throughout California, from one county to the next regardless of the client's language, culture or ethnicity.

To meet these objectives, the CWS/Web Solution must contain a fully integrated Safety Risk Assessment (SRA) methodology. The SRA methodology must utilize all information entered into a child's record, evaluate and update assessments as new information is associated to the child's case, and notify the CWS worker when identified data has changed that may impact an assessment for the client. This is especially critical in the instances of assessments related to a child's safety, where

data entered into the system may indicate possible increased risk to a child's safety. Further, the SRA methodology must provide a standardized statewide method of practice for evaluating the risk and safety of a child, to better ensure a CWS worker's decision corresponds to the CDSS CWS regulations and State statutes.

In addition to the assessment of safety and risk of a child, the SRA methodology must also include a number of additional assessments that assist the worker in best identifying service needs and assessing the appropriateness of a child's placement. To sufficiently assess the child and family, California has identified the minimum assessment domains that the SRA methodology must include. These assessment domains are:

- Response
- Child's risk
- Child's safety
- Safety Plan
- Caregiver's protective capacity
- Child's needs
- Child's strengths
- Family's needs
- Family's strengths
- Child's placement needs

The use of a standardized SRA methodology is anticipated to assist the CWS worker and his/her supervisor in making decisions and provide better data for state and local reporting purposes, as well as to assist the State and counties with the ongoing evaluation of the SRA methodology and the factors associated with each assessment domain. It is important to note that the assessment domains may change over time (e.g., new domains added, removal of assessment domains determined not to meet business needs), as too may the factors and criterion upon which child welfare decisions are based. Thus, it is necessary that the selected SRA solution must be modifiable to meet changes in State policies and legislation.

IV.3.2.3.1 Safety Risk Assessment (SRA) Methodology – State's Vision for CWS/Web

The State envisions the use of a SRA methodology to better assist California in meeting federal regulations and assuring that decisions made with regard to safety and delivered services in a child's Case meet State policies uniformly among the 58 counties. The State envisions the SRA solution will be automated as to limit its intrusion into the CWS worker's daily workflow or by taking time away from direct services provided to children and families. The State envisions the SRA will assist in making decisions about a Referral/Case, rather than directing the CWS worker and/or supervisor in their decisions.

The State envisions a SRA methodology fully integrated with the CWS/Web Solution that utilizes data gathered from other resources within the CWS/Web system (e.g., interfaces, prior assessments, prior Referrals, prior Case information) to assist in completing assessments in each domain area. The State envisions the results of assessments in each domain area will be captured automatically in the CWS/Web Solution. The State envisions a solution that supports the capability to pilot innovative approaches and programs in certain locations by integrating and/or working with external decision support models, programs and experts to identify new and improved assessment methodologies.

The State envisions the SRA methodology will assist the worker in the assessment and the ongoing monitoring of a child's safety, by utilizing data available in the CWS/Web system for the client, and provide feedback to the CWS worker as to changes in a child's status. While the State does not envision the CWS/Web Solution to impose a rigorous step-by-step process flow, it is the vision that the CWS/Web Solution should provide a structure and track information that should be collected during the investigation based on the risks and needs of the child consistent with the CDSS CWS regulations and statute. The State envisions counties having the ability to modify how the SRA methodology fits within their workflow.

Figure IV - 1. Safety Risk Assessment Methodology Diagram is a high level diagram of the SRA methodology as the State envisions its implementation into the practice of CWS. It demonstrates the possible flow of assessments and use in assessing a child and/or family.

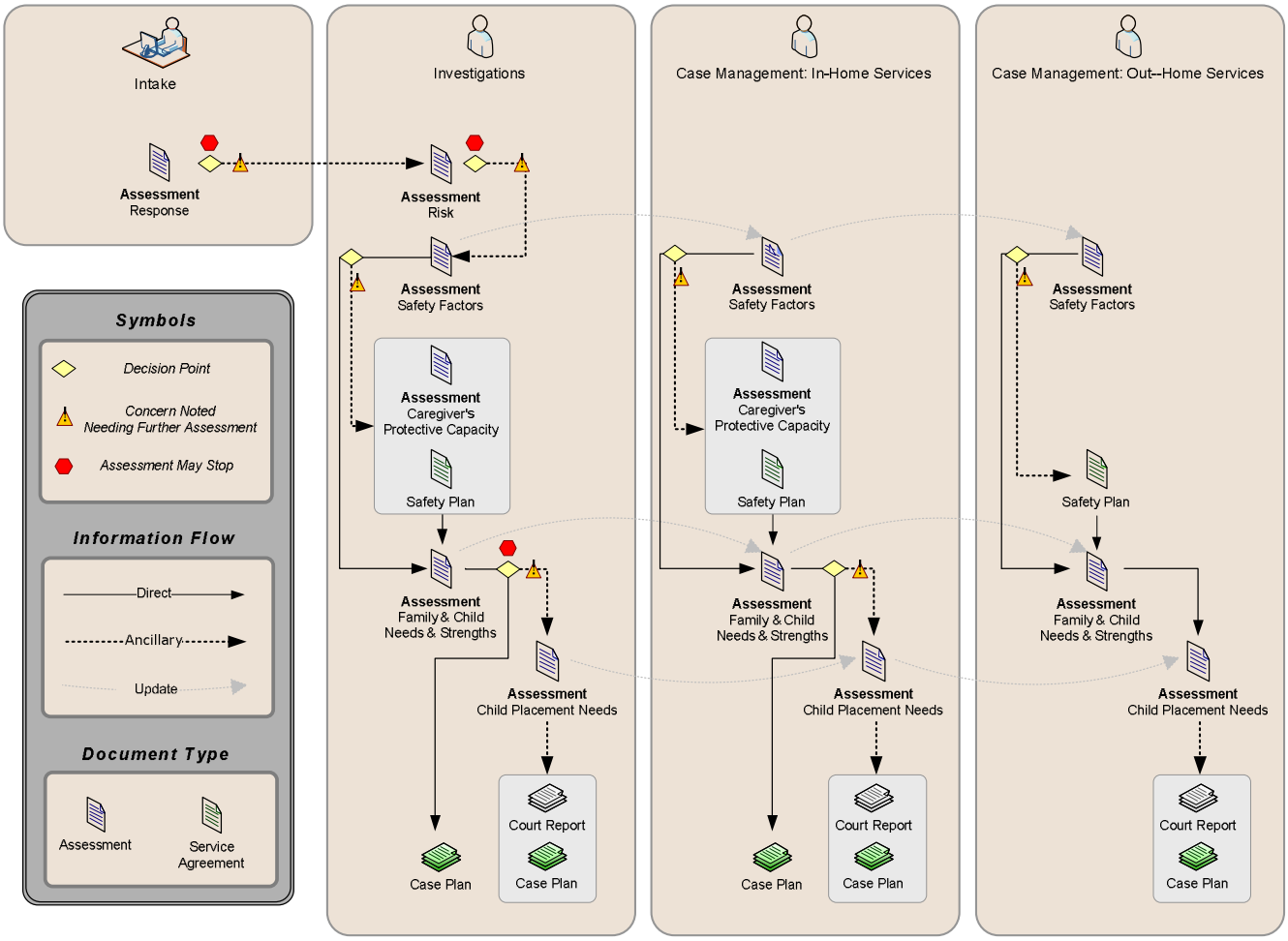

Figure IV - 1. Safety Risk Assessment Methodology Diagram

IV.3.3 Eligibility Overview

CWS workers collect and submit the information necessary for the foster care eligibility application. This Eligibility function includes the activities performed by CWS workers to apply for foster care, Kinship Guardianship Assistance Program (KinGAP) and Adoption Assistance Program (AAP). The eligibility programs also require that the applicants' eligibility status be re-determined periodically. The CWS workers complete and submit the applications for re-determination of eligibility according to the Aid to Families with Dependent Children – Foster Care (AFDC-FC) regulations.

IV.3.3.1 Eligibility - State's Vision for CWS/Web

The State's vision for the CWS/Web is to ensure that eligible children in placement receive services and payments necessary to maintain their care. It is mandatory that the eligibility functionality of CWS/Web ensures SACWIS compliance. Eligibility determination and calculation will occur in the CWS/Web.

It is the vision of the State that the initial and redetermination eligibility application, including redeterminations due to intervening factors, and data are documented through the Intake, Investigation and Case Management processes and the determination is done by the CWS/Web.

The State's vision for the Eligibility process includes:

- Capability of the solution to track all information required for an eligibility determination and prompt the CWS workers for missing information throughout the process
- Capability to assist CWS workers to ensure that eligibility applications comply with federal, State and county guidelines and requirements by ensuring proper language is used and criteria for documentation are met
- Capability of the solution to support automated population of eligibility forms to reduce work

IV.3.4 Case Management Overview

The Case Management process encompasses the activities performed to manage a CWS Case. There are four service components within CWS Case Management; Emergency Response, Family Maintenance, Family Reunification, and Permanent Placement. While a case is active it is classified under one of these service components. A CWS worker is involved with children and families within one of the four service components at all times, providing case management and service related activities. The CWS worker providing Case Management services will perform a variety of activities such as developing and updating a case plan for the family, writing and compiling documents that will be submitted to the Juvenile Court, as well as completing and submitting referrals for services.

If a Case is opened to provide services to a child and his/her family, a Case Plan will be established outlining the case goal and objectives to be achieved by each family member. A Case Plan will have a primary goal, and secondary goal (also known as the Concurrent Plan). Additionally, the Case Plan will outline identified areas within the family which pose a risk to the child's safety or contributed to the involvement of CWS with the family, and will identify objectives to be achieved by services recommended to the family. For each objective, one or several services may be identified to help achieve the stated objective. Progress in regard to each objective will be entered in the Case file and used to assess the family's progress towards reunification or need for more permanent placement solutions. The CWS worker will assist the family by providing necessary referrals for those services outlined in the Case Plan, and requested by the family.

The CWS worker will be responsible for ensuring that the child's basic needs are met during the Case Management activities, including; medical, psychological and educational, and placement needs. The CWS worker will ensure a child receives all examinations appropriate to the child's medical and psychological needs by

providing referrals for appropriate and necessary services. The services and results will be documented within the child's Case. State regulations further requires the CWS worker to monitor and record the educational development of children under care, and to make best efforts to assure all educational needs are met, through referral for services or advocating on the child's behalf.

IV.3.4.1 Case Management - State's Vision for CWS/Web

The State envisions a solution that will assist the CWS worker in quickly gaining knowledge of a newly assigned Case by providing a high-level summary of the Case as well as services and outcomes provided up to that point in time. It should be easy for the CWS worker to locate and view Case information (e.g., allegations and interventions reasons; the time children have spent in various placement facilities; educational settings; court decisions; services received; upcoming milestones; etc.) pertinent to understanding the case and the child's needs.

The State envisions the CWS/Web Solution will aid the CWS worker in efficiently making decisions that are in the best interest of the child. The State visualizes the CWS/Web Solution providing decision making support by:

- Tracking all risks and facilitating the entry of objectives and services for each.
- Providing integrated case management to allow data and information to seamlessly follow the case as it moves between program components.
- Offering a means to easily schedule, track, and document collaborative and multidisciplinary meetings.
- Supporting concurrent work by multiple authorized workers on the same case.
- Notifying CWS workers if there is missing required information (e.g., eligibility determination, case plans, court documents, due diligence).
- Tracking, monitoring and triggering notifications and reports that critical milestones are pending.

The State envisions a solution that will allow CWS workers as well as outside agency workers to share and view information, collaborating in the development of recommendations, plans and delivery of services. The solution will provide access to educational, medical and psychological information and allow CWS workers, caregivers and Public Health professionals to manage the safety and well-being of a child. The solution will be integrated with the systems of external partners such as the Department of Health Care Services, California Department of Public Health and California Department of Education to seamlessly retrieve information located in external systems to provide timely and accurate updated information relevant and necessary to the child's care.

The State envisions the CWS/Web Solution to provide CWS workers with the ability to manage delivered services and to assist the worker in placing the child rapidly into the most appropriate setting by supporting:

- Concurrent planning and support for multiple concurrent plans

- Sophisticated placement matching algorithms and support
- Parallel eligibility investigation and determinations
- Multiple workers assigned to the case with the ability to update case information concurrently.

IV.3.4.2 Placement Overview

In situations where a child is at risk by remaining in his or her current environment, a child must be removed from a parent/guardian and placed in out-of-home care. The Placement process encompasses performing a number of activities to arrange for the child's out-of-home care:

- Developing and recording the placement agreement between CWS and the facility in which the child is to be placed,
- Documenting information about removal and placement, and to monitor the on-going care of the child and supervision of his/her care.
- Initiating and tracking an out-of-state placement under the Interstate Compact on the Placement of Children (ICPC)
- Placement of a child in a Tribal Home under the Indian Child Welfare Act (ICWA), if applicable.

IV.3.4.2.1 Placement - State's Vision for CWS/Web

The State envisions the CWS/Web Solution placement functionality will provide the CWS worker with the ability to record, retrieve and manage information regarding the initial removal and on-going placement of the child. This includes the ability to perform criteria-based matches on characteristics of the child to the most appropriate placement, by providing extensive matching capabilities on relevant criterion (e.g., location and vicinity to schools, language, religious affiliation, ethnicity, special needs capabilities). The State envisions the process of placement will be improved by implementing tools for managing a pool of placement homes and sophisticated computer-based tools for matching placement homes with the needs of the child.

The State envisions the CWS/Web Solution will assist the CWS worker with the creation of required documents and track communication to and from all critical stakeholders involved in the placement process.

In addition, the State envisions that the Safety Risk Assessment methodology will further assist the CWS worker to assess the safety of a child if there are issues of concern anytime during placement.

IV.3.4.3 Adoption Overview

The Adoption process includes establishing a permanency goal of Adoption, the termination/relinquishment of parental rights, identification of an adoptive family, determining eligibility for adoption assistance, finalizing adoption, re-determination of

eligibility for adoption assistance, and post-adoption services. The Adoption process occurs when a child is in the custody of Child Welfare Services and the primary or concurrent permanency goal is determined to be Adoption.

The automation of adoptions will allow CDSS to administer the statewide program in a cost effective way and perform quality assurance functions.

IV.3.4.3.1 Adoption - State's Vision for CWS/Web

The State's vision for Adoption functionality is to ensure that all information collected during the Intake and Case Management activities is available to the Adoption worker. The Adoption case management functionality should support the following processes and activities:

- Conduct adoptability assessments
- Schedule and conduct interviews with prospective adoptive caregivers and other parties involved
- Prepare court reports and notices for court hearings
- Match children with potential adoptive caregivers
    - Conduct home study
    - Select prospective adoptive family
- Initiate and complete Adoption Assistance Program (AAP) eligibility applications
- Perform adoptive placement
- Provide post-placement supervision
- Finalize adoption
- Initiate AAP payments
- Provide post-adoption services
- Reassess AAP periodically

As depicted in Figure IV - 2. Conceptual View of the Adoption Case Life Cycle, the vision for the CWS/Web is to provide an end-to-end (complete) solution for adoptions to be used by all Adoption workers in California with the objective that SACWIS requirements are met. The Adoption function will be used by both State and county Adoption workers.

Since home studies may be conducted by third party organizations, the State envisions a solution that can be expanded to allow the State to communicate with third party entities as well as capturing information electronically.

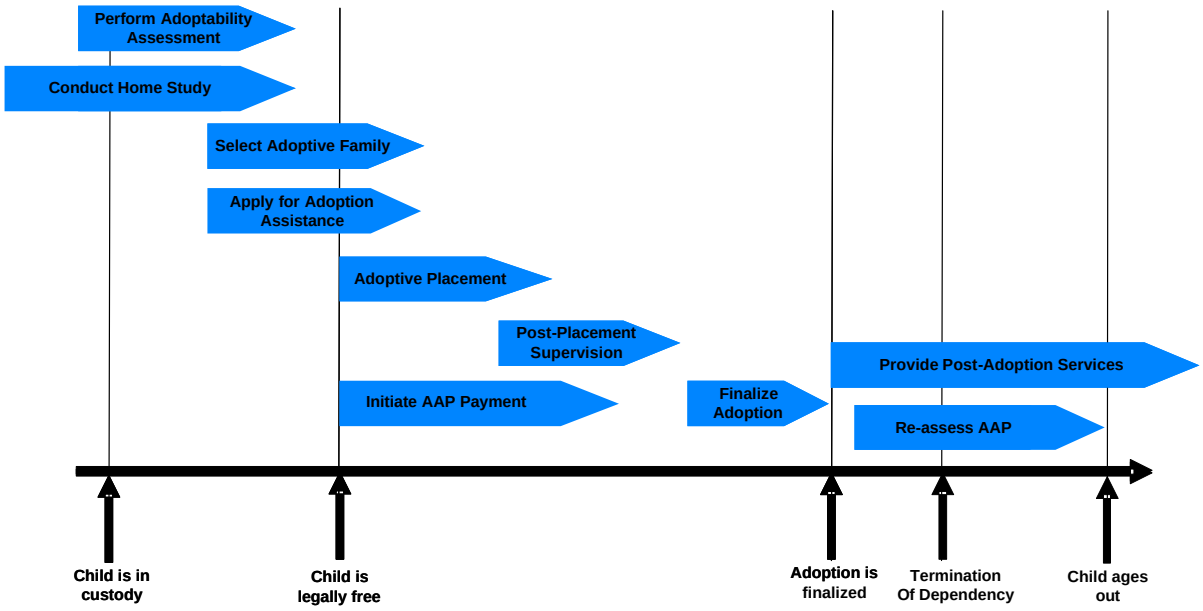

Figure IV - 2. Conceptual View of the Adoption Case Life Cycle

IV.3.5 Resource Management

Resource Management facilitates the management processes involved in the determination of appropriate service providers and/or placement resources necessary to accomplish the goals of the Case Plan. Resource management includes; facilities support, foster/adoptive home support, resource directory, and the generation of alerts and action items. Facilities support is the collection and maintenance of provider information such as license/certification status, types of services, level of care provided, level of care compliance, and cost of care. Requirements also support the collection and maintenance of foster and adoptive home information including licensing decisions, violations and revocations, and required Adoption Foster Care Analysis and Reporting System (AFCARS) information. The resource directory is an inventory of available resources and services and the ability to generate management reports related to resource availability. CWS/Web system requirements will support identification and tracking of cases that require a review or other action as a result of monitoring activities.

IV.3.5.1 Resource Management – State's Vision for CWS/Web

The State envisions the CWS/Web to support enhanced Resource Management and that include the following programs/processes:

- Manage License/Approval/Assessment of placement homes
- Manage Service Providers
- Manage County-Specific Forms

The State envisions the CWS/Web Solution to maintain a pool of approved service providers and licensed foster care facilities (including adoptive homes). The

CWS/Web Solution must assist the CWS worker to verify the availability of resources, and assist the CWS worker in the process of matching services/providers to the needs of children based on existing data in the solution.

IV.3.5.2 Licensing

The State envisions the Licensing services to be provided by the State Licensing Information System (LIS) for both State and county Licensing workers (in those counties that do their own licensing). The State envisions the CWS/Web Solution will interface with the LIS. Through the interface with LIS all information relating to the licensing of a placement facility would be entered into the CWS/Web Solution. In the future, the Licensing case management functionality may be in the CWS/Web if the counties do not have access to LIS. In this instance, the CWS/Web would include the management of applicants for foster care licenses including the process of issuing licenses, conducting periodic reviews and investigating complaints against foster homes. Licensing is also used as a component for Title IV-E eligibility determination process. In addition, the State envisions the functionality to support the assessment and approval of Relative or Non-relative Extended Family Member (Relative/NREFM) homes and Resource Family homes.

IV.3.5.3 Service Providers

The State envisions the capability to manage a catalog of service providers and their services within the CWS/Web Solution. This capability includes setting up and maintaining a catalog/directory of services and service providers. A listing of up-to-date information on services will help the CWS worker to quickly locate service providers. A CWS worker will be able to view service resources in his/her own county as well as service resources in other counties. It is anticipated that the service providers can be coded with geographical information to allow enhanced functionality such as map display and generation of driving directions.

IV.3.6 Court Processing

Court Processing addresses the preparation of documents for the courts, such as petitions, letters, attorney approvals, and supervisory approvals, and how the system notifies relevant parties of impending court actions. Most court reports will have some form of attachment. These attachments generally are documents associated to the child (e.g., assessments, due diligence reports, Live Scan results, a child's picture, medical records/reports, the child's Case Plan, Transitional Independent Living Plans (TILP), police reports). There are a wide range of documents that are submitted to court throughout the life of a referral and case.

- Request for the court to make a findings, such as the detention, jurisdiction or termination of jurisdiction of a child
- Reports to the court to provide updated information on a child's case and progress made in providing services (e.g., Family Maintenance, Family Reunification, Adoption, Permanency Placement) on the child's behalf

- Reports to update the court on progress of specific actions (e.g., ICWA notification, locating a parent, delivery of specific ordered services to a child or parent)
- Request the court order, specific actions or services on behalf of the child (e.g., Individual Education Plans, medical procedures, psychotropic medications, special services)

Court processing also involves the proper noticing of a tribal child that has entered the child welfare system to comply with ICWA. The State envisions that appropriate court noticing documents will be submitted to track communication between the Child Welfare agency and the tribal entity has been initiated. Noticing involves the notification of Court involvement in a child's life due to suspicion of child abuse and/or neglect and the calendaring of hearings in which appropriate parties are required to attend.

Another important aspect of court processing is the information exchange for the calendaring of hearings and the court orders and results from all court-related activities. The State envisions the CWS worker will be able to submit the proper information to the court using CWS/Web and that decisions made or actions taken by the court will become available in CWS/Web. Information from the court also provides the legal language required for Title IV-E eligibility determination.

IV.3.6.1 Court Processing – State's Vision for CWS/Web

When involvement of the court is necessary, CWS workers create and submit reports to the Juvenile Court in a variety of situations. When the court is involved in a Case, court hearings occur at least every six months in ongoing cases and require submission of reports to the court with the updated Case Plan. To prepare court reports, the CWS worker must provide Case information in predefined court reports that may vary from county to county and from court to court. Court documents consist of a court report generally with a number of attached documents, submitted to the court either to request legal actions via court orders, or to update the court on progress made in a child's case. The CWS worker will also receive court orders and directives from the court following each hearing.

The CWS/Web court interface must allow CWS workers to schedule hearings and file all appropriate documents with the court (e.g., declarations of due diligence, psychotropic medication authorization, court reports). In return, the court interface will provide information that includes hearing attendees, calendaring of hearings, specific attorney relationships, results of hearings and court orders. The State envisions that the CWS/Web Solution will assist the CWS worker in preparing the appropriate court documents, improve tracking of information, as well as hearing outcomes and provide paperless forms of communication.

IV.3.7 Financial Management

The State and counties must track and manage CWS expenditures. It is a SACWIS requirement that the tracking and management of CWS financial transactions be done through an automated process within the SACWIS and/or through an interface

with a financial management system. The Financial Management business needs will be met by implementing a portion of the functionality in CWS/Web with the remaining business needs met through a data interface with the SAWS. The CWS transactions will include program codes and the percentage of funding required from federal, State and county for each code establishing an audit trail. CWS/Web will send payment instructions to the State Controller's Office or County Auditor/Controller's Office through an interface. The actual payment will be issued from these systems.

IV.3.7.1 Financial Management – State's Vision for CWS/Web

The State requires the CWS/Web Solution to meet federal SACWIS requirements for Financial Management. The vision is that it will support the accounts payable process, through an interface with the SAWS and the appropriate State Controller's Office or County Auditor/Controller's Office. The State envisions the CWS/Web to be able to connect a payment to an authorized placement or service provider, including the service authorization, the client, the number of units of service, the duration of the services, and the service start and stop dates, as appropriate. CWS/Web will have the capability to track all applicable payments, including placement-related and service-connected expenses.

The CWS/Web Financial Management feature will provide users the ability to:

- Request a service
- Have a mechanism to authorize the service
- Verify receipt of service from the provider
- Authorize payment for the service to the provider
- Send payment information to the State Controller's Office or County Auditor/Controller's Office in a standard format
- Receive payment information from Controller's Office or County Auditor/Controller's Office in a standard format

The solution should have the capability to establish an audit trail that links the following elements:

- Child/case/recipient
- Justification of need for payment/service (e.g. court order or Case Plan)
- Authorization of a payment/service
- Identification of payment recipient/service provider
- Verification of service delivery
- Receipt of invoice
- Issuance of payment

IV.3.7.2 Foster Care and Adoption Assistance Financial Management

To meet the federal and State reporting requirements, the State envisions the CWS/Web will interface with the State Controller's Office and County Auditor/Controller's Office in such a way that consolidated periodic reports on all payments and expenditures can be made.

IV.3.7.3 Services

Services can be initiated for any child or family that has an open Referral or Case in the solution. When a CWS worker recommends and authorizes a service, he/she will choose from a list of approved service providers in the solution and conceptually issue a purchase order for the service provider to begin delivery of a service (alternatively, a voucher is issued for the recipient). At the time a service is authorized, the solution will have the capability to encumber the cost of the service against the contract with the service provider. Upon delivery of the service, the service provider sends an invoice to the CWS agency. CWS should conduct a three or four way match (contract, purchase order/authorization, verification of service delivery, and invoice) before authorizing a payment. The service will be paid through the State Controller's Office or County Auditor/Controller's Office.

IV.3.7.4 Incidental Expenditures

Incidental Expenses include nonrecurring expenditures such as the installation of smoke detectors or fire extinguishers in a foster home, supplies or household items. The county will typically issue a voucher for a specific product/good. Alternatively, counties may have a bulk inventory of supplies and issue an internal voucher/transaction. In either case, discretionary expenditures will be linked to the case and an authorization including justification of the need will exist in the CWS/Web Solution.

The CWS/Web Solution will have the capability to establish an audit trail that links the following elements:

- Child/case/recipient
- Justification of need for payment/service (e.g. court order or Case Plan)
- Authorization of a payment/service
- Identification of payment recipient/service provider
- Verification of service delivery
- Receipt of invoice
- Issuance of payment

The State envisions the audit trail to be achieved by exporting a service authorization file from the CWS/Web to the State Controller's Office or County Auditor/Controller's Office. This authorization file should at a minimum include:

- Unique identifier for the transaction

- Referral/Case ID
- Client Index Number (CIN)
- Service type
- Service Provider/Bidder
- Frequency of authorized service
- Amount authorized
- Funding source
- Date and duration of authorization

By receiving detailed information for every authorization, the county payment solutions should be able to track payments back to a child, Referral/Case and service provider. The State envisions information from the State and county payment system to be collected periodically by the CWS/Web for consolidated reporting purposes.

IV.3.8 Administration

The State envisions the CWS/Web Solution to provide automation in the areas of staff management, reporting, and administrative support. CWS/Web will record and maintain employee information such as name, office location, and caseload assignment. The system will facilitate case workload management by supporting the decision making process in the assignment of cases to CWS workers that is recorded and tracked.

Reporting describes CWS/Web automation to capture required AFCARS information to AFCARS reports and other federally mandated reports either in paper or electronic formats. Reporting requirements will also provide necessary functionality for State and counties to have the ability to develop ad hoc reports though the use of automated tools, as well as standardized reports from a data warehouse. For more information regarding CWS reports, please refer to Artifact 24 – CWS Reports Listing and Artifact 48 – CWS/CMS Reports in the Bidders Library.

Administrative support provides for CWS/Web hardware and software security and confidentiality requirements granted under the Social Security Act and as applicable under the Child Abuse Prevention and Treatment Act. These requirements address how hardware, software, the telecommunications network and data are protected from damage, destruction and loss, as well as fraud and abuse. CWS/Web record retention and archiving of inactive and closed cases are described as well as system tracking of changes to information.

Administrative support also addresses the office automation that will be available and online system documentation such as policy/procedure manuals, user guides, field help screens, and on-line, computer based training for system users.

IV.3.8.1 Reporting

The following provides a description of the business objectives and needs that are to be pursued through the implementation of a new data management and reporting solution for CWS/Web. The State plans to continue to use Business Objects as the common statewide reporting and analysis tool, while allowing entities to use alternative tools (e.g., SAS, Cognos, SPSS). To accommodate the use of multiple tools:

- The solution must have the ability to provide access to data that enables CWS workers and managers to make better decisions, improve quality of services, meet outcomes, and manage work more effectively.
- The solution must have the ability to grow with the changing needs of CWS program (e.g., new initiatives and program models).
- The solution must have the ability to provide access to aggregated and regional/county data based on roles and groups to better manage workload, program performance and outcome achievement.
- The solution must be flexible and based on open, standards-based technologies.
- The solution must eliminate report and data discrepancies that arise from multiple sources of the same data.
- The solution must provide common/equitable access to all counties for standard reports.
    - 100% of counties must have access to the same standard reports to monitor program performance, outcome measures and workload
    - Reduce the number of reports developed by leveraging tools that have the capability to share and customize common reports through views and drill-down capabilities based on dimensions and parameters
- The solution must enable the redeployment of resources to higher value tasks.
    - Increase caseworker field hours by providing simple, secure Web-based access to reports and information (either remotely or through any device that has browser capabilities) that identifies needed case activity and improve caseworker efficiency
    - Reduce administrative staff time spent on reporting and increase time spent on analysis by increasing the ease of developing reports and providing more user self-service
- The solution must improve State and county staff ability to measure program results and outcomes, make decisions, and improve service delivery.
    - Ensure data is provided in a timely manner (e.g., daily, weekly extracts)
    - Ensure tools are easy to use, user-appropriate and accessible to everyone

- Ensure access to external interfaces exist
- Increase State and county CWS workers capability to integrate data from external interfaces to report in areas such as the relationship to domestic violence calls, mental health service and other variables that are critical to ensure the protection and well-being of children at risk or in the child welfare system
- Provide the capability to conduct data mining that enables the State and counties to ask new questions based on indicators of abuse for at risk children to enable earlier/better intervention

In addition, the following data management and reporting objectives have been identified:

- Improve outcomes and program effectiveness for children through better program management and service delivery
  - The CWS/Web data management and reporting solution provides the opportunity to deliver better information to State and county staff so that better program decisions can be made and the needs of families and children can be met. A flexible, easy to use and widely available data management and reporting solution must enable users to more efficiently access standard reports and information. This accessibility will assist users to begin to ask new questions and seek new information that must drive better program results. Putting information in the hands of end users will create new opportunities for enhanced service delivery and better outcomes for children and families.
- Establish an enhanced collaborative information environment
  - By implementing a solution that has the capability to easily interface/integrate with multiple auxiliary statewide or community systems, CWS can improve the sharing of information to improve program performance. Potential sources of data for valuable cross-program analysis include interfaces to SAWS systems. This cross-program analysis would allow counties to better identify causal relationships and lead to earlier or better service delivery to children and families in need.
- Ensure that the CWS/Web meets applicable federal and State requirements for security to protect the privacy and confidentiality of the client's information.

IV.3.8.1.1 Report Tools

The State envisions tools to help users develop ad hoc reports. These tools would include a detailed Entity Relationship Diagram, a screen cross-reference tool, a database definition tool, and a tool to help build SQL queries. The screen cross reference tool will let the user pick data elements that they would like to include in a query from a screen field and have the tool cross reference the field to a database entity and attribute. The database definition tool will document, for all entities, the entity definitions, relationships, indexes, attribute information, code values, and the

CWS/Web screens on which they appear. The SQL query tool would be used for building Statistical Analysis System (SAS) or SQL database queries and access all CWS/Web entities, entity relationships, attributes, code values, and handle folded and concatenated keys. These tools could be standalone or combined into a suite of tools. Ideally, these tools would work with report building tools like Business Objects and incorporate the concept of universes while allowing authorized users access to the raw data.

IV.3.8.1.2 Description of Users and Reports

There are three (3) primary groups of individuals who interact with or are impacted by the reporting systems. The following section provides a definition of these groups and indicates how they relate to the various reporting solutions. The proposed solution will address the existing and future needs of these:

- **Analysts** (data managers and report creators) - The individuals who utilize the current reporting solutions most frequently are the State and county analysts that create the Business Objects, SAS or other software based reports. These analysts have a variety of data needs and utilize different tools and reporting environments to deliver standard and ad hoc reports to users and stakeholders. Some counties have specialized analysts that are responsible for these duties; however, the range of capabilities (e.g., Quality Assurance) and the number of analysts varies greatly across the counties, with some counties having none.
- **Users** (report viewers and report beneficiaries) - The primary users of report information are the CWS workers, supervisors, managers, and directors within each county. These users use reporting tools to provide standard reports on caseloads, trends, management issues, and program outcomes. Users rely on standard reports and ad hoc reporting to meet the ever-changing information needs of CWS.
- **Stakeholders** (report beneficiaries) - Stakeholders include those individuals or organizations that are impacted by or are interested in influencing program requirements. These stakeholders include federal and State governments, external interest groups/partners (law enforcement, nurses, etc.), community members participating in local county performance reviews and Self Improvement Plan development, and each county's Board of Supervisors.

  Many of these stakeholders use reports to manage progress against legislative goals, specific county level programs/initiatives or grant proposals. Other stakeholders may look to data and reports to assess the impact of external programs or other factors (health, safety, well-being, etc.) to overall child welfare. Lastly, many community stakeholders including citizens and news media may look to CWS data and reports to provide awareness of what is happening in their local communities with respect to child welfare.

Analysts, users, and stakeholders each have very different needs for reporting tools based on their information needs and their technical skills.

Table IV - 2. Reporting/BI Tool Needs of Analysts, Users and Stakeholders illustrates how analysts', users' and stakeholders' needs for reporting/business intelligence tools[4] vary from simple reports to tools that allow more detailed analysis.

Table IV - 2. Reporting/BI Tool Needs of Analysts, Users and Stakeholders

Constituents	Reports	Spread-sheets	OLAP Views[5]	BAM/ CPM[6]	Dash-boards	Ad Hoc Query	Data Mining/ Advanced Analysis
Stakeholders - Extranet (Partners, Media and Citizens)	X						
Stakeholders - Board of Supervisors & CDSS Executives	X	X		X	X	X	
Users - CWS Workers	X	X			X		
Users - Managers and Supervisors	X	X	X	X	X	X	
Analysts - "Power" Users	X	X	X	X	X	X	X

IV.3.8.1.3 Report Types

Generally, the reports generated from the tools identified above can be categorized into two categories:

- Standard Reports – these are predefined reports that have been developed and can simply be run as written or slightly modified to meet user needs. This includes:
    - Management Reports
    - Case Management Reports for Supervisors
    - Case Management Reports for Workers
- Ad Hoc Reports – these are reports that are developed on an "as-needed" basis to meet a new information requirement of the business

Table IV - 3. CWS Report Types and Percentages of Total below provides a general description of each of the report types, indicates the overall percentage of total current reporting that each category represents, and provides a high-level description of the report type. The majority of reports are derived from the various reporting systems or from the Project Management reports within CWS/CMS. Please refer to Artifact 48 – CWS/CMS Reports in the Bidders Library.

[4] Business intelligence is an industry term used to encompass elements of data management, reporting and analysis processes and solutions that enable the production of quality information about a business to drive better decision making and business outcomes.
[5] OLAP Views – On-Line Analytical Processing
[6] BAM – Business Activity Monitoring, CPM – Corporate Performance Monitoring

Table IV - 3. CWS Report Types and Percentages of Total

Type of Report	% of Total Reports	Description
Ad Hoc Reports	25%	Detail or summary reports resulting from requests for child welfare services data from organizations/ agencies outside of CWS. Examples would include requests from the Board of Supervisors for foster care statistics, the State regarding budget, from research organizations, agencies seeking government grants, etc.
Management Reports	30%	High level reports summarizing information such as State and federal outcomes, trends, foster care system re-entry, and quality assurance. These reports are refreshed monthly or quarterly.
Case Management Reports – Supervisors	30%	Detail reports regarding case carrying CWS worker performance, compliance with county and State requirements, and provision of services to children and/or parents.
Case Management Reports – Workers	15%	Detail reports concerning service delivery deadlines. Examples would be court dates, medical and dental exam due dates, contact due dates, Case Plan due dates, etc.

Table IV - 4. Reporting and Analysis Tool Needs by User Group below lists the reporting and analysis tool needs by users:

Table IV - 4. Reporting and Analysis Tool Needs by User Group

User Group	Number of Users	Reporting & Analysis Tool Needs
Extranet (e.g. general public)	Thousands – 100's of Thousands	Static Reports
CWS Workers	Thousands	Reports and Spreadsheets
Managers and Supervisors	100's to Thousands	Reports, Spreadsheets, OLAP Views (e.g., BAM, CPM)
Board of Supervisors & CDSS Executives	100's	Dashboard, Scorecard, Reports, (e.g., CPM)
"Power" Users – Analysts (e.g., State, counties, & U.C. Berkeley)	100's +	Ad Hoc Query, OLAP, Reports, Data Mining, Advanced Analysis
IT Support Staff and QA	100's +	Developer, Administration, Metadata, Security, Data Management

IV.3.8.1.4 CWS/Web Reporting Scope and Vision

The State envisions a data reporting environment that is conceptually based on the model depicted in Figure IV - 3. Reporting Environment below.

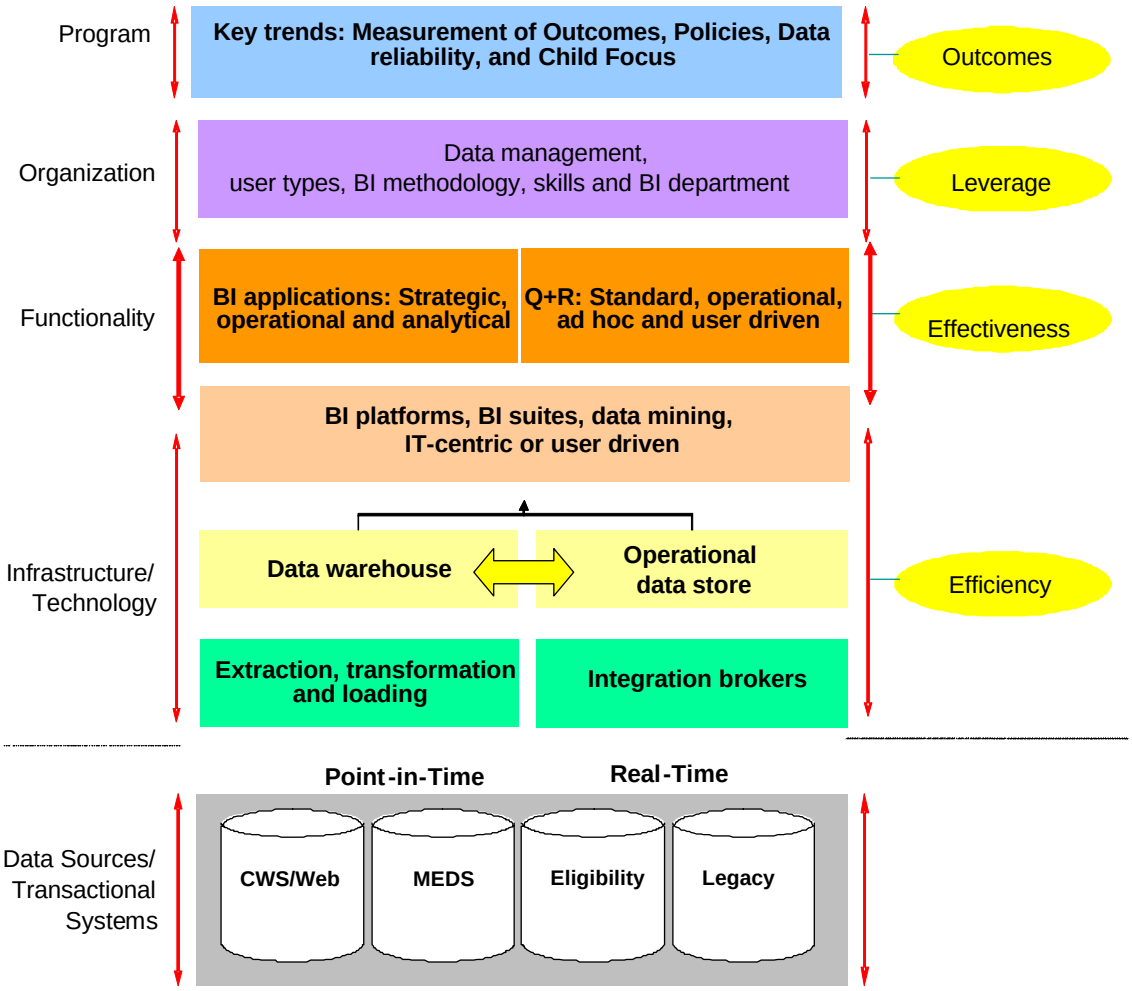

Figure IV - 3. Reporting Environment

The vision and scope of the CWS/Web reporting environment includes the following:

- The CWS/Web should provide a reporting solution that ensures flexibility, scalability and performance.
- The CWS/Web should have standardized procedures and programs to populate the data into the data warehouse using standard tools (e.g., ETL (Extract, Transform, Load) tools).
- The data warehouse should be refreshed no less than daily.
- The data warehouse should support periodic or ad hoc extracts to agencies (e.g., counties, U.C. Berkeley, Stanford University, CDSS) as needed (e.g., daily, weekly, monthly).
- The State plans to continue to use Business Objects as a statewide reporting and analysis tool. Further, the State plans to procure the required license for all users as it relates to the Business Objects environment.
- The State envisions broad options and choices for integration with State and county specific reporting tools. The State does not have a specific design in mind but it is envisioned that the State and/or county agencies and other entities can download or download extracts from the data warehouse.
- The State envisions support for the ongoing service and support; of the data warehouse and reporting environment.
- The State envisions ongoing assistance in the development of new data marts, reports and extracts.
- The State envisions support to conduct a detailed inventory of the existing reports used in support of child welfare services. This includes:
    - Working with the State and county representatives to identify the usage and quality of these reports.
    - Identifying all reports that are common and used by the majority of Counties.
- All statewide reports that are required by the CWS program should be supported.

IV.3.8.2 Security

The State envisions the solution to provide sophisticated role-based security and assignment that allows each CWS worker access to all data and information needed to do the work, yet at the same time ensure that sensitive information can only be accessed by authorized personnel. The solution is expected to have the capability to manage roles and security of workers.

IV.3.9 Interfaces

The State envisions leveraging the capabilities of other State agencies and external partners for delivering Child Welfare Services in the State. To minimize redevelopment, redundant work and duplicate data search and entry, the State envisions the solution to interface with the systems/State agencies identified in Table

IV - 5. CWS/Web Interfaces. For more detailed Interface information please refer to Artifact 01 - Interfaces.

It is important to note two county-specific exceptions regarding the interfaces listed. In the event the Administrative Office of the Courts - Court Case Management System is unavailable for data exchange, the State envisions the existing San Bernardino County Department of Public Social Services county-specific interfaces to continue. The State also envisions CWS/Web interfacing with Los Angeles County Department of Public Social Services LRS (LEADER Replacement System). However, in the event that LRS is not available for data exchange, the LEADER interface and Automated Provider Payment System (APPS) interface will need to be developed.

There are a number of existing interfaces that the State does not envision continuing in their present form with the CWS/Web as the business need is within the identified CWS/Web functional requirements or another interface.

- Los Angeles County Department of Public Social Services - Integrated Benefit Payment System (IBPS)
- County Access to Data (CAD) reporting Interface
- Safe Measures (Extract to NCCD-CRC)
- Structured Decision Making (SDM) extract
- Case Data System (CDS)
- San Bernardino Bed Count Report

The Alameda County Department of Social Services - Interactive Voice Response (IVR) System for payment is not listed as this system will be replaced with statewide IVR capability for all the counties.

Table IV - 5. CWS/Web Interfaces

Agency/System	Purpose of Interface
CA Department of Social Services (SAWS) includes C-IV, CalWIN, LRS (LEADER Replacement System)	• SACWIS Requirement (Title IV-A Interface) • Communicate Change of Eligibility Status • SAWS Foster Care and Adoption Assistance Payment • SAWS Client Verification • Minor Parent Services
CA State Controller's Office	• SACWIS requirement (Financial Management) • Exchange information for service provider
County Auditor/Controller's Offices	• SACWIS requirement (Financial Management) • Exchange information with county payment systems

Agency/System	Purpose of Interface
CA Department of Health Care Services - Medi-Cal Eligibility Determination System (MEDS)	• SACWIS requirement (Title XIX Interface) • Medi-Cal eligibility determination
CA Department of Health Care Services - Statewide Client Index (SCI)	• Client Index Number
CA Department of Health Care Services - Medical Management Information System, Decision Support System (MMISDSS)	• Child Health Information
CA Department of Public Health - Women Infants and Children (WIC) System	• Women, Infants and Children eligibility information
LEXIS-NEXIS (web-based search tools)	• Due Diligence search for missing individuals
CA Department of Education (CDE)	• CA statewide school information
CA Department of Education (CDE)	• Child educational information
CA Department of Justice (DOJ) - CA Law Enforcement Telecommunication System (CLETS)	• Criminal history background information
CA Department of Justice (DOJ) - Child Abuse Central Index (CACI)	• Submit Child Abuse Summary Report information
Local Law Enforcement Agencies	• Suspected Child Abuse Report
CA Department of Public Health - Office of Vital Records (OVR)	• Birth Certificate information
CA Department of Public Health [Office of Vital Records] Electronic Death Registration System (CA-EDRS)	• Death Certificate information
Social Security Administration (SSA)	• Submit SSN Application • Exchange of benefit information • Due Diligence search for missing individuals
Administrative Office of the Courts (AOC) - Court Case Management System (CCMS)	• Exchange of court documents and calendaring information
CA Department of Child Support Services - California Child Support Automated System (CCSAS)	• SACWIS requirement (Title IV-D Interface) • Child Support Collections information • Due Diligence for custodial and non-custodial individuals information • Adoption and Foster Care Automated Reporting System (AFCARS) information

Agency/System	Purpose of Interface
CA Department of Social Services(CDSS) – Community Care Licensing Division (CCLD) Licensing Information System (LIS)	• Exchange of Licensed Placement Facilities information
CA Department of Alcohol and Drug Programs – CalOMS System	• Exchange of Client Treatment information and treatment services
CA Department of Motor Vehicles (DMV)	• Drivers License information • Vehicle Registration information • Individual photo information
CA Department of Corrections and Rehabilitations (CDCR)	• Inmate/Ward information • Parole information
CA Employment Development Department (EDD)	• Employer information • Wage information • Unemployment information • Disability information
UC Berkeley (UCB)	• Data extract for analysis and reporting
Administration for Children and Families (ACF)	• SACWIS requirement (AFCARS report, NCANDS Interface, NYTD report) • National Youth Transition Database (NYTD) • AFCARS • NCANDS
San Bernardino County – Department of Public Social Services/Probation Department	• Staff Information to San Bernardino County • Client Information to San Bernardino County • Exchange court hearing information with San Bernardino County
Los Angeles County – Department of Public Social Services Automated Provider Payment System (APPS)	• Foster care payment data information to LA county
Los Angeles County – Department of Public Social Services Los Angeles Eligibility Automated Determination Evaluation and Reporting (LEADER) system	• Communicate Change of Eligibility Status • SAWS Foster Care and Adoption Assistance Payment • SAWS Client Verification
Los Angeles County – Department of Public Social Services Welfare Case Management Information System (WCMIS)	• Search and create Client State ID • Exchange Welfare Case Management data with LA county

IV.3.10 Quality Assurance Overview

Quality Assurance reviews the existence and effectiveness of CWS procedures to meet the levels of quality expected in the provision of services to children and families. To achieve high quality services, it is important that all processes are set up in a way that "things are done right the first time." To deliver quality services to children and their families, quality standards should be built into the process. During each step of any activity during the life of a case, the CWS workers involved must

follow the process and standards that ensure that any service delivered is in the best interest of the child.

IV.3.10.1 Quality Assurance – State's Vision for CWS/Web

The State envisions the solution will meet federal SACWIS requirements for quality assurance. The solution ensures that important data elements are collected and recorded and calendar alerts, business rules and automated data entry tools guide the user to enter needed data.

The State envisions the solution will have a variety of tools and techniques that will ensure specified processes are followed, data quality and integrity are at a high level and that tasks are completed on time. In addition, the CWS/Web will assist CWS workers in achieving quality through field-level context instructions, which guide user input to enhance data quality, data integrity and timely task completion.

IV.3.11 Other Functionality

Other Functionality consists of those functional system requirements and capabilities that support the SACWIS requirement area for Other Functionality.

Other Functionality is additional functionality not addressed in the previous SACWIS requirement areas or in General Capabilities, but is determined necessary to support the business functions for the CWS/Web system.

IV.3.11.1 Forms

The State envisions the solution will allow the State and counties to create, enter and save State and county specific forms in the CWS/Web Solution. The solution will have the functionality to generate the forms populated with data from the CWS/Web and stored as a portable document file.

IV.3.11.2 Online Suspected Child Abuse Report

The State envisions the system will allow mandated reporters to create a Suspected Child Abuse Report (SCAR) online. This functionality is anticipated to assist in the communication between the agency and the mandated reporter.

IV.3.11.3 Electronic Signature

The State envisions the system will allow the use of electronic signatures. An electronic signature that can be used to authenticate the identity of the sender of a message or the signer of a document, and possibly to ensure that the original content of the message or document that has been sent is unchanged. The State expects the electronic signature functionality to assist in the data exchange with other outside agencies and within the CWS agencies.

IV.4 GENERAL ARCHITECTURE AND TECHNICAL VISION

The purpose of the General Architecture Vision is to provide an overview of the envisioned application architecture and the technical vision of CWS/Web. The intent of this section is not to provide a detailed set of solution requirements. Rather, the intent is to provide sufficient context to enable the reader to better understand the specific technical requirements presented in RFP Appendix B, System Requirements.

Note: The Architectural Models in this section are not intended to be a specification of the CWS/Web Solution. The bidder should propose its best solution that meets the CWS/Web functional and technical requirements as represented in the detailed requirements included in RFP Section VI, Solution Requirements. **However, the bidder's proposal must use a web-based Service Oriented Architecture**

This section is organized into three subsections:

- CWS/Web Application Architecture Model Vision
- User Characteristics
- Assumptions and Dependencies

IV.4.1 CWS/Web Application Architecture Model Vision

CDSS seeks to replace its current CWS/CMS information technology used to support the State and county-administered Child Welfare Services program with a new system based on a Service Oriented Architecture (SOA). The new CWS/Web will include current functionality as well as functions and interfaces to satisfy the requirements in this RFP. The CWS/Web Architecture Model presented in this section is **NOT** meant as a definition of system requirements (see RFP Section VI, Solution Requirements), but rather as a communication tool.

The CWS/Web Application Architecture Model describes a SOA as an architecture serving users and partner applications by enabling access to business services and data through a "thin" client (web browser) or web services.

CWS/Web will enable State agencies and the California counties to connect to the solution and interact via web standards based mechanisms. Through these mechanisms, the solution will facilitate secure access to the application for any authorized user. The architecture of the solution intends all State and county users connecting to the CWS/Web Solution through web access, which should be designed to accommodate custom views and impose county-specific workflow preferences.

In order to provide interoperability among the applications and processes of the solution, CWS/Web specifies the use of web services and messaging components. Web services provide web standards based interoperability for business-to-business applications. By leveraging other related technologies, they provide an architectural framework similar to traditional distributed communications paradigms, such as

Common Object Request Broker Architecture (CORBA). Service publication mechanisms allow client applications to discover, locate and invoke web service components dynamically.

The State envisions promoting reuse of service solutions and/or components across the enterprise. The State envisions the Bidder to identify shared services that will be provided as part of the solution. The State also envisions the Bidder to identify shared services that will be used by the solution.

By using web standards set by organizations such as Oasis and the World Wide Web Consortium (W3C), web services provide a higher degree of interoperability than traditional distributed communication models. Standards recommended by these organizations include Extensible Markup Language (XML), Web Service Definition Language (WSDL), Simple Object Access Protocol (SOAP), and Universal Description Discovery and Integration (UDDI).

The CWS/Web should be based on an architecture lending itself to the integration of existing legacy applications and the rapid development of new services. The solution should be adaptable and extensible. Components should be designed in a loosely coupled fashion in which the components in a solution are interchangeable with other external components of similar functionality with limited change to the overall solution. Input and output component contracts should be well documented.

As an adaptable Service Oriented Architecture (SOA), CWS/Web should provide application development and deployment facilities allowing for applications to be integrated and deployed using existing services. If service modifications are required because of changes to policy, business, or application requirements, services should be updated and deployed with the least impact possible on other portions of the solution and to the users. The solution should allow for new services to be created and made available without modification of existing application structure.

The CWS/Web should be designed as a platform for agile application/services development for CWS. The solution will also provide for infrastructure level services, such as authentication, authorization and directory services.

In addition, the CWS/Web should accommodate remote accessibility and mobility, reporting and data warehousing, content management and version control, role based authorization and separation of duties. The CWS/Web should provide reliable, fault tolerant, secure access, and protect the privacy of individuals processed within the solution.

A diagram of the CWS/Web Overall Application Architecture is provided in Figure IV - 4. Overall Application Architecture.

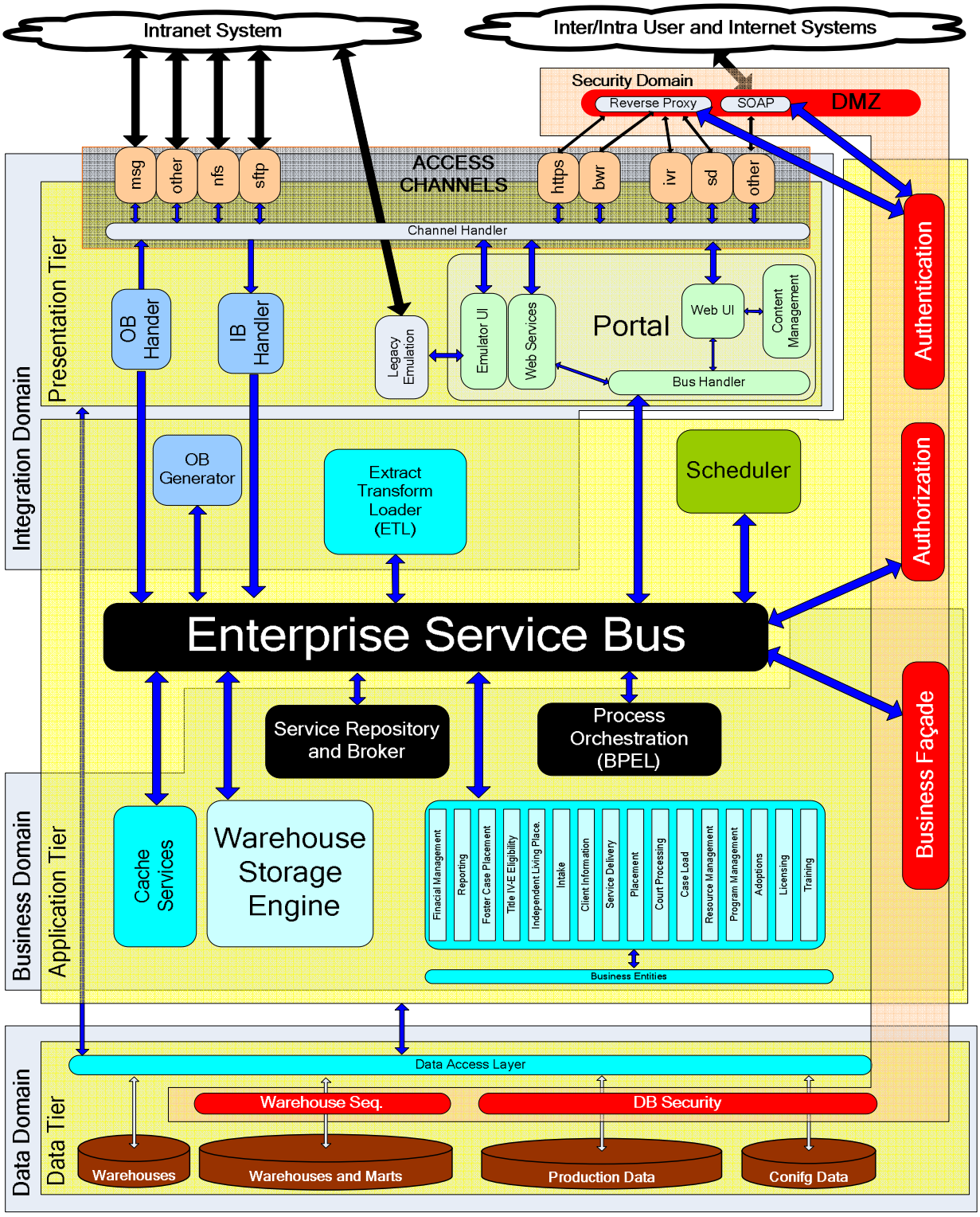

Figure IV - 4. Overall Application Architecture

IV.4.2 Dependencies

The purpose of the dependencies section is to identify significant impacts to the CWS/Web Project. Table IV - 6. Dependent Related Systems below shows external project dependencies for the solution design and development effort.

Table IV - 6. Dependent Related Systems

Project or Initiative	Description	Nature of Dependency
LRS	Replacement system for LEADER.	Los Angeles County plans to implement LRS prior to implementation of CWS/Web. If this occurs, CWS/Web will interface with LRS. If it does not, then CWS/Web will interface with LEADER.
California Court Management System	CWS/Web will interface with the future statewide court system.	The rollout and detailed interfaces with the future statewide court system is still in progress.
Office of Technology Services	CWS/Web will be hosted at OTech and use existing State and county networks.	Existing networks will continue to be used unless the Bidder can determine a compelling reason for not using existing networks.
LA APPS	Los Angeles County's system to issue payments to Foster Care providers.	Los Angeles County plans to implement LRS prior to implementation of CWS/Web. If this occurs, CWS/Web will interface with LRS. If it does not, then CWS/Web will interface with APPS.
New LIS	The State is considering a new initiative to build/enhance a statewide licensing system.	If the State implements this New LIS, then CWS/Web would not implement the FR1 requirements related to licensing.

IV.5 PROJECT MANAGEMENT

Project management activities include all the Bidder's activities necessary to manage the project and to collaborate on overall project management activities conducted by the CWS/Web Project Office. The State envisions the CWS/Web project management approach to focus on building and maintaining partnerships and supporting those partnerships with management structures necessary for project success. The State anticipates this approach to build a partnership with the Office of System Integration (OSI), CDSS, OTech, counties, contractors, including the Bidder, and the CWS/Web Project Office in order to achieve the common goals and objectives of the CWS/Web Project. In addition, it is expected that active participation by the project stakeholders will occur during all phases of the project making it imperative to create and foster an integrated CWS/Web Project team.

IV.6 SOLUTION DEVELOPMENT

The State envisions the Solution development to include Bidder activities to plan, analyze, design, develop, and test the CWS/Web Solution for its subsequent implementation. The CWS/Web Solution impacts numerous organizational entities

including State and county agencies and external partners, service providers, and customers served by the CWS Program. As such, the success of CWS/Web Solution requires the integration of the activities and services of all these entities. The State expects the Bidder to work with the CWS/Web Project Office and other entities to deliver a comprehensive CWS/Web Solution that will meet the business needs of the CWS Program and its customers.

During solution development, the State expects the CWS/Web Project Office and county subject matter experts to work closely with the Bidder to review and analyze the system requirements, define the software requirements, define the detailed system design for the CWS/Web application, test the completed application and assist in the definition of the data conversion requirements. The State expects the Bidder to develop any necessary applications to prepare and transform existing data for the data conversion that will occur in the implementation phase.

The State expects to oversee the Bidder and manage the state and county resources as the system requirements are fully defined and decomposed as the system is designed, developed, tested and accepted. The State envisions completion of a separate user acceptance test to be performed by stakeholders under the guidance of the CWS/Web Project Office to verify the completed application also meets the business requirements.

The State does not envision requiring a specific system development methodology, but does expects methodologies that are consistent with industry standards and best practices for Information Technology (IT) projects, and tailored for the CWS/Web Project, where appropriate.

IV.6.1 Application Development

The State envisions Application Development to include activities to be performed and the products to be provided or created as part of the development of the CWS/Web application. These activities are performed to define the CWS/Web system and software requirements and to design, code, and test the application that will meet those requirements. The User Acceptance Test (UAT) activities expected to be conducted by the State and supported by the Bidder are also performed as part the application development activities. The successful completion of the application development activities results in a CWS/Web application that is ready for statewide implementation.

IV.6.2 System Environment Development

Other important activities of solution development are the activities performed to define and establish the various system environments and infrastructure needed by the project to develop, test, train users, and operate the CWS/Web. The State expects to work with the Bidder, technical staff from the OTech and the counties to define and review the infrastructure specifications and establish infrastructure

components to ensure acceptability and compatibility with existing and planned infrastructures.

IV.6.2.1 Development Environment and Hosting

OSI will provide and maintain desktop hardware and software for OSI staff and non-Bidder contract staff. The Bidder will be expected to provide and maintain desktop hardware and software for the Bidder staff.

The selected Bidder will be expected to purchase the hardware and software for the development environment and provide specifications to the State. The selected Bidder will be expected to maintain the development environment, hardware and software, which will be located at the CWS/Web Project Office.

IV.6.2.2 Operating Environment

The proposed solution's operating environment should support the development activities and the ongoing production operations of the CWS/Web. The following describes the proposed future CWS/Web operating environment. Specific business, technical, implementation, and service and support requirements are provided in RFP Section VI, Solution Requirements.

IV.6.2.3 Environments and OTech Hosting

The selected Bidder is expected to be responsible for the full implementation support of the CWS/Web. User acceptance testing, training and production environments, as well as operations will be hosted by the OTech in Sacramento, California. OTech provides a variety of information technology services to numerous State agencies, which reimburse for operational costs. These services and offerings provided by OTech can be found online at www.dtsdts.ca.gov.

The selected Bidder will be expected to provide the specifications for the hardware and software for the testing, training, production, and reporting environments to the State. OTech will validate the specifications submitted by the Bidder and purchase the hardware and software. In addition, OTech will configure, maintain and host the user acceptance testing, training, and production environments.

Though the CWS/Web is to be hosted at OTech, the State expects the Bidder to assist the CWS/Web Project Office to define the expectations of the services to be provided by OTech. The Bidder is responsible for reporting on all service levels and establishing procedures to ensure that OTech services meet both business and technical objectives of CWS. Note, while the Bidder is expected to work on a day-to-day basis with OTech, the actual hosting agreement is between CDSS, OSI and OTech. Any issues and disputes regarding OTech services will be the responsibility of the State.

The State envisions having the option and the right to assume responsibility for full implementation support of the solution at the end of the contract. As part of the

contract, the Bidder is expected to provide knowledge transfer to State and county staff.

In order to clearly delineate the envisioned primary roles and responsibilities of State, county and Bidder resources expected to contribute to the overall full implementation support of the CWS/Web Solution, the roles and responsibilities matrix is provided in Table IV - 7. CWS/Web Roles and Responsibilities. The codes used in the table are "P" (primary responsibility) and "S" (secondary responsibility).

Table IV - 7. CWS/Web Roles and Responsibilities

Tasks	Bidder	CDSS / OSI / County	OTech
Equipment/Hardware (servers for different environments such as user acceptance testing, training, production)			
• Support			P
• Hardware capacity monitoring			P
• Upgrades and patches			P
• Procurement			P
• Installation and testing			P
• Server and database environment monitoring			P
Equipment/Hardware (servers for development/test environment under the control of the CWS/Web Project Office)			
• Support	P		
• Hardware capacity monitoring	P		
• Upgrades and Patches	P		
• Procurement	P		
• Installation and testing	P		
• Server and database environment monitoring	P		
Performance Monitoring			
• End to end performance monitoring (implementing 3rd party software for monitoring and software instrumentation)	P		S
• Database monitoring (query performance and response time)	P		S
• Hardware, network and server OS monitoring			P
Capacity Planning			
• Projection of increase/decrease of staff and external users		P	
• Annual and quarterly capacity plans	P	S	S
Batch Management			
• Batch management tools configuration and setup	P		

Tasks	Bidder	CDSS / OSI / County	OTech
• Batch production	P		
• Monitoring and recovery	P		
Interfaces			
• Develop and design	P		
• Circuits and connectivity		S	P
• Integration Application (ESB/middleware) installation			P
– Configuration	P		
– Monitoring	P		
– Error recovery	P		
– Security/encryption			P
– Security (application)	P		
• Message warehouse backup and parsing			P
Backup and Restore			
• Hardware, software, network and application installation			P
• Ongoing backup of solutions and data, including tape handling			P
• Restoring of solutions			P
• Restoring application and data	P		
Disaster Recovery			
• Define strategy and parameters	P		S
• Disaster recovery at alternate site (procurement, installation of hardware and network)			P
• Application recovery	P		
• Interface and integration application recovery	P		
Network Operations and Administration			
• Provide LAN and WAN communication facilities		S	P
• Maintain IP Addressing schemes, router and switch configurations, routing tables, VPN configurations, etc.		S	P
• Ensure that network administration activities are coordinated through defined change control	S	S	P
• Network monitoring and reporting			P
• Network performance management			P
• Network capacity planning	S		P
• Network capacity monitoring and reporting			P
• Perform day-to-day network operations and administration activities			P
• Install and test circuits		S	P

Tasks	Bidder	CDSS / OSI / County	OTech
Security			
• User administration (add/delete user accounts)		P	
• Database security administration	S		P
• Application security monitoring and analysis	P		
• Firewall architecture, engineering, management and configurations		S	P
• Network intrusion monitoring and detection services		S	P
• Administration of IT security policies, procedures, and processes; including audit against security policies, procedures, and processes		S	P
• Periodic infrastructure and application vulnerability assessments			P
• Security patch management (server related patches)	S		P
Application			
• Monitoring (end to end response time)	P		
• Defect correction	P		
• Application modifications	P		
• Application administration	P		
• Application patch management	P		
• User administration		P	
• Application testing	P		
• Maintenance	P		
• Enhancements and upgrades	P		
• Backing out / correcting data	P		
Data Warehouse			
• Batch extractions	P		
• Transformation and loading	P		
• Creation and maintenance of tables	P		
• Maintenance of metadata	P		
• Maintenance of reporting tools	P		
• Report development	P	S	
• Database security administration	S		P
• User administration		P	
Service Desk			
• Incident management (Tier 1-3 Help desk)	P	S	P
• Problem management	P		

Tasks	Bidder	CDSS / OSI / County	OTech
• Service desk software tools and processes	P		

IV.7 SOLUTION TRANSITION

The State envisions the Bidder to provide Solution Transition plans encompassing business and technical installation and transition, user training, technical knowledge transfer and training, problem resolution, and performance management.

IV.7.1 CWS/Web Deployment

The State envisions the Bidder to prepare the organization for change. For CWS/Web, the State envisions organizational change readiness to focus on preparing State and county users for the transition from existing business processes and systems to the CWS/Web Solution. The State envisions the state and county users will transition to the CWS/Web with little or no business interruption. Prior to the actual transition from the existing situation to the CWS/Web Solution, the State envisions activities to prepare for and communicate the business process changes and impacts that will occur with the transition to the CWS/Web Solution. The State also envisions the CWS/Web Project Office and the Bidder to work together in defining and executing communications strategies and techniques that keep impacted stakeholders informed about potential impacts, changes, and the status of activities.

The State envisions that a Pilot will be conducted to certify that CWS/Web meets requirements and to validate the operation of the implementation plan. For the Pilot, the State and selected counties will have access to the new CWS/Web. These locations will be selected by the State and counties. The Pilot should be conducted in multiple environments with varying complexity (e.g., small, medium and large counties; geographic dispersion). The Pilot will occur over a period of three months and include full CWS/Web Solution functionality.

The State envisions the Bidder will implement and configure the CWS/Web throughout the State in each county based on an implementation strategy and plan. The implementation strategy and plan will explain the approach for the synchronization of data between the existing solution and the new CWS/Web during deployment, if applicable. The State envisions the CWS/Web to be deployed to all 58 counties and the State.

IV.7.2 CWS/Web Training and Knowledge Management

The State envisions the Bidder will provide direct training to end users in varying types of roles, such as trainers, social workers, help desk, etc. The State envisions the Bidder will use creative and innovative training approaches. The State has estimated the number of users to be trained in the varying roles. The State envisions that each county will have different training needs. Some counties will choose to

train their own staff and some counties will choose a combination with the selected Bidder providing some training and the county providing some training to their staff. Other counties will depend upon the Bidder to provide all of their training.

The State envisions the Bidder will provide a Training Environment that will be available to all the counties/end users. In addition, the State envisions the Bidder will develop and provide the training materials including: Curriculum, Process Maps, Training Guides, Quick Reference Guides, Training Mapped Documents and Instructor's Guide. In addition, the State envisions the Bidder will create and update an interactive training tool that is available to all users.

The State envisions the Bidder will provide all training administration and tools including the following training tasks: scheduling, registration, training materials (hard and soft copies) and training facilities. Some State and county lab facilities will be available for training (see Training Facilities: http://www.hwcws.cahwnet.gov/training/applications/sotrs_pub/locations.asp). The Bidder will have to provide the remaining necessary facilities.

The State envisions the Bidder will provide direct training to technical staff in varying types of roles, such as software and hardware architects, database administrators, infrastructure, mobility, and business intelligence. The State envisions the Bidder will provide a technical training approach that will ensure the ability to support the Bidder's solution.

The State envisions the Bidder will provide for the transfer of knowledge to the key staff assigned to support the Bidder's solution. The State envisions the Bidder will track, evaluate and report on the progress throughout the contract.

IV.7.3 Organization Transitions to CWS/Web

A major portion for transition to the CWS/Web Solution is the activities performed to prepare and transition organizations from the existing system and business processes to the CWS/Web. These activities will be performed by the Bidder with significant support from the State and its counties. The State envisions the Bidder to work with the CWS/Web Project Office, CDSS, counties, and external interface partners to customize the implementation work plan for each site and to ensure readiness for deployment. A planned initial implementation of several selected organizations is expected to verify the readiness of the CWS/Web, CDSS, counties and other organizations prior to statewide deployment. The CWS/Web Project Office will participate with the Bidder to customize the work plan and to review the readiness of each organization for deployment. CDSS will also review the readiness of each organization with other impacted users and must grant approval before any deployments are made to those organizations.

IV.8 SUPPORT SACWIS REVIEW

The Administration for Children and Families (ACF) will conduct a SACWIS Assessment Review (SAR) after full implementation of the initial release of the CWS/Web Solution. The State will work with ACF throughout the development life cycle to facilitate any interim reviews required by ACF and the SACWIS Assessment

Review. The State envisions that the Bidder will assist the State with the SACWIS Assessment Review by providing support during ACF on-site visits, providing documentation to demonstrate federal compliance, developing corrective action plans, and correcting identified deficiencies.

IV.9 SERVICE AND SUPPORT

This RFP recognizes that the CWS/Web Solution Production Phase is the longest phase and consequently represents the largest investment of resources and funds for the CWS/Web Solution.

The CWS/Web Solution must have the capability throughout the Production Phase to continually ensure the delivery of desired integrity, availability and performance, as well as the ability to easily accommodate evolving programmatic and technology needs. The institutionalization of that capability is paramount to the success of this Project.

The Service and Support (S&S) solutions being requested in this RFP are central to enabling CWS/Web Solution success to be achieved consistently throughout the CWS/Web Solution Production Phase.

Additionally, the State of California (and its agent the OSI – CWS/Web Division Office) must ensure that quality CWS/Web Solution Production Phase Services are continuously provided at a competitive price.

Appendix F2 - S&S Roles and Responsibilities provides additional information on the roles and responsibilities of the State, counties, Contractor, and other service delivery partners.

Section IV.9. - Service and Support is structured as follows:

> Section IV.9.1 – Service and Support Model – Provides an overall picture of the CWS/Web Service and Support Model the State is requiring to enable ongoing quality, cost-effective delivery of the CWS/Web Solution.
>
> Section IV.9.2 – Sourcing Strategies – Provides a description of the strategies that the State is requesting in this RFP that are intended to position the State to effectively transition delivery responsibilities as necessary to ensure that quality CWS/Web Solution Production Phase services are continuously provided at a competitive price.
>
> Section IV.9.3 - Challenges – Provides a high-level description of the complexities of the CWS/Web Solution that must be addressed in the design and delivery of CWS/Web Solution Service and Support responsibilities.
>
> Section IV.9.4 – Transition Out – Provides a description of the State and Bidder responsibilities and expectations at the conclusion of a contract.

IV.9.1 Service and Support Model

Experience gained from past efforts provided impetus to OSI to develop a comprehensive Service and Support Model. This model serves as the foundation for ensuring all Service and Support aspects of a solution are completely prepared prior to the Production Phase beginning. The Service and Support solutions being requested in this RFP are expected to be developed concurrent with solution development and performed throughout the entire life of the CWS/Web Solution. The Service and Support Model is being piloted in the CWS/Web Solution RFP, with the intent that OSI will incorporate an enhanced model into all the solutions that it builds and manages for State of California programs.

The CWS/Web Service and Support Model contained in this RFP was created based on information technology business models used in other State departments, best practice service management frameworks (i.e., ITIL) and the unique needs of the CWS/Web Solution. An analysis of all CWS/Web Solution requirements was conducted to ensure that all ongoing Service and Support needs were identified that must be in place to support and deliver production CWS/Web Solution services.

The capabilities of the requirements management tool utilized for this RFP allowed each RFP requirement to be associated with a Service and Support Function. This associative tagging method was utilized to ensure alignment between the programmatic/technology requirements and the CWS/Web Solution Service and Support requirements contained within this RFP.

The CWS/Web Service and Support Model is a process oriented framework organized into dimensions. Figure IV - 5. High Level Service and Support Model Graphic below provides the collective view of the envisioned CWS/Web Service and Support Model. It shows that Service and Support is comprised of three dimensions that work together to meet CWS/Web Solution service level requirements. All dimensions are built based on industry best practices. Each dimension of the CWS/Web Service and Support Model recognizes and interacts with the other dimensions. These dimensions are designed to avoid redundancy and provide repeatable and predictable outcomes that ensure that CWS/Web Solution service level requirements are consistently met.

Figure IV - 5. High Level Service and Support Model Graphic

IV.9.1.1 Service Oversight Dimension

The Service Oversight dimension focuses on ensuring that all Service and Support Functions are effectively operating individually and together to deliver the required CWS/Web Solution service levels. The Service and Support Functions within Service Oversight are:

- Asset Management Function
- Communications Function
- Customer Relationship Management Function
- Governance Function
- Work Request Receipt Function
- Oversight-Internal Operations Function
- Performance Measures Function
- Policy Function
- Proposal Development Function
- IT Resource Management Function
- Service Level Management Function
- Solution Architecture Function

IV.9.1.2 Service Maintenance Dimension

The Service Maintenance dimension focuses on maintaining and enhancing the CWS/Web Solution components (e.g., application, infrastructure, tools) to required policy, programmatic and technology currency and compliance. The Service and Support functions within Service Maintenance are:

- Application Maintenance & Support Function
- Directory Repository Management Function
- Control Agency Compliance Function

- Customer Report Creation Support Function
- Forms Management Function
- Information Management Function
- Interface Management Function
- Project Management Function
- Quality Assurance Function
- Requirements Management Function
- Technical Writing Function
- Testing Function
- Workflow & Business Rules Management Function

IV.9.1.3 Service Delivery Dimension

The Service Delivery dimension focuses on the activities necessary to ensure the CWS/Web Solution is available for use on a daily basis as required. The Service and Support Functions within Service Delivery are:

- Availability Management Function
- Capacity Management Function
- Change Management Function
- Configuration Management Function
- Customer Training Function
- Facilities Management Function
- Incident Management Function
- Network (Connectivity) Function
- Operations Function
- Personal Device Support Function
- Problem Management Function
- Release Management Function
- Security Function
- Servers (Hosting) & Storage Function
- Service Continuity Management Function
- Service Desk Function
- Training (Internal) Function

The Service and Support Model contained within this RFP is designed to work with any technology solution. It is anticipated that the CWS/Web Solution will have the need and opportunity to introduce new technology products during the Production Phase. As such, the Service and Support solutions implemented must be designed to allow the introduction of new technology to be incorporated with minimal impact to the Service and Support Model.

IV.9.2 Sourcing Strategy

The State (and its agent the OSI – CWS/Web Division Office) must ensure that quality CWS/Web Solution Production Phase Services are continuously provided at a competitive price. This section describes the strategies that the State has adopted and are contained within this RFP that are intended to position the State to effectively transition delivery responsibilities as necessary to ensure that quality CWS/Web Solution Production Phase services are continuously provided at a competitive price. The State's sourcing strategy consists of five primary components:

- Base set of responsibilities the State must possess to effectively manage sourcing arrangements
- Defined types of sourcing arrangements
- Possession of materials that are associated with the delivery responsibilities in the sourcing arrangement
- Receipt and maintenance of an overall guide to managing the CWS/Web Solution Service and Support structures and partnership arrangements
- Transition Out requirements

The State's objective in adopting this strategy is to continue to strategically partner (contract) with non-Governmental entities for aspects of the Service Oversight, Service Maintenance and Service Delivery dimensions in a manner that enables the CWS/Web Division Office to ensure quality and cost effectiveness of the CWS/Web Solution is maintained.

IV.9.2.1 Base Set of Responsibilities

The first component of the sourcing strategy addresses those base set of responsibilities the State must possess to effectively manage sourcing arrangements. This base set of responsibilities includes:

- Policy and Planning – State personnel will be responsible for programmatic policy creation, interpretation, implementation and delivery oversight;
- Process – The CWS/Web Division Office will be provided and trained on all designs and products associated with all Functions required to maintain, operate, support and modify that Function.
- Governance – The State will retain ownership of and chair all decision processes and bodies related to the maintenance, operation, support and modification of the CWS/Web Solution.
- Relationship Management – The State will retain ownership and manage all CWS/Web Solution interactions that directly come in contact with CWS/Web Solution Users.
- Delivery Material Ownership – The State will retain ownership of all materials (data, documentation, hardware, software, etc.) needed to deliver services to CWS/Web stakeholders. These assets must always be in the same state that will reside in production prior to any changes being introduced into the CWS/Web Solution production environment.
- Architecture – State personnel should be architects for each technology based layer of the proposed solution, but the CWS/Web Division Office does

not posses the necessary skill sets or staffing to assume this responsibility. As skill sets and staffing levels become available the Bidder will be responsible for training those individuals to perform as technology architects in collaboration with the Bidder's architects.

The CWS/Web Division Office does not currently possess the necessary skill sets or staffing levels to assume full delivery responsibilities of all CWS/Web Solution Service and Support Functions.

IV.9.2.2 Types of Sourcing Arrangements

The second component of the sourcing strategy addresses defined types of sourcing arrangements. These types of sourcing arrangements include:

- Oversight Only – This level of responsibility is more custodial in nature, with the State not having subject matter experts in a specific functional area or process. The primary responsibility will be to ensure all CWS/Web Solution components necessary to change sourcing arrangements are up-to-date and in the State's possession.
- Subject Matter Expert Content Review – This level of responsibility has the State possessing the resources with the appropriate skill sets to do CWS/Web Solution content review, as well as those responsibilities associated with the Oversight Only level.
- Co-Delivery – This level of responsibility has the State possessing the resources, skill sets and knowledge to assume some level of solution delivery responsibility in partnership with the sourced partner. Co-Delivery also includes those responsibilities associated with the Oversight Only and Subject Matter Expert Content Review levels.
- Sole Delivery – This level of responsibility has the State fully responsible for delivery of a Service and Support Function with State personnel.

IV.9.2.3 Possession of Materials

The third component of the sourcing strategy addresses possession of materials that are associated with the delivery responsibilities for each individual Service and Support Function in the sourcing arrangement. The materials envisioned include:

- Staffing and Skill Sets
    - A staffing and skill set package (i.e., civil service classifications, skill sets, roles, responsibilities, resource estimates, duty statements and justifications) that would facilitate the State expanding its responsibility for delivery through the four phases described earlier, which included:
        - Oversight Only
        - Subject Matter Expert Content Review
        - Co-Delivery
        - Sole Delivery

- Creation of approval request documents, such as:
  - Department of Personnel Administration Staff Classification Proposals
  - Department of Personnel Administration Organizational Proposals
- A training and knowledge transfer program (including course curriculum, training guides, course materials, and identification of any pre-requisites) to successfully and effectively perform and/or utilize all Functions, including the usage, maintenance, support and operation of any underpinning documentation and toolsets.
- The processes the Bidder uses to update CWS/Web Solution staffing and skill set information supplied to the CWS/Web Division Office to reflect the needs of the production CWS/Web Solution as it evolves.

- Delivery Components
  - A Production Phase performance oversight solution for all Functions (i.e., performance metrics, data gathering mechanisms, governance structures, procedures, and toolsets) that would be necessary to ensure the ongoing successful delivery of the Function enables the CWS/Web Solution to meet service level needs.
  - The necessary materials (i.e., documentation, data, toolsets) that provide the State the ability to effectively change sourcing arrangements during the CWS/Web Solution Production Phase.
  - The processes the Bidder uses to update all delivery component materials supplied to the CWS/Web Division Office to reflect the needs of the production CWS/Web Solution as it evolves.
- Non-Personnel Resources
  - A resource (non-personnel) calculation and justification package that can be utilized in the creation of funding request documents by the CWS/Web Division Office and/or OSI throughout the CWS/Web Solution Production Phase:
    - Feasibility Study Reports
    - Budget Change Proposals
    - Annual Maintenance and Operations Plan for the California Department of Finance
    - Advanced Planning Documents
  - The performance gathering solutions (manual and automated) used to create and update the resource calculation and justification packages throughout the CWS/Web Solution Production Phase.
  - The processes the Bidder uses to update all non-personnel resources materials supplied to the CWS/Web Division Office to reflect the needs of the production CWS/Web Solution as it evolves.

IV.9.2.4 Overall Guide

The fourth component of the sourcing strategy addresses the need to have a picture of how all the parts of the CWS/Web Solution fit and work together. As such, the

State envisions receiving a CWS/Web Solution Management Guide that does the following:

- Describes how all the processes and Functions, contained within this RFP and the Bidder's proposal, relate to one another and will be managed as a whole to ensure CWS/Web Solution service levels are met;
- Describes how the Service Delivery partnerships utilized to deliver the CWS/Web Solution to stakeholders relate to one another and will be managed as a whole to ensure CWS/Web Solution service levels are met; and,
- Provides a roadmap by which OSI CWS/Web Division Office management and staff can understand how the CWS/Web Solution is constructed and delivered and how their roles contribute to the success of that delivery.

The fifth component of the sourcing strategy addresses the Transition Out requirements which are described in RFP Section IV.9.4, Transition Out.

The envisioned cumulative result of this sourcing strategy is that the State can establish and change sourcing arrangements successfully to ensure the best quality service at a competitive price. Additionally, if the State decides to assume delivery responsibility for any Function itself, it will possess the materials necessary to plan, gain approval and execute that transition successfully.

IV.9.3 Challenges

The Service and Support solution implemented for the CWS/Web Solution will need to account for a wide and diversified set of partnerships and collaborations. The envisioned CWS/Web Solution Service and Support implementation of each Function needs to reflect these partnerships and collaborations as they relate to each individual Service and Support Function. These partnerships and collaborations pose challenges due to the number and amount of coordination necessary to ensure these partnerships and collaborations are effectively maintained. These partnerships and collaborations can be grouped into three primary categories:

- OSI Collaborations
- External Stakeholders
- Architectural Layer Collaborations

IV.9.3.1 OSI Collaborations

The first category is OSI Collaborations. There are other functions and organizations within OSI that the CWS/Web Division Office and CWS/Web Solution must periodically interact with to maintain the CWS/Web Solution's ability to continue to meet its service level expectations. Examples include the following:

- Project Management Office (PMO) which:

  - Provides OSI project management policies, practices, toolkits, templates and supporting materials upon request by the CWS/Web Division Office
  - Gathers lessons learned materials from CWS/Web Solution subsequent releases to improve OSI project management practices associated with the maintenance of a production solution.
- Information Security Office (ISO) which:
  - Provides State Disaster Recovery Plan requirements for the CWS/Web Solution, the CWS/Web Division Office and the Bidder's work sites and functions
  - Provides federal, State, OSI, and Program security policies and requirements that the CWS/Web Solution must be in compliance with
  - Provides consultation to the CWS/Web Division Office upon request.
- Strategic Planning and Alignment Office (SPAO) which:
  - Provides OSI policy templates and instructions for use in formulating and adopting CWS/Web Solution specific policy
  - Provides the CWS/Web Division Office federal, State and programmatic policy revisions to enable impact analysis to be performed on the CWS/Web Solution
- Information Technology Office (ITO) which provides LAN and desktop services to the CWS/Web Division Office
- Enterprise Architecture Office (EAO) which:
  - Provides consulting assistance on the CWS/Web Solution implementation of the OSI Strategic Architecture Framework (SAF) and associated toolsets
  - Provides review assistance (as available) of CWS/Web Solution architecture materials upon request from the CWS/Web Division Office.
- Administration Fiscal organization which assists in the review of Bidder supplied Function specific State Sourcing Strategy deliverables, including personnel resource need based on resource estimates and justification materials and Non-personnel resource funding request calculations and justifications.
- Administration Human Resources organization which:
  - Provides classification specifications, DPA personnel guidelines, and OSI personnel documentation templates and instructions
  - Reviews Bidder supplied Function specific State Sourcing Strategy deliverables, including duty statements for appropriate civil service classification determination based on supplied skill set requirements and duty statements and resource need based on resource estimates and justification materials.
- Administration Facilities Management organization which:
  - Provides Emergency Evacuation Planning for the CWS/Web Division Office facility
  - Provides tenant improvements to accommodate CWS/Web Solution development and test environments.

- Acquisition Center which works with the CWS/Web Division Office and the Bidder to ensure all contract terms and conditions and tracking mechanisms are fully communicated and understood by all parties; and provides ongoing CWS/Web contract administration oversight and contract dispute assistance.
    - While the CWS/Web Division Office will be responsible for daily management of CWS/Web contracts, the Acquisition Center will attend the CWS/Web Solution Oversight – Internal Operations Function meetings on a monthly basis, and more frequently as needed to track contract issues and remediation efforts
- CWS/Web Division Office Librarian which is responsible for all document management activities

IV.9.3.2 External Stakeholders

The second category is External Stakeholders. Examples include:

- Counties – The fifty-eight (58) counties have systems that the CWS/Web Solution is envisioned to interface with including County Auditor/Controller's Offices. Some counties receive support for their CWS-related hardware and software from the State while other counties support their own CWS-related hardware and software.
- CWS/Web Solution State Departments
    - California Department of Social Services (CDSS) is the primary CWS Program owner for the State of California. CDSS provides program and service delivery oversight, as well as has significant roles in information management and programmatic service desk arenas. The following CDSS program systems have data that is envisioned to be useful in the delivery of child welfare services:
        - Statewide Automated Welfare Systems (SAWS)
        - Licensing Information System (LIS)
    - California Office of Technology Services (OTech) is the State of California data center. OTech will be the primary provider for wide area network, hosting, storage, email and the security associated with these components.
    - The following departments have data that is envisioned to be useful in the delivery of child welfare services:
        - California Department of Health Care Services (DHCS)
        - California Department of Education (CDE)
        - California Department of Justice (DOJ)
        - California Administrative Office of the Courts (AOC)
        - California Department of Child Support Services (CDCSS)
        - California Department of Alcohol & Drugs
        - California Department of Motor Vehicles (DMV)
        - California Department of Corrections and Rehabilitation (CDCR)
        - California Employment Development Department (EDD)
        - California Department of Mental Health (DMH)
        - California Department of Public Health (CDPH)

§ California State Controller's Office (SCO)

- Federal
  - Social Security Administration (SSA) has data that is envisioned to be useful in the delivery of child welfare services.
  - Administration for Children and Families (ACF) receives data from California's child welfare services program regarding service delivery and outcomes.
- Private
  - Lexus Nexus has data that is envisioned to be useful in the delivery of Child Welfare Services.

IV.9.3.3 Architectural Layer Collaborations

The third category is Architectural Layer Collaborations. Examples include:

- Personal Device Layer
  - Provisioning by Counties
  - Centralized and County level Service Desk support
  - Security requirements
  - Operating system and connectivity requirements/specifications
  - Partnerships with County technical staff, CWS/Web Division Office and the Infrastructure Support Services vendor
- LAN Layer
  - Provisioning by Counties
  - Centralized and County level Service Desk support
  - Security requirements
  - Operating system and connectivity requirements/specifications
  - Partnerships with County technical staff, CWS/Web Division Office and the Infrastructure Support Service
- WAN Layer
  - Connectivity to County databases and applications
  - Centralized and County level Service Desk support
  - Security requirements
  - Operating system and connectivity requirements/specifications
  - Partnerships with County technical staff and OTech technical staff
  - Partnership with Disaster Recovery site provider
- Distributed Hosting Environments Layer
  - CWS/Web Solution development environment
  - OSI Information Technology Office for CWS/Web Division Office LAN and databases (i.e., relationship to document management activities)
  - Connectivity to County databases and applications
  - Connectivity to interface partner databases and applications
  - Centralized, County level and interface partner Service Desk support
  - Security requirements
  - Operating system and connectivity requirements/specifications
  - Partnerships with County technical staff and OTech technical staff

- Primary Hosting Environments Layer
  - CWS/Web Solution production, training, and reporting environments (except development/test environment) housed at OTech
  - Connectivity to CWS/Web Solution databases and applications
  - Centralized and OTech Service Desk support
  - Security requirements
  - Operating system and connectivity requirements/specifications
  - Partnerships with OTech technical staff
  - Partnership with Disaster Recovery site provider
- Application Layer
  - Interface partner application applications
  - Interface partner application security
  - Shared services access from OTech (i.e. email, calendaring)
  - Partnership with Disaster Recovery site provider
- Storage Layer
  - Interface partner application databases
  - Interface partner application security
  - Shared services access from OTech (i.e., email, calendaring)
  - Partnership with Disaster Recovery site provider
- Security Layer
  - Interface partner networks, applications, and data
  - OTech networks, applications, and data
  - CWS/Web Solution development environment networks, applications and data
  - Vulnerability testing
  - Security incident response and coordination

IV.9.4 Transition Out

The fifth component of the sourcing strategy is Transition Out arrangements. The State intends through the CWS/Web Solution Production Phase to position itself to either:

- Assume increasing delivery responsibility for Functions provided by Bidder partners; or,
- Solicit new Bidder partnerships as contracts expire or partner performance degrade to ensure cost competitiveness and quality levels.

In the situation where a Bidder partnership is being discontinued, the continuity of quality CWS/Web Solution delivery is paramount. As such, the State envisions Transition Out contractual arrangements being put in place that cover those activities that must be completed to ensure the new delivery-responsible entity can assume full delivery responsibilities with no disruption or degradation of service to CWS/Web Solution stakeholders and partners.

The State will be solely responsible for the creation of the bid to establish the new partnership, including conducting the competitive procurement and contract

negotiations and award. (Bid will be created to include transition approach agreed to between the State and the existing Bidder, and requirements for the bidder to explain how that transition approach will be accomplished in a manner that allows the CWS/Web Division Office to be certain that the previous Bidder can be released permanently.)

It is envisioned that the Transition Out activities will cover all items:

- State responsibilities;
- Transitioning out Bidder responsibilities (such as the training activities for the new delivery responsible entity in the maintenance and use of the Functions' materials); and,
- Transitioning in Bidder responsibilities (such as the validation activities for the new delivery responsible entity in the maintenance and use of the Functions' materials).

Transition Out activities envisioned include but are not limited to:

- Reach decision to initiate Transition Out activities
- Create Transition Out Approach
- Review of all RFP Section IV.9.2, Sourcing Strategy products
- Creation of Sourcing specifications and requirements
- Schedule turnover activities
- Conduct turnover activities
- Conduct independent performance test of new delivery-responsible entity
- Conduct additional turnover activities as needed
- Close out contract being transitioned

V. ADMINISTRATIVE REQUIREMENTS

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V.1 INTRODUCTION

This section establishes the administrative requirements for the State of California's CWS/Web Project Request for Proposal (RFP OSI-0530-208) which are in addition to meeting the obligations and or requirements specified in other parts of the RFP (e.g., Sections I, II, VI, VIIA, VIIB, VIII and the appendices).

The tables provided in this section list the requirements and include a column in which the Bidder is required to indicate, for each requirement, whether the Bidder agrees to comply with the requirement. The Bidder must complete the tables by indicating "Yes" or "No" in the column titled "Bidder Agrees to Meet?" and provide the reference to the proposal section in the adjacent column and then return a copy of Section V as instructed in RFP Section VIII, Proposal Format. **With the exception of Requirements related to State Preferences Programs, a response to all Administrative Requirements is mandatory.** Failure to positively identify the Bidder's compliance to the requirement may be deemed a deviation and subject the Bidder's proposal to rejection.

For certain Administrative Requirements, Bidders are required to complete forms. The RFP Appendix C, Bid Response Forms, either provides these forms directly, or lists appropriate links for the Bidder to download the appropriate forms.

Unless otherwise specified in the detail of the Administrative Requirement, the Bidder need only respond once to any Administrative Requirement. The response will cover all phases of the project where the Administrative Requirement applies.

V.2 BUSINESS REQUIREMENTS

V.2.1 Confidentiality of Information

To preserve the integrity of the security and confidentiality measures integrated into the State's automated information systems, the Bidder and proposed Subcontractors engaging in the provision of services to the CWS/Web Project are required to submit a signed copy of the Confidentiality Statement provided as Form 5.1, in RFP Appendix C, Bid Response Forms.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1	The Bidder and all proposed Subcontractors shall sign a Confidentiality Statement provided as Form 5.1 in Appendix C, Bid Response Forms of this RFP, and submit the signed copies with the Draft and Final Proposals. Additional confidentiality and/or nondisclosure agreements or statements may also be required to be signed by Bidder and proposed	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Subcontractor personnel, prior to working on this project.		

V.2.2 Proposed Subcontractors

V.2.2.1 Identification of Proposed Subcontractors

If the Bidder will be using Subcontractors, the proposal must identify the following:

1. The firms and, as required, individuals proposed as Subcontractors
2. All work provided by Subcontractors must be well documented in the RFP response. The Bidder shall complete and submit Form 5.2, Proposed Subcontractor List in RFP Appendix C, Bid Response Forms, for all proposed Subcontractors.
3. The roles and/or activities to be performed by the Subcontractors proposed or their personnel.

If no Subcontractors are being used, the Bidder must state this in the proposal.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2	The Bidder must agree to complete and submit the Proposed Subcontractor List form provided as Form 5.2, in Appendix C, Bid Response Forms of this RFP. The Bidder must identify all firms and, as required, individuals proposed as Subcontractors; all work provided by the proposed Subcontractors must be well documented in the proposal and the roles and/or activities to be performed by the Subcontractors or their personnel.	Yes ☐ No ☐	Vol: Section: Page#:

V.2.2.2 Procedure for Managing Subcontractors

The Bidder who is awarded the contract will be considered the Contractor." The selected Contractor must accept full responsibility for coordinating and controlling all aspects of the contract, including support for activities to be performed by any sub and/or secondary contractors. The Contractor will be the sole point of contact with the State in all contractual matters. No assignment of responsibility to a third party is permissible except as specifically authorized in the contract without the prior written approval of the Department of General Services (DGS).

Any Subcontractor proposed for a portion of the solution that are expected to receive more than ten percent (10%) of the total contract amount as shown in Worksheet VII-2, Total Cost Summary (Contract Amount) located in RFP Appendix E, Cost Workbook. must also meet the Administrative Requirements applicable to the subcontracted work.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3	The Bidder agrees that it must accept full responsibility for coordinating and controlling all aspects of the Contract. The Bidder agrees that Administrative Requirements applicable to the subcontracted work will apply and be adhered to by Subcontractors who are expected to receive more than ten percent of the total contract amount as shown in Worksheet VII-2, Total Cost Summary (Contract Amount) located in RFP Appendix E, Cost Workbook, even if Subcontractor concurrence is not specifically defined in the Administrative Requirement.	Yes ☐ No ☐	Vol: Section: Page#:

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V.2.3 Contractor/Proposed Subcontractor Information

The Contractor and proposed Subcontractors must complete and submit RFP Appendix C, Bid Response Forms, Form 5.3 Contractor/Proposed Subcontractor Information. This form will provide the State information regarding firm experience, firm size, firm financial information, firm market focus, company background, and experience in similar or dissimilar industries with projects of same size and scope. This form must be completed for the Contractor and **all** proposed Subcontractors participating in this Bid. **A separate form must be provided for each company.**

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4	The Bidder and all proposed Subcontractors must complete the Contractor/Proposed Subcontractor Information provided as Form 5.3 in Appendix C, Bid Response Forms of this RFP, The Bidder must submit all completed forms with the Draft and Final Proposals. The Bidder must submit a separate form for each company.	Yes ☐ No ☐	Vol: Section: Page#:

V.2.4 Insurance Requirements

The Bidder and proposed Subcontractors must maintain in force a valid Commercial General Liability Insurance Policy in the amount of at least $1,000,000.00 and agree to furnish the State certificate of insurance in the Proposal and at any time upon request by the State. In addition, the Bidder must maintain in force (as required by State law) a valid Worker's Compensation Insurance Policy for all employees engaged in the performance of the Contract.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
5	The Bidder and proposed Subcontractors must maintain a valid General Liability Insurance Policy in the amount of at least $1,000,000.00 and agree to furnish the State certificate of insurance in the Draft and Final Proposals and at any time upon request by the State during the course of the Contract.	Yes ☐ No ☐	Vol: Section: Page#:
6	The Bidder must agree to complete and submit with the Draft and Final Proposals a Workers' Compensation Certification provided as Form 5.4 in Appendix C, Bid Response Forms of this RFP.	Yes ☐ No ☐	Vol: Section: Page#:

V.2.4.1 Certification to do Business in the State of California

The Contractor and all Subcontractors proposed which are to receive ten percent (10%) or more of the total contract amount must be qualified to do business and in good standing in California, and for such firms, the Bidder's proposal must contain California business qualification(s) for those firms established as a corporation or Limited Liability Company (LLC). For more information on how to obtain qualification to do business in California, or to obtain copies of such certification, see the California Secretary of State Business Portal at their website: http://www.sos.ca.gov/business/business.htm

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
7	The Contractor and all Subcontractors proposed which are to receive ten percent (10%) or more of the total compensation must submit a California Certificate of Good Standing for those firms established as a corporation or Limited Liability Company (LLC) with its Draft and Final Proposals.	Yes ☐ No ☐	Vol: Section: Page#:

V.2.4.2 Payee Data Record

A fully completed copy of the Payee Data Record, Form STD. 204, must be returned with the Final Proposal with original signatures.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
8	The Bidder's Draft and Final Proposal submission must contain a fully executed copy of the Payee Data Record - Form STD. 204, provided as Form 5.5 in Appendix C, Bid Response Forms, of this RFP.	Yes ☐ No ☐	Vol: Section: Page#:

V.3 STATE OF CALIFORNIA PREFERENCE AND PARTICIPATION AND INCENTIVE PROGRAMS

This section presents information on State Preference and Incentive Programs. The preference programs described are:

- Enterprise Zone Act
- Target Area Contract Preference Act
- Local Area Military Base Recovery Act Preference
- Small Business Preference

The participation and incentive program described is the Disabled Veteran Business Enterprise (DVBE) Participation Program.

Bidders are not required to apply for the Enterprise Zone Act (EZA), Target Area Contract Preference Act (TACPA), Local Agency Military Base Recovery Act (LAMBRA) or Small Business Preferences. Denial of EZA/TACPA/LAMBRA or Small Business preference requests is not a basis for rejection of the proposal. See Section V.3.5 for DVBE Participation and Incentive requirements.

Contracts awarded with applied preferences and/or DVBE participation will be monitored throughout the life of the contract for compliance to statutory, regulatory and contractual requirements. The State will take appropriate corrective action and apply sanctions as necessary to enforce preference and participating program requirements.

V.3.1 Enterprise Zone Act (EZA)

The intent of the Enterprise Zone Act (EZA) is to promote economic development and employment opportunities in designated enterprise zones by offering bidding preferences on qualified solicitations. EZA provides for two preferences: worksite and workforce. These preferences are explained in detail on the Enterprise Zone Act

Preference Request For Goods and Services Solicitations - Form STD. 831. For a copy of the EZA form, refer to Form 5.6, in RFP Appendix C, Bid Response Forms. Government Code Section 7070, et seq., provides that California-based companies may be granted preferences when bidding on State contracts in excess of $100,000 for goods and services (excluding construction contracts) if the business site is located within designated "Enterprise Zones." Bidder's questions regarding this preference are to be directed to the Procurement Division, Office of Small Business and DVBE Services Branch, at (916) 375-4940. 707 Third Street, First floor, West Sacramento, CA 95605.

Bidders are not required to apply for the EZA preference. Bidders who do not pursue the EZA preference must state this in their proposal.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
9	If The Bidder is not pursuing the EZA preference, the Bidder must state this in the proposal. If the Bidder is claiming the preference, the Bidder's Draft and Final Proposals must contain a completed copy of the Enterprise Zone Act (EZA) Preference Request for Goods and Services Solicitations - Form STD. 831, provided as Form 5.6 in Appendix C, Bid Response Forms, of this RFP.	Yes ☐ No ☐	Vol: Section: Page#:

V.3.2 Target Area Contract Preference Act (TACPA)

The intent of the Target Area Contract Preference Act (TACPA) is to promote economic development and employment opportunities in distressed areas of the State by offering bidding preferences on qualified RFPs. TACPA provides for two preferences: worksite and workforce. Target Area Contract Preference will be granted in accordance with Government Code Section 4530 whenever contracts for goods or services are in excess of $100,000 and the Bidders meet certain requirements as defined in the California Administrative Code (Title 2, Section 1806.30 et. seq.) regarding labor needed to provide the goods being procured.

Bidder's questions regarding this preference are to be directed to the Procurement Division, Office of Small Business and DVBE Services Branch, (916) 375-4940, 707 Third Street, First floor, West Sacramento, CA 95605. Bidders desiring to claim this preference for services must submit completed copy of Target Area Contract Preference Act (TACPA) Preference Request for Goods and Services Solicitations - Form STD. 830. For a copy of the TACPA form, refer to Form 5.7, in RFP Appendix C, Bid Response Forms.

Bidders are not required to apply for the TACPA preference. Bidders who do not pursue the TACPA preference must state this in their proposal.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
10	If the Bidder is not pursuing the TACPA preference, the Bidder must state this in the proposal. The Bidder's Draft and Final Proposals must contain a completed copy of the Target Area Contract Preference Act (TACPA) Preference Request for Goods and Services Solicitations - Form STD. 830 provided as Form 5.7 in Appendix C, Bid Response Forms, of this RFP to claim this preference. Bidder's proposal should not contain this form if there is no intention to claim this preference.	Yes ☐ No ☐	Vol: Section: Page#:

V.3.3 Local Agency Military Base Recovery Act (LAMBRA)

California Government Code Section 7118 et seq. and California Code of Regulations, Title 2, Section 1896, 100 et seq. provides that California-based companies may be granted preferences when bidding on State Contracts in excess of $100,000 if they qualify for and apply for the LAMBRA preference. This preference is explained in detail on the LAMBRA form, Form STD. 832. For a copy of the Local Agency Military Base Recovery Act. For Goods and Services Solicitations – Form Std. 832, refer to Form 5.8 refer to RFP Appendix C, Bid Response Forms. Bidder's questions regarding this preference are to be directed to the Procurement Division, Office of Small Business and DVBE Services Branch, (916) 375-4940.

The Bidder's proposal must contain a fully executed copy of the Local Agency Military Base Recovery Area (LAMBRA) Act for Goods and Services Solicitations - Form STD. 832, provided as Form 5.8, in Appendix C, Bid Response Forms, to claim this preference.

Bidders are not required to apply for the LAMBRA preference. Bidders who do not pursue the LAMBRA preference must state this in their proposal.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
11	If the Bidder is not pursuing the LAMBRA preference, the Bidder must state this in the proposal, If the Bidder is claiming the preference, the Bidder's Draft and Final	Yes ☐ No ☐	Vol: Section: Page#:

	Proposals must contain a completed copy of the Local Agency Military Base Recovery Area (LAMBRA) Act for Goods and Services Solicitations - Form STD. 832, provided as Form 5 8 in Appendix C, Bid Response Forms, of this RFP.		

V.3.4 Small Business Preference

The California Government Code Section 14835 et seq. requires a five percent (5%) preference be given to Bidders who qualify as a small business. The rules and regulations of this law, including the definition of a small business for the delivery of goods and services, are contained in Title 2, California Code of Regulations, Section 1896, et seq. Copies of the regulations are available upon request from the Procurement Division, Office of Small Business and DVBE Services Branch (OSDS), (916) 375-4940, 707 Third Street, First floor, West Sacramento, CA 95605 or may be viewed at the following:

www.pd.dgs.ca.gov/smbus

To claim the small business preference, a firm must have its principal place of business located in California, have a complete application (including proof of annual receipts) on file with the OSDS by 5:00 p.m. Pacific Time on the date the final bid is due, and be verified by such office. Questions regarding the preference approval process should be directed to the OSDS at (916) 375-4940.

A five (5) percent bid preference is also available to a non-small business claiming 25 percent California-certified small business Subcontractor participation. Non-small business Bidders wishing to claim the five (5) percent small business preference must commit to subcontract at least 25 percent of the net bid price with one or more California-certified small businesses. The California certified small business Subcontractors must be included in the Proposed Subcontractors List, Form 5.2 RFP Appendix C, Bid Response Forms. Each listed certified small business must perform a “commercially useful function” in the performance of the contract as defined in Government Code Section 14837, and 14842.5.

Bidder’s questions regarding this preference are to be directed to the Procurement Division, Office of Small Business and DVBE Services Branch, (916) 375-4940, 707 Third Street, First floor, West Sacramento, CA 95605.

Bidders who wish to claim the Small Business Preference must complete Form 5.9, Small Business Preference form, in RFP Appendix C, Bid Response Forms, and provide a copy of the small business approval letter from the Department of General Services, showing the Bidder’s (and/or all small business contractor’s) small business number.

Bidders are not required to pursue the Small Business Preference. Bidders who do not pursue the Small Business preference must state this in their proposal. Denial of the Small Business preference request is not a basis for rejection of the proposal.

Please refer to RFP Section IX, Proposal Evaluation, for information regarding the scoring of the small business preference.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
12	The Bidder's Draft and Final Proposals must contain a completed copy of the California Certified Small Business Preference Form provided as Form 5.9, in Appendix C, Bid Response Forms, and a copy of the small business approval letter from the Department of General Services showing the small business number for the Bidder and/or all small business Subcontractors.	Yes ☐ No ☐	Vol: Section: Page#:

V.3.5 Disabled Veteran Business Enterprise (DVBE) Participation and Incentive Program Requirements

PLEASE READ THESE REQUIREMENTS CAREFULLY. FAILURE TO COMPLY WITH THE MINIMUM DVBE PARTICIPATION REQUIREMENT MAY CAUSE YOUR SOLICITATION RESPONSE TO BE DEEMED NONRESPONSIVE AND YOUR FIRM INELIGIBLE FOR AWARD OF THE PROPOSED CONTRACT..

V.3.5.1 DVBE Incentive

In accordance with Section 999.5(a) of the Military and Veterans Code, incentive points will be given to bidders who provide Disabled Veteran Business Enterprise (DVBE) participation surpassing designated minimum thresholds. For evaluation purposes only, the State shall add incentive points to proposals that are responsive and from a responsive bidder, and include California certified DVBE participation as identified on the Bidder Declaration form – GSPD-05-105, provided as Form 5.11, in RFP Appendix C, Bid Response Forms, and confirmed by the State. This form allows bidders to identify if they are a DVBE and/or identify DVBE Subcontractors, their proposed contract function, and the corresponding percentage of participation.

The DVBE Incentive for this procurement provides additional points for those bidders that achieve at least four percent (4%) certified DVBE participation. Participation incentives will be rewarded based on the table that follows, and is further described and examples provided in RFP Section IX, Proposal Evaluation.

Table V - 1. Confirmed DVBE Participation Incentive

DVBE INCENTIVE POINT SCALE	
Confirmed DVBE Participation of:	**DVBE Incentive**
10% or more	2.0% (of 10,000 points) = 200
8% up to 9.99%	1.6% (of 10,000 points) = 160
6% up to 7.99%	1.2% (of 10,000 points) = 120
4% up to 5.99%*	0.8% (of 10,000 points) = 80

.

To meet the required minimum DVBE participation and to gain additional DVBE Incentive points, the bidder must complete the forms specified below in section V.3.5.2 DVBE Participation - Required.

V.3.5.2 DVBE Participation – Required

Bidders must fully comply with DVBE Participation Program requirements. Failure to submit a complete response will result in a nonresponsive determination, in which case the Final Proposal will be rejected. Refer to the website below for the DVBE Resource Packet and Documentation of DVBE Program Requirements that must be completed and submitted with the Final Proposal.

The Office of Small Business and Disabled Veteran Business Enterprise (DVBE) Services offers program information and may be reached at:

Small Business and DVBE Services
707 Third Street, 1st Floor, Room 400
West Sacramento, CA 95605
http://www.pd.dgs.ca.gov/smbus
24-hour information and document request system: (916) 322-5060
Receptionist: (916) 375-4940 Fax: (916) 375-4950

The format for committing to meet DVBE participation requirements is included in DVBE Participation, Form 5.10, in RFP Appendix C, Bid Response Forms. Bidders must complete the form and return it with the proposal. Bidders must also review the DVBE instructions and complete applicable forms provided in Appendix C, Bid Response Forms, Forms 5.11, and 5.12, of this RFP.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
13	The Bidder must meet at least a three (3) percent DVBE participation for this procurement using Form 5.10 DVBE Participation, Form 5.11, GSPD-05-105 Bidder Declaration and Form 5.12, Std. 843 DVBE Declaration provided in RFP Appendix C, Bid Response Forms and submit them with the Draft and Final Proposals.	Yes ☐ No ☐	Vol: Section: Page#:

V.3.6 Commercially Useful Function Description and Information

In accordance with Government Code Sections 14837 and 14842.5, all Small Businesses and DVBE contractors, Subcontractors and suppliers that bid on or participate in a State contract must perform a commercially useful function (CUF). There is no exception to this requirement. Therefore, the Bidder must provide written documentation for all of the following using the Commercial Useful Function Statement provided as Form 5.13, in RFP Appendix C, Bid Response Forms.

1. The Bidder is responsible for the execution of a distinct element of the work in the contract,
2. The Bidder carries out its obligation by actually performing, managing, or supervising the work involved,
3. The Bidder's work to be performed is normal for its business services and functions, and
4. The Bidder will not further subcontract a portion of the work that is greater than that expected to be subcontracted by normal industry practices.

A contractor, subcontractor, or supplier will not be considered to perform a commercially useful function if the contractor's, proposed subcontractor's, or supplier's role is limited to that of an extra participant in the transaction, contract, or project through which funds are passed to obtain the appearance of small business or micro business participation. A Bidder must provide proof this statement does not pertain to the contractor's, proposed subcontractor's, or supplier's potential involvement in this procurement.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
14	The Bidder must provide a written statement with its Draft and Final Proposals detailing the roles, services and/or goods the proposed Subcontractor(s) will provide as part of the CWS/Web Contract and document this	Yes ☐ No ☐	Vol: Section: Page#:

	information on the Commercial Useful Function Statement Form provided as Form 5.13 in RFP Appendix C, Bid Response Forms.		

V.4 INTELLECTUAL PROPERTY REQUIREMENTS

V.4.1 Licenses in General

All licenses granted or transferred to the State for intellectual property (e.g., Software, tools or methodologies) used for or in support of all environments of the proposed business solution (e.g., design, development, build management, testing, training, help desk, implementation, maintenance, operation, backup or repair) shall (1) be licensed to the State upon Initial Release Implementation Acceptance or upon the State's request in the event that the State terminates the Contract for cause prior to Initial Release Implementation completion and (2) meet specified requirements that are based on the State's business needs (e.g., requirements related to enterprise licensing, application programming interfaces, transfer rights, license terms and concurrent usage.)

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
15	The Bidder must ensure that all licenses for intellectual property used for or in support of the CWS/Web Solution will be enterprise licenses wherein the "enterprise" is the "CWS/Web Solution," that is, the license will allow unlimited use of the intellectual property by all authorized users of the CWS/Web Solution for all business purposes related to the CWS/Web Solution, unless the circumstances underlying the State's need for the intellectual property are such that a different kind of license would be more economical, e.g., the State only needs a few licenses for developers.	Yes ☐ No ☐	Vol: Section: Page#:
16	The Bidder must ensure that all licenses granted or transferred to the State for intellectual property used for or in support of the CWS/Web Solution will include the right to use any application programming interface owned by the licensor that is required for the intellectual property to communicate or interface with other components of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
17	The Bidder must ensure that all licenses granted or transferred to the State for intellectual property used for or in support of	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	the CWS/Web Solution will allow the Contractor to grant or transfer the licenses to the State at no additional cost.		Page#:
18	In the event the CWS/Web Solution is transferred from Office of Systems Integration (OSI) to another State agency, the Bidder must ensure that all licenses granted to the State for intellectual property used for or in support of the CWS/Web Solution will allow transfer of the license between State agencies at no additional cost.	Yes ☐ No ☐	Vol: Section: Page#:
19	The Bidder must ensure that all licenses for intellectual property used for or in support of the CWS/Web Solution will be perpetual and permit concurrent usage by all Users.	Yes ☐ No ☐	Vol: Section: Page#:
20	Except for intellectual property for Bidder's personal equipment (e.g., desktops, laptops or LAN), the Bidder must grant or transfer a license to the State for any intellectual property (e.g., Software, tools, and methodologies) used for or in support of the CWS/Web Solution upon Initial Release Implementation Acceptance or upon the State's request in the event that the State gives notice of a termination for cause prior to Initial Release Implementation Acceptance, with the delivery of such license constituting a Deliverable.	Yes ☐ No ☐	Vol: Section: Page#:

V.4.2 Third Party Software

V.4.2.1 Third Party Software License

If the Bidder's proposed solution involves the use or modification of one or more software proprietary to another firm, the Bidder shall provide a copy of the terms and conditions of such proprietary software when submitting Draft and Final Proposals. The State will review the terms and conditions of the proprietary software during proposal evaluations to ensure that they meet all licensing requirements set forth in RFP Section V.4.1, Licenses in General.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
21	The Bidder shall provide a copy of the terms and conditions of all proprietary software licenses required for its proposed CWS/Web Solution when submitting Draft and Final Proposals.	Yes ☐ No ☐	Vol: Section: Page#:

V.4.2.2 Use of Third Party Software Provider's License Agreement

If a Third Party Software license agreement submitted by Bidder complies with the requirements set forth in RFP Section V.4.1, Licenses in General, the State will consider accepting the proposed license provided that any term or condition in it which states or implies that it is superior or takes precedence over other articles, attachments, specifications, provisions, terms or conditions of the Contract shall be stricken and have no legal effect.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
22	The Bidder must agree that any term or condition in the Third Party Software license agreement which states or implies that it is superior or takes precedence over other articles, attachments, specifications, provisions, terms or conditions of the Contract shall be stricken and have no legal effect.	Yes ☐ No ☐	Vol: Section: Page#:

V.5 TECHNOLOGY REQUIREMENTS

V.5.1 Ownership and Replacement

V.5.1.1 Equipment

The State requires the Bidder to be responsible for the provision of Equipment for the development/test/training environments that will be located in the Project facility throughout the term of the contract. The Bidder will be responsible for refreshing such equipment every four (4) years unless otherwise requested by the State. The Bidder shall transfer title of such Equipment to the State upon the State's Acceptance of Equipment.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
23	The Bidder agrees to be responsible for the provision of Equipment for the development/test/training environments that will be located in the Project facility throughout the term of the contract. The Bidder will be responsible for refreshing such equipment every four (4) years unless otherwise requested by the State.	Yes ☐ No ☐	Vol: Section: Page#:
24	The Bidder shall transfer title of the Equipment for the development/test/training environments that will be located in the Project facility to the State upon Initial Release Implementation completion or upon the State's request in the event that the State gives notice of a termination for cause prior to Initial Release Implementation completion, with the delivery of such Equipment constituting a Deliverable.	Yes ☐ No ☐	Vol: Section: Page#:

V.5.1.2 Equipment Maintenance Agreements

For the term of the Contract the State requires the Bidder to transfer to the State title to all maintenance agreements for Equipment for the development/test/training environments that will be located in a Project facility.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
25	The Bidder agrees that it shall transfer to the State title to all maintenance agreements for Equipment for the development/test/training environments that will be located in the Project	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	facility upon Initial Release Implementation completion or upon the State's request in the event that the State gives notice of a termination for cause prior to Initial Release Implementation completion, with the delivery of such agreements constituting a Deliverable.		

V.5.2 Use of Standard Office Automation Tools

The Bidder and all Subcontractors must use the standard word processing, relational database management, presentation, and spreadsheet products used by the State (e.g., Microsoft Office and Microsoft Project), at the version levels specified by the State, in the preparation of all project correspondence and deliverables. The Bidder shall upgrade its office automation software versions to remain compatible with the State for the duration of the Contract as stated therein. The Bidder may use a scheduling tool that is acceptable by the State.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
26	The Bidder and Subcontractors must: (1) use the standard office automation software that is used by the State at the version levels specified by the State and (2) upgrade office automation software to remain compatible with the State for the duration of the Contract.	Yes ☐ No ☐	Vol: Section: Page#:

V.5.3 Productive Use Requirements

The objective of the Productive Use Requirements is to protect the State from being a beta or experimental site for new equipment and software that has no record of proven performance.

Therefore, the State has established the following "Productive Use Requirements" to identify and contain any risks associated with new technological elements or new configurations in a proposed information system.

V.5.3.1 Customer In-Use

The purpose of the Customer In-Use requirement is to allow time for the Bidder to correct defects that could prevent new software from performing correctly in support of State programs. The State requires that each system software component

proposed as part of an automated system must have been installed and in productive use, in the configuration bid, for a paying customer external to the Bidder's organization, for at least the number of months indicated as follows:

a. Critical Software is software that is required to control the overall operation of a computer system or peripheral equipment, including operating systems, database management systems, language interpreters, assemblers and compilers, communications software, and all other essential system software. The State requires that critical software proposed as part of an automated system must have been installed and in productive use, in the same configuration as the proposal, for a paying customer external to the Bidder's organization, for at least six (6) months prior to the Final Proposal submission. Critical software shall not include CWS/Web application software for those vendors proposing a custom developed SACWIS solution.

b. All IT equipment and Commercial Off–The-Shelf (COTS) software proposed as part of an automated system must have been installed and in productive use for a paying customer external to the Bidder's organization, for at least four (4) months prior to the Final Proposal submission.

Substantial design changes in required system control modules or in components critical to the processing requirements of the State's workload are also subject to the In-Use requirement. Increases or decreases in numbers of components, or minor alteration in equipment, and minor modifications or updates to software to provide improvements or features, to correct errors, or to accommodate hardware changes may be granted an exemption from the In-Use requirement if no substantial changes in logic, architecture, or design are involved. Any remedy exemption must be approved prior to the due date and time for the Final Proposal or it may be deemed nonresponsive to the requirements of RFP OSI-0530-208. Bidders requesting an exemption to this requirement shall submit an exemption request to the Procurement Official in writing using the Proposed Requirement Change Form provided as Form 1.3 in Appendix C, Bid Response Forms of this RFP no later than 30 calendar days prior to submittal of the Final Proposal.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
27	The State requires that critical software proposed as part of an automated system must have been installed and in productive use, in the same configuration as the proposal, for a paying customer external to the Bidder's organization, for at least six (6) months prior to the Final Proposal submission. Critical software shall not include CWS/Web application software for those vendors proposing a custom developed SACWIS solution.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	All IT equipment and Commercial Off–The-Shelf (COTS) software proposed as part of an automated system must have been installed and in productive use, for a paying customer external to the Bidder's organization, for at least four (4) months prior to the Final Proposal submission. Substantial design changes in required system control modules or in components critical to the processing requirements of the State's workload are also subject to the In-Use requirement. Increases or decreases in numbers of components, or minor alteration in equipment, and minor modifications or updates to software to provide improvements or features, to correct errors, or to accommodate hardware changes may be granted an exception from the In-Use requirement by the, if no substantial changes in logic, architecture, or design are involved. Any remedy exception must be approved prior to the due date and time for the Final Proposal or it may be deemed nonresponsive to the requirements of RFP OSI-0530-208. Bidders requesting an exemption to this requirement shall submit an exemption request to the Procurement Official in writing using the Proposed Requirement Change Form provided as form 1.3 in Appendix C, Bid Response Forms of this RFP no later than 30 calendar days prior to submittal of the final proposal.		

All IT equipment and Commercial Off–The-Shelf (COTS) software proposed as part of an automated system must have been installed and in productive use for a paying customer external to the Bidder's organization, for at least four (4) months prior to the Final Proposal submission.

Substantial design changes in required system control modules or in components critical to the processing requirements of the State's workload are also subject to the In-Use requirement. Increases or decreases in numbers of components, or minor alteration in equipment, and minor modifications or updates to software to provide improvements or features, to correct errors, or to accommodate hardware changes may be granted an exception from the In-Use requirement by the DGS Procurement Division, if no substantial changes in logic, architecture, or design are involved. Any remedy exception must be approved prior to the due date and time for the Final

Proposal or it may be deemed nonresponsive to the requirements of RFP OSI-0530-208. The Bidder must check "Yes" on the Matrix indicating compliance, or "No" on the Matrix indicating noncompliance with the requirement.

V.5.3.2 Exceptions and Proposed Remedies

To meet the functional and technical requirements of this RFP, Bidders may find it necessary to propose one or more items of equipment or software that do not meet the above Productive Use Requirements. In such situations, a Bidder may propose such items only if:

a. The Bidder also proposes an interim remedy which accomplishes the stated purposes of the requirements until the requirements are met; and

b. The State approves the proposed remedy prior to the date for submission of the Final Proposal.

If the Bidder's proposed remedy includes additional equipment, software, or personnel to be used, the Bidder's proposal must describe interim remedies to be implemented as part of the Bidder's contractual commitment and scope of work.

The State will not consider an offer from the Bidder to pay damages for the Bidder's failure to meet required standards of performance in lieu of these Productive Use Requirements.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
28	The Bidder's proposal may include items of equipment or software that do not meet the above Productive Use Requirements only if (1) the Bidder also proposes an interim remedy which accomplishes the stated purposes of the requirements until they are met and (2) the State approves the proposed remedy prior to the date for submission of the Final Proposal.	Yes ☐ No ☐	Vol: Section: Page#:
29	The Bidder's proposed remedy includes additional equipment, software or personnel to be used, the Bidder's proposal must describe the interim remedies to be implemented as part of the Bidder's contractual commitment and scope of work.	Yes ☐ No ☐	Vol: Section: Page#:

V.5.3.3 COTS Software Modification

If COTS software is proposed as a part of the business solution and such software must be changed to a degree that is beyond the normal scope of change facilitated by the software's configuration parameters, the State requires the Bidder to obtain

prior approval from the State. The State does not want the Contractor to change a COTS software such that it becomes difficult to maintain, upgrade, or operate with other software programs.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
30	The Bidder must agree that the State's approval is required for COTS software changes that are beyond the normal scope of changes facilitated by software configuration parameters.	Yes ☐ No ☐	Vol: Section: Page#:

V.5.4 Current Use Requirements

The objective of the current use requirement is to protect the State from investing in a technology that is near the end of its life cycle.

V.5.4.1 Support by Manufacturers

Equipment and software must be currently supported by the manufacturers. No equipment and/or software may be proposed, specified, or employed if the manufacturer has announced an end of support or if it is reasonably foreseeable that support will end in less than two (2) years.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
31	The Bidder must agree to not propose, specify or employ equipment and software for which the manufacturer has announced an end of support or for which it is reasonably foreseeable that support will end in less than two (2) years.	Yes ☐ No ☐	Vol: Section: Page#:

V.6 GENERAL REQUIREMENTS

V.6.1 Documentation

For all COTS software and hardware proposed, the Bidder must agree to provide to the CWS/Web Project all copies of the documentation that accompany the product at purchase. In addition, the Bidder shall use RFP Appendix C, Bid Response Forms, Form 5.14, Hardware and Software Proposed, to demonstrate the hardware and software solution proposed meets the State's business needs.

The following types of documentation are examples of products for which the CWS/Web Project must receive documentation:

- Workgroup Products
- Data Base Management System Products
- Report Writing Products
- Middleware Products
- Web Server Products
- Application Server Products

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
32	The Bidder must agree to provide in its Draft and Final Proposals one copy of the manufacturer's documentation that accompanies each product proposed for the CWS/Web Solution. The Bidder proposed products shall be provided on Form 5.14 in Appendix C, Bid Response Forms, of this RFP. The following types of documentation are examples of products for which the CWS/Web Project must receive documentation: Workgroup Products, Data Base Management System Products, Report Writing Products, Middleware Products; Web Server Products; Application Server Products.	Yes ☐ No ☐	Vol: Section: Page#:

V.6.2 Encryption on Bidder Owned or Managed Devices

OSI requires that every user of a computing device must understand and comply with the Encryption on Portable Computing Devices Policy. The Contractor must: (1) obtain the State's prior approval; (2) understand and comply with the policy; and (3) encrypt its own computing devices that it uses in relation to or support of CWS/Web, in accordance with this policy. Refer to the Bidder's Library for more information on these documents.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
33	The Bidder must agree devices not owned or managed by OSI that connect to the OTech/OSI Network will require the State's prior approval and adhere to OSI's Encryption on Portable Computing Devices Policy. For a	Yes ☐ No ☐	Vol: Section: Page#:

	copy of these documents please refer to the Bidder's Library.		

V.6.3 Statement of Economic Interests

Under the Conflict of Interest Code of the California Health and Human Services Agency (CHHSA), consultants must file a Statement of Economic Interests (Form 700) on an annual basis unless the CCHSA Secretary or designee determines that the Consultant's range of duties is limited in scope. As such, upon award and prior to beginning work, and on an annual basis, the Contractor's staff and/or Subcontractors engaged in performing the services described in this RFP are required to complete and submit a Form 700 to the State's Project Director. To acquire an exemption from this requirement, Contractor must submit a request to the CCHSA Secretary explaining the basis for the request and the staff or Subcontractor staff to be excluded on that basis. Refer to RFP Appendix C, Bid Response Forms, Form 5.15 To access the Form 700 and instructions, please refer to the following link, http://www.fppc.ca.gov/index.html?id=234.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
34	The Bidder and proposed Subcontractors' staff must submit a completed Form 700 Statement of Economic Interests upon award and prior to beginning work and on an annual basis unless exempted from such reporting by the CHHSA Secretary. For a copy of the Statement of Economic Interest Form, refer to Form 5.15 in Appendix C, Bid Response Forms of this RFP.	Yes ☐ No ☐	Vol: Section: Page#:

V.6.4 Acceptable Use Security Policy

As a condition of using the OSI computing resources, every user is required to understand and comply with the Acceptable Use Security Policy and all relevant laws, regulations, policies and practices governing the use of state-owned computing resources.

Upon award and prior to beginning work, the Contractor is required to complete and submit the Security Responsibilities and Acknowledgement Form referred to in OSI's Acceptable Use Security Policy in the Bidder's Library.

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
35	The Bidder must submit a completed Security	Yes ☐ No ☐	Vol:

	Responsibilities and Acknowledge Form upon award and prior to beginning work. For a copy of the Security Responsibilities and Acknowledge Form, refer to the Bidder's Library.		Section: Page#:

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VI. SOLUTION REQUIREMENTS

VI.1. INTRODUCTION

Section VI, Solution Requirements contains the mandatory requirements that must be met by the selected Contractor in the design, development, implementation, and service and support of the CWS/Web Solution. It also includes proposal requirements that request bidders to provide information in their proposals explaining how they will achieve the mandatory requirements. The mandatory requirements include:

- Activities and services to be performed
- Products to be provided or created during the term of the CWS/Web Contract
- Minimum requirements for the Bidder's experience and project staff qualifications related to this solicitation.

The mandatory requirements for Contractor products, activities, and services are listed in the tables included in this section. Mandatory requirements for the CWS/Web System are also discussed in this section. However, the complete list of the system requirements is presented in RFP Appendix B, System Requirements.

The requirements in this section reflect the State's vision for the CWS/Web Solution as described in RFP Section IV, Proposed Future Environment. Bidders should refer to Section IV to obtain an understanding of the business needs and expectations to be addressed by their proposed solutions.

In addition, RFP Appendix H, Bidder's Library Table of Contents provides a list of information on existing CWS/CMS policies, procedures, and other information related to this RFP which can be found in the Bidder's Library.

In order to minimize the timeframe for a SACWIS compliant solution, the CWS/Web Solution will be developed and implemented in two major efforts:

1. CWS/Web Initial Release (IR) – the development and implementation of the CWS/Web Initial Release requirements resulting in a compliant SACWIS.
2. CWS/Web Future Release (FR) – the development and implementation of the CWS/Web Future Release requirements to add improved business process functionality subsequent to IR. The requirements for this release have been identified by the stakeholders to improve business processes, but are not necessary for SACWIS compliance. The Future Release requirements are identified in Appendix B with a designation of "FR".

Future Release requirements will be implemented at the State's discretion and are referred to as mandatory/optional requirements. The bidder shall agree to meet all of these mandatory/optional requirements, but it is the State's option on whether or not to implement any or all of these requirements, including the related hardware, software, telecommunications, documentation, staff time, and other items and services associated with them. The bidder shall also cost these mandatory/optional

requirements in the cost workbook located in RFP Appendix E, Cost Workbook, according to the instructions presented in RFP Section VIIA, Pricing Proposal.

The following subsections contain all Contractor requirements (i.e., statement of work requirements) listed in table form. While additional contextual information is presented in the introductory paragraphs to the requirements presented in the following subsections, that information is not intended to interpret, replace, or supersede the requirement statements included in the tables or in RFP Appendix B, System Requirements.

The State has determined that it is best able to define its own needs and desired operating objectives. The State will not tailor these needs to fit a solution a bidder may have available; rather, the bidder shall submit a proposal to meet the State's needs as defined in this RFP.

Section VI is organized into the following subsections:

- Section VI.1 Introduction – Describes the purpose and content of Section VI and provides instructions to the bidder pertaining to acknowledging agreement to comply with the mandatory requirements contained in Section VI.
- Section VI.2 Project Management Requirements – Describes and identifies the mandatory requirements pertaining to contractor work activities and products for project management.
- Section VI.3 Solution Development Requirements – Describes and identifies the mandatory requirements pertaining to contractor work activities and products for planning, analyzing, designing, developing, and testing the CWS/Web Solution.
- Section VI.4 Solution Transition Requirements – Describes and identifies the mandatory requirements pertaining to contractor work activities and products for planning, preparing, implementing, and deploying the CWS/Web Solution statewide.
- Section VI.5 Support SACWIS Assessment Review Requirements – Describes and identifies the mandatory requirements pertaining to contractor work activities and products for planning and supporting the federal SACWIS assessment review performed following full implementation of the CWS/Web Solution.
- Section VI.6 Service and Support Requirements – Describes and identifies the mandatory requirements pertaining to contractor work activities and products for planning, developing, and performing the processes and functions for conducting ongoing operation and maintenance of the CWS/Web System and other services included in the CWS/Web Solution.
- Section VI.7 System Requirements – Describes and identifies the mandatory requirements pertaining to the functionality, capabilities, characteristics,

constraints, and performance of the CWS/Web System. The system requirements are included as RFP Appendix B, System Requirements.

- Section VI.8 Proposal Requirements – Describes and identifies the requirements pertaining to the information to be provided in the bidder's proposal to the RFP. The proposal requirements include: 1) bidder experience and staff qualifications and, 2) approaches to achieving requirements; and 3) conceptual system solution views. The bidder must explain how it plans to meet these proposal requirements, while satisfying all of the associated mandatory requirements.
- Section VI.9 Contractor Products and Document Submission Process – Describes the purpose and use of deliverable description documents and the process for submitting document deliverables and provides a listing of all contractor products identified in the mandatory requirements. RFP Appendix D, Product Definitions provides explanations to the Contractor Products covered in Section VI.2 through VI.4 and VI.6. Table VI-120 Product Table provides cross references between requirements and product definitions.

Sections VI.2 through VI.6 are considered the Statement of Work (SOW) for the Contractor. These sections identify the work activities, products, and requirements that are the responsibility of the Contractor. The work activities included in these sections are organized by the project life cycle activities as reflected in the CWS/Web Project Work Breakdown Structure (WBS). The State has categorized these requirements using the project WBS to organize the requirements for presentation and discussion purposes. This categorization is not intended to dictate a particular system development methodology or approach.

Section VI.8, Proposal Requirements includes proposal requirements requesting each bidder to provide information in its response to the RFP explaining the bidder's approach to designing, developing, implementing, operating and maintaining the bidder's proposed CWS/Web Solution and how that approach and solution satisfies the mandatory requirements. The information provided by the bidder will be used by the project in the evaluation of the RFP response. For additional information on the evaluation process refer to RFP Section IX, Proposal Evaluation.

Section VI.9 provides a listing of the products to be developed or provided by the selected contractor as specified in the mandatory requirements. This section also includes a discussion of the process for submission and acceptance of document products. The products are classified by the type of acceptance process by which the products will be received and evaluated. Table VI-120 Product Table lists the products to be developed or provided and includes the product item name and product identifier (e.g., PM001). Products that have a product definition document that further defines the content and format are also identified in this table. The product definition documents have matching product identifiers and are presented in Appendix D, Product Definitions. However, some products listed in Table VI-120 Product Table are not associated with a product definition document. Submission and acceptance of products that are not documents is described in RFP Appendix A, CWS/Web Contract.

The CWS/Web Project intends that the management and ongoing Service and Support of the CWS/Web Solution will fully transition to the Service and Support activities following the Initial Release Implementation Acceptance by the State. Many of the requirements for Service and Support are premised on the fact that products to be used in Service and Support activities are developed as part of the Project Management, Solution Development and Solution Transition activities and subsequently updated to fit the needs of ongoing Service and Support activities.

Figure VI - 1. CWS/Web Systems Integrator Activities depicts the CWS/Web Contractor, referred to as the CWS/Web Systems Integrator (SI) activities discussed in Section VI.2 through Section VI.6 and shows their approximate timeframes as well as the relationship of the activities and products to the Service and Support activities. The State considers the ongoing Service and Support activities as equally important as the one-time CWS/Web development activities. Bidders should provide responses that demonstrate and support the importance of effective and efficient ongoing Service and Support activities and the integration of the one-time activities and products into ongoing Service and Support activities. The Service and Support solutions being requested in this RFP are expected to be developed concurrent with Solution Development as shown in Figure VI-1 and performed throughout the entire life of the CWS/Web Solution Production Phase.

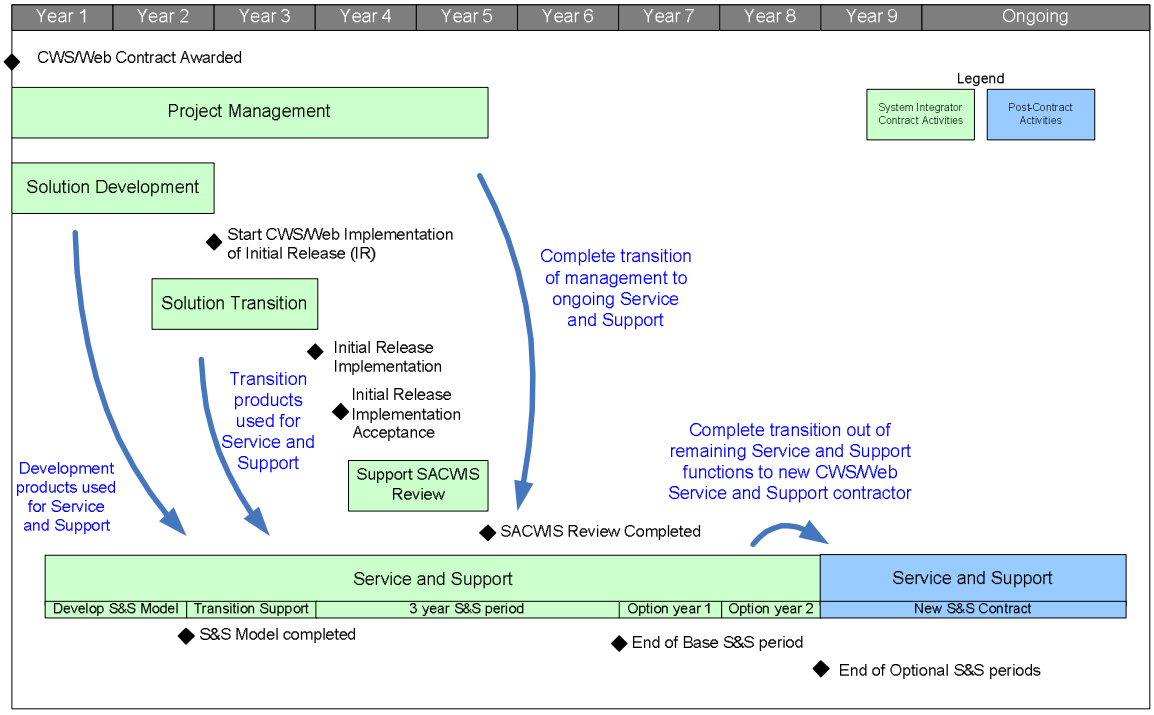

Figure VI - 1. CWS/Web Systems Integrator Activities

The focus of the CWS/Web Solution will transition from a project management focus to a service management focus once the solution has been implemented and is being used by the end-users to assist in their day-to-day work responsibilities. While many functions and processes will be created and utilized during the development phase of the CWS/Web Solution, these processes and functions will need to be

confirmed for their ongoing use during the CWS/Web Solution Production Phase. This confirmation may not appear to be significant or possibly even necessary, but as development teams disband and responsibilities are given to new individuals or organizational entities, enhancements are likely to be required. For example:

- Solution Development will include the design, build and testing of all Service and Support functions, as well as the use of many of the functions (such as Project Management and Configuration Management) to aid in the development of the CWS/Web Solution.
- Other functions, such as Service Desk, will not be used during the development phase, but will be implemented during the Deployment of the CWS/Web Solution.

Additionally the General Service and Support requirements contained in Section VI.6 drive the need for phased acceptance of Service and Support deliverables. For example:

- The solutions necessary to support production operation of the CWS/Web Solution must be ready prior to the initiation of the Deployment.
- The Sourcing Strategy factors associated with staffing information are not necessary until the statewide rollout phase is complete and a full picture of the ongoing Service and Support staffing levels and skill sets required is known.
- Once CWS/CMS has been fully retired and the CWS/Web Solution ongoing State Service and Support responsibilities are fully in place, the Service and Support functions will require updates to constantly reflect any changes made to the CWS/Web Solution production state. It is envisioned that this submittal will occur with scheduled Releases and not for every patch or corrective change. All patches and corrective changes will be required to be reflected in the next immediate Release and all associated Service and Support materials with that Release.

Figure VI - 2. CWS/Web Service and Support Phasing Approach provides an illustration of these concepts.

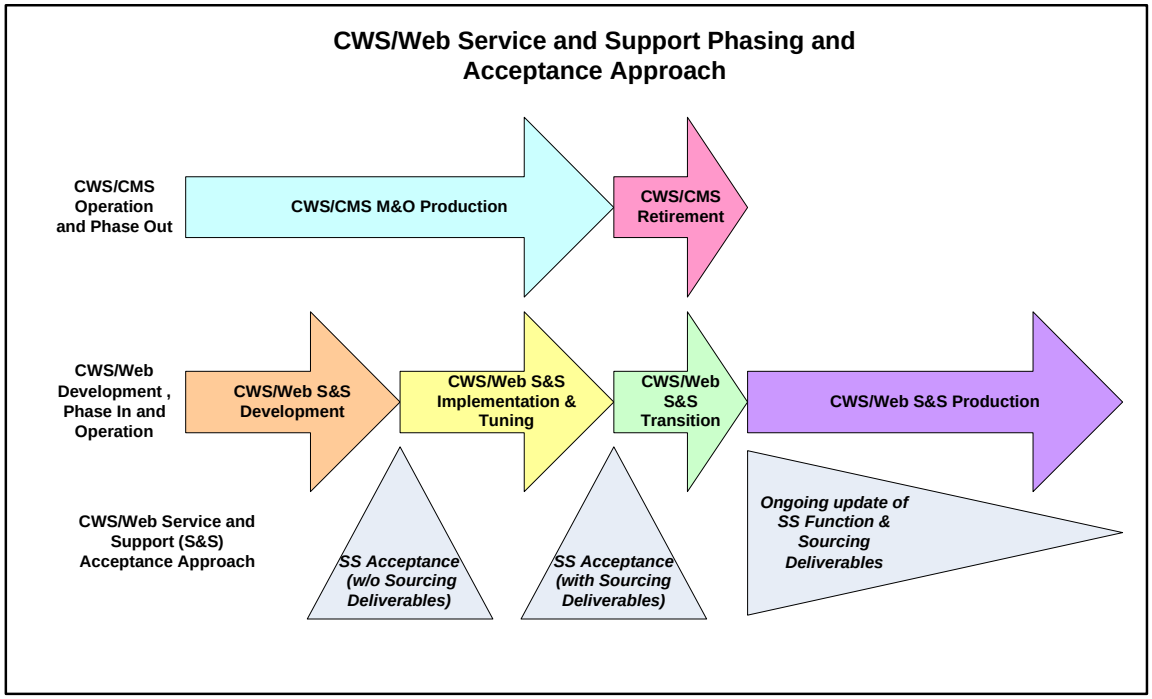

Figure VI - 2. CWS/Web Service and Support Phasing Approach

In preparing a proposal in response to the RFP, bidders are reminded that additional requirements, instructions and information pertaining to this solicitation are discussed in other sections of this RFP. These other sections include the following:

- Section I, Introduction and Overview of Requirements
- Section II, Rules Governing Competition
- Section V, Administrative Requirements
- Section VIIA, Pricing Proposal
- Section VIIB, Compensation Model
- Section VIII, Proposal Format
- Appendix A, CWS/Web Contract
- Appendix B, System Requirements
- Appendix C, Bid Response Forms
- Appendix D, Product Definitions
- Appendix E, Cost Workbook
- Appendix F1, Roles and Responsibilities for Solution Development and Transition
- Appendix F2, Roles and Responsibilities for Service and Support

VI.1.1. INSTRUCTIONS FOR MANDATORY REQUIREMENT RESPONSES

Sections VI.2 through Section VI.6 contain mandatory requirements that must be agreed to by the bidder and so acknowledged in the bidder's proposal. **Tables provided in these sections list these mandatory requirements and include a column in which the bidder is required to indicate, for each requirement, whether the bidder agrees to comply with the requirement.** The Bidder must complete the tables by indicating "Yes" or "No" in the appropriate column and referencing the proposal section that validates the compliance response, and then return a copy of Section VI as instructed in RFP Section VIII, Proposal Format.

Section VI.7, System Requirements, describes the mandatory requirements for the CWS/Web System and refers the bidder to Appendix B, System Requirements of this RFP for the list of detailed system requirements. **RFP Appendix B, System Requirements, includes tables for these mandatory system requirements and includes a column in which the Bidder is required to indicate, for each requirement, whether the Bidder agrees to comply with the requirement.** The Bidder must complete the tables by indicating "Yes" or "No" in the appropriate column, and referencing the proposal section that validates the compliance response, and then return a completed copy of RFP Appendix B, System Requirements as instructed in RFP Section VIII, Proposal Format.

Note: Failure to respond to a mandatory requirement may be cause for rejection of the Bidder's proposal. Refer to RFP Section VIII, Proposal Format, for additional instructions on preparing and formatting the proposal.

VI.2. PROJECT MANAGEMENT REQUIREMENTS

This section contains Contractor work requirements related to project management, including Products (both Deliverables and Materials) to be produced in support of project management. Project management activities include all the Systems Integrator's activities necessary to manage the Project according to the requirements stipulated in the CWS/Web Contract and to collaborate on project management activities conducted by the CWS/Web Project Office. The CWS/Web project management approach focuses on building and maintaining partnerships and supporting those partnerships with management structures necessary for project success. This approach is designed to build a smooth functioning partnership with the Office of Systems Integration (OSI), California Department of Social Services (CDSS), Office of Technology Services (OTech), counties, Contractors, and CWS/Web Project management and their respective staffs in order to achieve the common goals and objectives of the CWS/Web Project. Strong working relationships between various levels will be encouraged and supported. Active participation by the project stakeholders will occur during all phases of the Project.

During the design, development, implementation and deployment of the CWS/Web Solution, the CWS/Web Project Office oversees and manages the Contractor's effort. The CWS/Web Project Office is responsible for overseeing the Contractor and managing the State and county resources as prescribed by the project management plans and processes. The CWS/Web Project Office also monitors the Contractor's

compliance with all terms, conditions, and responsibilities set forth in the CWS/Web contract, including cost, schedule, process, performance, quality, and staffing requirements.

Project Management activities span the duration of the CWS/Web contract. These requirements are defined in the following sections:

- General Project Management and Reporting Requirements
- Project Management Plan Requirements

VI.2.1. General Project Management and Reporting Requirements

The CWS/Web Master Project Management Plan (MPP) is the overarching plan that governs all other plans. As detailed in the following requirements, the project management processes of the Contractor must complement and integrate with existing CWS/Web project management methodology and plans. The general project management and reporting requirements required of the Contractor to manage the Project and provide status reporting to the Project and stakeholders are listed in Table VI-1 General Project Management and Reporting Requirements.

Table VI-1 General Project Management and Reporting Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
a. General Requirements			
734	The Contractor is responsible for coordinating and managing the inception, requirements, design, elaboration, construction and transition of all the solution components and managing the activities of all subcontractors working under the Contractor.	Yes ☐ No ☐	Vol: Section: Page#:
737	The Contractor shall develop, submit and maintain a Organization Chart and Contact List PM005 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
738	The Contractor shall provide the workstations, servers and Local Area Network (LAN) and associated software and tools for Contractor staff.	Yes ☐ No ☐	Vol: Section: Page#:
758	The Contractor shall perform project management in accordance with the accepted Project Management Plan	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	PM001.		Page#:
760	The Contractor shall develop and submit expectation documents for the State's review and Acceptance as defined in Appendix D, Product Descriptions.	Yes ☐ No ☐	Vol: Section: Page#:
783	The Contractor shall develop and submit a Bi-Weekly Status Report PM006 in accordance with the accepted Project Management Plan PM001.	Yes ☐ No ☐	Vol: Section: Page#:
802	The Contractor shall develop, submit and maintain full traceability of all system requirements from baseline throughout all phases of the Project to final validated testing in accordance with the accepted Requirements Control Plan PM008.	Yes ☐ No ☐	Vol: Section: Page#:
803	The Contractor shall schedule and perform internal quality assurance reviews of all Contractor Products and deliver a QA Review Reports PM015 with each Product.	Yes ☐ No ☐	Vol: Section: Page#:
3652	The Contractor shall maintain all Contractor-prepared Products in accordance with the maintenance requirements defined in the approved or accepted Products or in the product description documents.	Yes ☐ No ☐	Vol: Section: Page#:
3653	The Contractor shall comply with the State's Governance and Communication Management Plan and participate in project governance and communication activities as designated in that plan.	Yes ☐ No ☐	Vol: Section: Page#:
3654	The Contractor shall manage Contractor staff in accordance with the project management plans (both State and Contractor developed).	Yes ☐ No ☐	Vol: Section: Page#:
3655	The Contractor shall manage and		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	perform project activities according to the roles and responsibilities documented in the project management plans (both State and Contractor developed).	Yes ☐ No ☐	Section: Page#:
3656	The Contractor shall participate in the State's quality reviews and quality management activities as required by the State.	Yes ☐ No ☐	Vol: Section: Page#:
3657	The Contractor shall update and provide Project schedule data in accordance with the provisions established in the State's Schedule Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
3658	The Contractor shall participate in Project scheduling meetings in accordance with the State's Schedule Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
3659	The Contractor shall participate in the State's Lessons Learned sessions as required by the State.	Yes ☐ No ☐	Vol: Section: Page#:
3660	The Contractor shall prepare and maintain a Project budget in accordance with the Contractor's work breakdown structure.	Yes ☐ No ☐	Vol: Section: Page#:
3662	The Contractor shall manage Products produced by the Contractor and accepted by the State as configured items and manage changes to these items according to the State's Change Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
4773	The Contractor shall work with and accommodate state contracted quality management, oversight and verification and validation staff.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4891	The Contractor shall perform all activities in accordance with all State accepted plans.	Yes ☐ No ☐	Vol: Section: Page#:
b. Project Change Control Management Requirements			
807	The Contractor shall provide justifiable estimates of the hours, tasks, internal and external dependencies, associated risk and mitigation, staff, and schedule necessary to complete a change.	Yes ☐ No ☐	Vol: Section: Page#:
808	The Contractor shall participate as part of the CWS/Web Project Change Control Board to provide recommendations and input on the alternatives or impacts of changes.	Yes ☐ No ☐	Vol: Section: Page#:
809	The Contractor shall gain State approval before implementing a change.	Yes ☐ No ☐	Vol: Section: Page#:
810	The Contractor shall adhere to and follow the State's Change Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
842	The Contractor shall develop, submit and maintain a Configuration Status Report PM003 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
c. Reporting Requirement			
791	The Contractor shall develop, submit and maintain Cost Control and Monitoring Report PM013 in accordance with the accepted Project Management Plan PM001.	Yes ☐ No ☐	Vol: Section: Page#:
814	The Contractor shall develop, submit and maintain a Monthly Status Report PM004 in accordance with its	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	product definition document.		Page#:
1079	The Contractor shall develop, submit and maintain Quality Assurance Reports PM014 in accordance with the accepted Project Management Plan PM001.	Yes ☐ No ☐	Vol: Section: Page#:
3661	The Contractor shall establish a budget baseline and shall measure and report to the CWS/Web Project Office variances against this baseline using earned value measurements.	Yes ☐ No ☐	Vol: Section: Page#:

VI.2.2. PROJECT MANAGEMENT PLAN REQUIREMENTS

The CWS/Web Project utilizes a collection of management plans to define and guide project management processes. The CWS/Web Master Project Management Plan (MPP) is the overarching plan that governs all other plans. These plans are available in the Bidders Library. As discussed in Section VI.2.1, General Project Management and Reporting Requirements the Project anticipates an integrated collaborative project team. As detailed in the requirements, the project management processes of the Contractor must complement and integrate with existing CWS/Web project management methodology and plans. The project management plans required of the Contractor are listed in Table VI-2 Project Management Plan Requirements.

Some project management plans have a specific description in the form of a Data Item Description (DID) that has been developed by the Project to define content, delivery timeframes, Acceptance Criteria and other requirements pertinent to the plan. The DIDs are included in RFP Appendix D, Product Definitions. In other cases, plans may have a requirement for the Contractor to prepare a Deliverable Expectation Document (DED) and obtain approval from the State prior to the development and submission of those plans. If the State has specific information requirements that are to be included in those plans, a preliminary DED has been prepared and included in RFP Appendix D, Product Definitions. For a complete listing of plans and other Products to be created or provided by the Contractor, refer to Section VI.9, Contractor Products and Deliverable Submission Process. Project management plans to be submitted with the CWS/Web Proposal are identified and discussed in Section VI.8, Proposal Requirements.

Table VI-2 Project Management Plan Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
761	The Contractor shall develop, submit and maintain a Project Management Plan PM001 throughout the project lifecycle and in accordance with its product definition document that is consistent with the CWS/Web Master Project Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
762	The Project Management Plan must provide all project-specific content necessary for the State to develop and maintain the State's CWS/Web Master Project Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
763	The Contractor shall develop, submit and maintain a Requirements Control Plan PM008 in accordance with its product definition document and is consistent with the Project Management Plan PM001.	Yes ☐ No ☐	Vol: Section: Page#:
765	The Project Management Plan must describe change control process and reference the Configuration Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
766	The Contractor shall develop, submit and maintain a Benefits Measurement Plan PM007 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
769	The Contractor shall develop, submit and maintain a Project Schedule PM002 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
770	The Contractor shall develop, submit and maintain a Risk Management Plan PM009 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
834	The Contractor shall develop, submit, and maintain a Configuration Management Plan PM016 in	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	accordance with its product definition document.		Page#:
933	The Contractor shall develop, submit, and maintain Traceability Reports PM017 in accordance with the accepted Requirements Control Plan PM008.	Yes ☐ No ☐	Vol: Section: Page#:

VI.3. SOLUTION DEVELOPMENT REQUIREMENTS

This section contains contractor work requirements related to developing the CWS/Web Solution, including products (both deliverables and materials) to be produced during solution development. Solution development includes all the activities of the Contractor necessary to plan, analyze, design, develop, and test the CWS/Web Solution for its subsequent implementation.

The CWS/Web Solution includes the CWS/Web Application, Data, equipment, processes, documentation, network infrastructure, and trained workers necessary for production operations. Figure VI - 3. CWS/Web Solution depicts the CWS/Web Solution and its various components. The CWS/Web Solution impacts numerous organizational entities including State and county agencies and external partners, service providers, and customers served by the CWS Program. The success of CWS/Web Solution requires the integration of the activities and services all of these entities. Each entity has responsibilities that contribute to the overall success of the CWS Program. The CWS/Web Contractor, referred to as the CWS/Web Systems Integrator (SI), has a major role in working with the CWS/Web Project Office and the other entities to deliver a comprehensive CWS/Web Solution that will meet the business needs of the CWS Program and its customers.

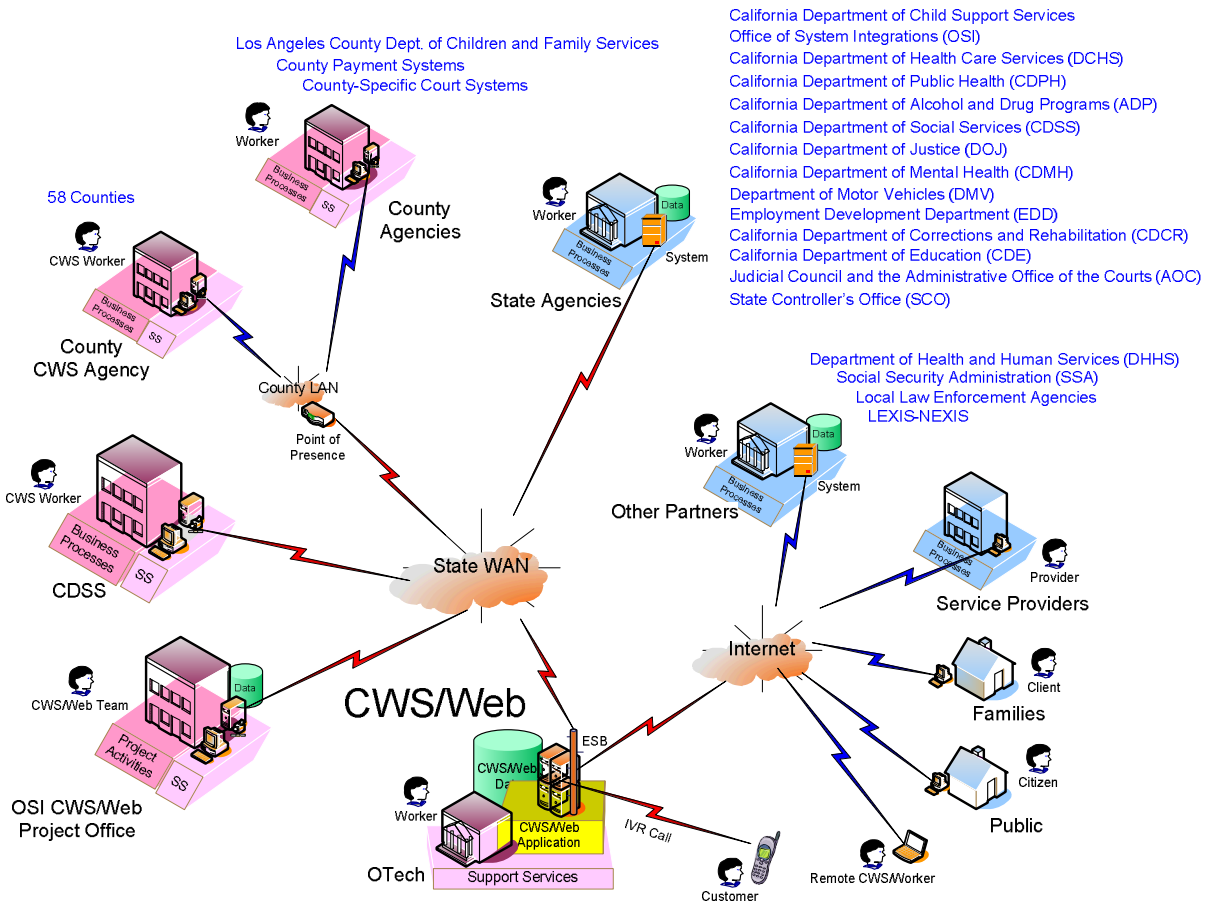

Figure VI - 3. CWS/Web Solution

Solution development begins with the activities performed to plan the development of the entire CWS/Web Solution. The plans produced during these activities are submitted to the State for acceptance and define and guide the specific project activities conducted to develop the CWS/Web Solution. The CWS/Web Project Office participates with the Contractor in the development of the plans, reviews and accepts the plans, and monitors the subsequent development activities to ensure compliance with the approved plans.

During solution development, the CWS/Web Project Office and both State and county subject matter experts and domain experts work closely with the Contractor to review and analyze the system requirements included in the CWS/Web contract, define the software requirements, define the detailed system design for the CWS/Web application, test the completed application, and assist in the definition of the data conversion requirements. As part of these activities, the Contractor will establish all of the system environments needed to develop, test, implement, operate, and support the CWS/Web Solution. The Contractor also develops any necessary applications to prepare and transform existing data for the data conversion.

Other important activities of solution development are the activities performed to define and establish the various system environments and infrastructure needed by the project to develop, test, train users, and operate the CWS/Web. The CWS/Web Project Office defines and reviews the infrastructure specifications and establishes infrastructure components to ensure acceptability and compatibility with existing and planned infrastructures in cooperation with the Contractor technical staff, OTech and the counties.

During the development of the CWS/Web Solution, the CWS/Web Project Office oversees and manages the development effort by the Contractor. The CWS/Web Project Office is responsible for overseeing the Contractor and managing the State and county resources as the system requirements are fully defined and decomposed and the system is designed, developed, tested and accepted. The CWS/Web Project Office monitors the Contractor's compliance with all terms, conditions, and responsibilities set forth in the CWS/Web contract, including cost, schedule, process, performance, quality, and staffing requirements. The CWS/Web Project Office conducts detailed acceptance reviews of the specifications created by the Contractor to verify that the Child Welfare Services business needs are properly addressed. In addition, acceptance testing is performed by stakeholders under the guidance of the CWS/Web Project Office to verify the completed application also meets the business requirements.

The CWS/Web Project Office does not intend to require a specific system development methodology, but does expect bidders to propose methodologies that are consistent with industry standards and best practices for Information Technology (IT) projects, tailored for the CWS/Web Project, where appropriate. The system development methodology must also meet specific requirements included in this RFP.

The following subsections organize, discuss and identify the specific CWS/Web Solution Development requirements to be met by the Contractor.

- Solution Development Management
- Application Development
- System Architecture Development
- Data Conversion Development
- System Environment Development

VI.3.1. SOLUTION DEVELOPMENT MANAGEMENT

The Solution Development Management requirements identify and define the activities to be performed by the Contractor in support of planning and managing the development of the CWS/Web Solution.

The requirements for the activities and products related to Solution Development Management are presented in three groups:

- Solution Development Plans

- Solution Development Support Systems
- Solution Change Management

VI.3.1.1. SOLUTION DEVELOPMENT PLANS

The requirements for the solution development plans are intended to ensure the State receives documented plans that describe the Contractor's approach, rationale, methodologies, tools, timeframes, roles and responsibilities, and other information pertaining to the solution development activities and products. The plans will be used by the State to establish a mutual understanding of the activities to be performed and products to be created or provided by the Contractor. As the plans are executed, the State will monitor the activities and products to ensure compliance with the approved plans. Table VI-3 Solution Development Plans lists the requirements for the activities and products related to developing and submitting the solution development plans.

Table VI-3 Solution Development Plans

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
811	The Contractor shall develop, submit and maintain a Software Development Plan TM002 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
851	The Contractor shall develop, submit, and maintain a Problem Resolution Plan TM023 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
854	The Contractor shall develop, submit and maintain a Performance and Capacity Management Plan TM022 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
862	The Contractor shall develop, submit and maintain a Software Test Plan TM011 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
867	The Contractor shall develop, submit and maintain a System Security Plan TM003 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
872	The Contractor shall develop, submit and maintain a Data Conversion Plan TM001 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
876	The Contractor shall work with the State and counties to determine the overall scope of Data that shall be converted, including: • Archive Data needs per data archive standards (e.g. historical) • Data that is no longer needed in the Production environment)	Yes ☐ No ☐	Vol: Section: Page#:
1914	The Contractor shall establish procedures and protocols with interface partners to ensure ongoing operation.	Yes ☐ No ☐	Vol: Section: Page#:
1915	The Contractor shall establish procedures with interface partners for handling incidents and problems (e.g., operational incident or problem, file not available).	Yes ☐ No ☐	Vol: Section: Page#:

VI.3.1.2. SOLUTION DEVELOPMENT SUPPORT SYSTEMS

The requirements for solution development support systems are intended to ensure the State receives required tools and support systems, accompanying documentation and data content that are used in the development of the CWS/Web Solution. These support systems are expected to also be used during the subsequent Solution Transition activities and Service and Support activities performed by the Contractor or the State. Table VI-4 Solution Development Support Systems Requirements lists the requirements for the activities and products related to providing tools and supports systems in support of the solution development, transition and operation efforts.

Table VI-4 Solution Development Support Systems Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
838	The Contractor shall install, deliver and maintain an automated Configuration Management System TM034.	Yes ☐ No ☐	Vol: Section: Page#:
839	The Contractor shall keep the Configuration Management System TM034 up-to-date.	Yes ☐ No ☐	Vol: Section: Page#:
843	The Contractor shall provide and maintain a Definitive Software Library (DSL) as part of the Configuration Management System TM034.	Yes ☐ No ☐	Vol: Section: Page#:
844	The Contractor shall maintain the source code and baseline components in the Definitive Software Library (DSL) in accordance with the accepted Configuration Management Plan PM016.	Yes ☐ No ☐	Vol: Section: Page#:
934	The Contractor shall update the traceability component of the Contractor's requirement management tool in coordination with the CWS/Web System Project Office.	Yes ☐ No ☐	Vol: Section: Page#:
935	The Contractor shall install, deliver and maintain a single Incident, Problem and Defect Integrated Tracking System TM032.	Yes ☐ No ☐	Vol: Section: Page#:
936	The Contractor shall install and manage a single Incident, Problem and Defect Integrated Tracking System TM032 that the Contractor and the CWS/Web Project Office shall use collaboratively for the tracking of system incidents and problems.	Yes ☐ No ☐	Vol: Section: Page#:
937	The Contractor shall allow the CWS/Web Project Office full access to the entire Incident, Problem and Defect	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Integrated Tracking System TM032 used by the Contractor.		Page#:
939	The Contractor shall perform and manage defect and issue tracking in accordance with the accepted Project Management Plan PM001.	Yes ☐ No ☐	Vol: Section: Page#:
940	The Contractor shall provide a classification and tracking method for system or application errors during testing activities that describes the severity of the deficiency, and determination based upon severity, of whether that error shall be corrected prior to the system entering production or prior to system acceptance.	Yes ☐ No ☐	Vol: Section: Page#:
941	The Contractor shall store, control and track (baselines during the construction lifecycle) all source code as configured items.	Yes ☐ No ☐	Vol: Section: Page#:
949	The Contractor shall store and manage COTS software and licenses as configured items according to the Contractor's Configuration Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
956	The Contractor shall develop, submit and maintain a Development Environment Computer Operation Manual TM017 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1031	The Contractor shall test system performance that simulates the production environment.	Yes ☐ No ☐	Vol: Section: Page#:
1136	The Contractor shall provide tools or a suite of tools that shall provide a detailed ERD, screen-to-entity cross reference, database definition and a SQL query generator.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1806	The Contractor shall develop processes, procedures and programs to populate Data into the data warehouse.	Yes ☐ No ☐	Vol: Section: Page#:
4803	The Contractor shall develop, submit and maintain an Incident, Problem and Defect Integrated System Description TM025 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4804	The Contractor shall develop, submit and maintain a Configuration Management System Description TM030 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

VI.3.1.3. SOLUTION CHANGE MANAGEMENT

The requirements for solution change management are intended to ensure the Contractor provides required services to support and integrate with CWS/Web change management processes. Solution change management involves activities related to the management, analysis and execution of changes to the CWS/Web Solution.

Table VI-5 Solution Change Management Requirements lists the requirements for the activities and products related to managing and controlling changes to the CWS/Web Solution.

Table VI-5 Solution Change Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
846	The Contractor shall conduct an impact analysis in accordance with the State's Change Management Plan for all hardware and software upgrades and custom application releases.	Yes ☐ No ☐	Vol: Section: Page#:
847	The Contractor shall develop and implement methods, processes and tools for each change, including a	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	release readiness review and development of a back-out plan.		Page#:
849	The Contractor shall conform to OTech Change Management processes for OTech-housed equipment.	Yes ☐ No ☐	Vol:

VI.3.2. APPLICATION DEVELOPMENT REQUIREMENTS

The Application Development requirements identify and define the activities to be performed and the products to be provided or created as part of the development of the CWS/Web Application. These activities are performed to define the CWS/Web system and software requirements and to design, code, and test the application that will meet those requirements. The successful completion of the application development activities results in a CWS/Web Application that is ready for statewide implementation.

The Application Development requirements are presented in two groups:

- Build Application
- Test Application

VI.3.2.1. BUILD APPLICATION

The Build Application requirements are intended to ensure the Contractor conducts business process and requirements analysis, design, coding, and other activities defined and approved in the system development plans. The Build Application requirements also include the specifications, materials, and other products to be created or provided by the Contractor as a result of these activities. The Contractor is required to conduct these activities and produce products that are in accordance with IT industry standards and best practices as identified in the requirements and in the approved plans.

The State and counties will participate in the requirements analysis and design activities to provide clarification and elaboration of the system requirements, review specifications and determine if the Contractor deliverables meet contract requirements and approved plans. Table VI-6 Build Application Requirements lists the requirements for the activities and products related to defining, designing and coding the CWS/Web application.

Table VI-6 Build Application Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
900	The Contractor shall document how each shared service will be registered and promoted for use locally or remotely.	Yes ☐ No ☐	Vol: Section: Page#:
987	The Contractor shall develop, submit and maintain a System/Subsystem Specification TM010 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
988	The Contractor shall conduct requirements gathering and requirements validation to determine detailed system requirements.	Yes ☐ No ☐	Vol: Section: Page#:
990	The Contractor shall develop, submit, and maintain a Software Requirements Specification TM009 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
991	The Contractor shall develop, submit and maintain a System/Subsystem Design Description TM021 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
993	The Contractor shall develop, submit and maintain a Software Design Description TM008 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
997	The Contractor shall conduct walkthroughs and demonstrations of designs with the State.	Yes ☐ No ☐	Vol: Section: Page#:
1009	The Contractor shall develop (e.g., configure, code, test) the CWS/Web to meet the system and software requirement specifications accepted by the State.	Yes ☐ No ☐	Vol: Section: Page#:
1185	The Contractor shall develop, load and		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	update information into the online help system on an ongoing basis.	Yes ☐ No ☐	Section: Page#:
1313	The Contractor shall design and develop the CWS/Web using a widely-deployed, industry standard application development platform.	Yes ☐ No ☐	Vol: Section: Page#:
1320	The Contractor shall provide a business view of the system using CWS best practices, functional requirements, and business principles and models. The business view of the system will reflect the changes to the CWS enterprise and its business model.	Yes ☐ No ☐	Vol: Section: Page#:
1327	The Contractor shall develop services that implement the business model.	Yes ☐ No ☐	Vol: Section: Page#:
1483	The Contractor shall ensure the business solution, including development, training, production and the data warehouse, adheres to all security, confidentiality and privacy policies and applicable statutes.	Yes ☐ No ☐	Vol: Section: Page#:
1484	The Contractor shall ensure that regulatory compliance governing security requirements are addressed by the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
1518	The Contractor shall provide the choice of encryption algorithm to be configurable by CWS/Web Project staff to adapt to changing technologies.	Yes ☐ No ☐	Vol: Section: Page#:
1622	For all interfaces, the Contractor shall work with the partners and/or owners of the external systems to develop and document a detailed design and approach.	Yes ☐ No ☐	Vol: Section: Page#:
1793	The Contractor shall maintain an		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	accurate data dictionary and entity-relationship diagram (ERD), which includes a list of the names, descriptions and data types of the fields in the database(s).	Yes ☐ No ☐	Section: Page#:
1798	The Contractor shall develop, submit and maintain a Reporting Inventory TM007 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1800	The Contractor shall validate the CWS Reports Listing to verify that reports commonly used by counties are included.	Yes ☐ No ☐	Vol: Section: Page#:
1801	The Contractor shall ensure that all reports required by federal and State regulations and those identified in the CWS Report Listing are included in the Initial Release.	Yes ☐ No ☐	Vol: Section: Page#:
1804	The Contractor shall develop and submit documentation for each report that includes a narrative description, methodology, pseudo code and SQL logic.	Yes ☐ No ☐	Vol: Section: Page#:
1805	The Contractor shall develop and provision a data warehouse environment to support the data analysis and reporting needs of the State and the counties.	Yes ☐ No ☐	Vol: Section: Page#:
1807	The Contractor shall provide ongoing daily refresh of Data in the data warehouse including extraction, transformation, and loading and daily uploads.	Yes ☐ No ☐	Vol: Section: Page#:
1808	The Contractor shall design and implement the CWS/Web for the protection of personal and sensitive Data, including encryption of sensitive Data where necessary.	Yes ☐ No ☐	Vol: Section: Page#:
1809	The Contractor shall provide the tools		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	used to build and implement the data warehouse, data marts and the logical and physical data structures.	Yes ☐ No ☐	Section: Page#:
1810	The Contractor shall develop, submit and maintain a Database Design Description TM004 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1811	The Contractor shall develop a metadata repository that can be integrated with third-party Business Intelligence and Report tools.	Yes ☐ No ☐	Vol: Section: Page#:
1812	The Contractor shall deliver to the State all tools used to define, model or build the CWS/Web database repositories.	Yes ☐ No ☐	Vol: Section: Page#:
1813	The Contractor shall develop processes and procedures for capturing and reporting on data that do not meet quality needs as defined by the Contractor proposed and State approved quality standards.	Yes ☐ No ☐	Vol: Section: Page#:
1814	The Contractor shall develop procedures and processes for correcting erroneous data during the ETL process, including description and responsibilities of State and County staff.	Yes ☐ No ☐	Vol: Section: Page#:
1822	The Contractor shall ensure that the CWS/Web design has the capacity to support the following licenses for reports and tools: End user: report viewer – 15,000 with 4% annual growth rate through the system life. Developers and Analysts: Report and query (business analysis) tools/software (e.g., OLAP, data mining tools) – 500 initially with a 4% annual growth rate through the system life.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1823	The Contractor shall design, develop, test, and implement a fixed number of forms as part of the initial release of the system as specified in the CWS Forms Listing.	Yes ☐ No ☐	Vol: Section: Page#:
1824	The Contractor shall design, develop, test, and implement all reports in the Initial Release of the system as specified in the CWS Reports Listing.	Yes ☐ No ☐	Vol: Section: Page#:
1826	The Contractor shall design, develop and test the database, data warehouse, data marts, and required reports for the CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
1937	The Contractor shall execute the procedures documented in the approved Performance and Capacity Management Plan TM002.	Yes ☐ No ☐	Vol: Section: Page#:
1938	The Contractor shall develop or provide to the State performance benchmarking methodologies and tools for predicting and demonstrating that the CWS/Web production system continues to meet performance and availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3670	The Contractor shall develop, submit and maintain an Interface Design Description TM006 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4398	The Contractor shall manage requirement additions, changes and deletions according to the State's Change Management Plan and the Requirements Control Plan PM008.	Yes ☐ No ☐	Vol: Section: Page#:
4740	The Contractor shall develop, submit and maintain a Data Warehouse Design Description TM005 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4770	The Contractor shall design a data model that maximizes long term flexibility and growth with the capability of building specialized data marts for local flexibility and speed.	Yes ☐ No ☐	Vol: Section: Page#:
4784	The Contractor shall ensure that all reports are validated for accuracy prior to User Acceptance Testing.	Yes ☐ No ☐	Vol: Section: Page#:

VI.3.2.2. TEST APPLICATION

The Test Application requirements are intended to ensure the Contractor conducts the appropriate types of testing to validate that the CWS/Web Application meets and performs in accordance with the system and software requirements and approved test plans. The State will conduct a User Acceptance Test, supported by the Contractor, following the successful completion of testing by the Contractor to determine if the application is ready for release to production. Table VI-7 Test Application Requirements lists the requirements for the activities and products related to testing the CWS/Web application.

Table VI-7 Test Application Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
965	The Contractor shall maintain the automated test tool and automated scripts, including State test tools and scripts, under configuration management control.	Yes ☐ No ☐	Vol: Section: Page#:
966	The Contractor shall provide access to the testing environment including but not limited to the State staff and technical experts as designated by the State Project Manager for testing.	Yes ☐ No ☐	Vol: Section: Page#:
1012	The Contractor shall develop, submit and maintain Software Test Documentation TM012 in	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	accordance with its product definition document.		Page#:
1013	The Contractor shall develop and submit a Test Certification TM040, in accordance with the accepted Software Test Plan TM011, certifying the completion and successful passing of all required testing prior to recommending to proceed to User Acceptance Testing.	Yes ☐ No ☐	Vol: Section: Page#:
1015	The Contractor shall not perform testing or development in the production environments.	Yes ☐ No ☐	Vol: Section: Page#:
1016	The Contractor shall be responsible for building test plans, executing test plans, and creating test reports per the Software Test Plan TM011.	Yes ☐ No ☐	Vol: Section: Page#:
1017	The Contractor shall develop, maintain, and submit the test procedures and scripts to the State throughout the life of the system to reflect the accepted design and current requirements.	Yes ☐ No ☐	Vol: Section: Page#:
1018	The Contractor shall allow OTech and CWS/Web Project Office to run validation and testing software against externally-facing internet applications to help identify potential security issues. The Contractor shall repair any Deficiencies found during this testing.	Yes ☐ No ☐	Vol: Section: Page#:
1019	For User Acceptance Testing, the Contractor shall provide copies of production data to the associated testing environment.	Yes ☐ No ☐	Vol: Section: Page#:
1027	The Contractor shall conduct testing to include the following:	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Verification that all planned tests are executed until a successful test is conducted. • Verification of end-to-end workflows and scenarios. • Final verification of requirements and design. • Identification of any non-testable items. • Verification that help files and training materials are consistent with functionality of system. • Verification that no unused code exists in the system. • Verification that coding includes comments explaining logic and changes.		Page#:
1030	The Contractor shall test the hardware and software in accordance with the Software Test Plan TM011.	Yes ☐ No ☐	Vol: Section: Page#:
1032	The Contractor shall perform system performance testing as part of initial implementation as well as every major release (any release other than for minor, non-performance-related defects) or architectural change.	Yes ☐ No ☐	Vol: Section: Page#:
1033	The Contractor shall collect and report metrics during the performance tests sufficient to demonstrate that all system performance requirements are met. Performance Metrics reported during Performance Testing must include, but not be limited to, the following: • System resource utilization on all system components (e.g., processor, memory, page swap activity, I/O wait times) • Response times for business	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	functions • Response times for individual page loads • Breakdown of time spent in each "layer" (e.g., workstation, LAN, WAN, access/security server, web server, application server, database server)		
1034	The Contractor's Stress Test shall ensure that the installed system meets CWS/Web system performance requirements when under peak usage. At a minimum the tests shall demonstrate that the installed system meets all CWS/Web system performance and availability requirements: • While supporting the first-year peak number of concurrent users working under normal conditions. • While executing any batch processing cycle. • While utilizing the Wide Area Network (WAN), including expected ancillary and potentially competing network traffic. • While exercising peak volumes of page requests, CPU usage, disk usage, and local network traffic. • Without experiencing previously undiscovered or unanticipated system errors, such as memory leaks, that would only be detected under load testing. • While executing peak report request and generation processing (standard or ad hoc). • While simultaneously processing routine and ad hoc queries to the Data Warehouse.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1035	The Contractor's Stress Test shall identify the maximum capacity of the system in terms of usage and throughput in each tested area that result in the system failing to meet the CWS/Web system performance requirements.	Yes ☐ No ☐	Vol: Section: Page#:
1040	The Contractor shall validate through availability and reliability testing that the system can meet the Systems Integrator Service Level Agreement SS006.	Yes ☐ No ☐	Vol: Section: Page#:
1042	The Contractor shall perform Security Testing with each production release in order to ensure that the System does not expose CWS and/or its stakeholders to security risks. Security tests shall include, but not be limited to: • Verification that security infrastructure requirements (e.g. Kerberos authentication) have been met. • An external vulnerability assessment, as defined in NIST 800-42. • Penetration testing, as defined in NIST 800-42. • Web Services vulnerability testing that includes, but is not limited to, vulnerabilities defined in Appendix B of NIST 800-95.	Yes ☐ No ☐	Vol: Section: Page#:
1044	The Contractor shall address and resolve security vulnerability issues/concerns as a result of security test results, recommendations and State approval in accordance with the accepted Project Management Plan PM001.	Yes ☐ No ☐	Vol: Section: Page#:
1045	The Contractor shall perform an end-		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	to-end test of the system prior to the start of User Acceptance Testing.	Yes ☐ No ☐	Section: Page#:
1048	The Contractor shall support the CWS/Web Project Office execution of thorough User Acceptance Testing to verify that the application is functioning as required in this Contract for all users Statewide.	Yes ☐ No ☐	Vol: Section: Page#:
1051	The Contractor shall conduct regression testing to ensure that functionality delivered to the production environment does not cause defects in previously implemented and tested functionality.	Yes ☐ No ☐	Vol: Section: Page#:
1052	The Contractor shall conduct a regression test cycle for each incremental development effort prior to release to production.	Yes ☐ No ☐	Vol: Section: Page#:
1053	The Contractor shall conduct regression testing with every production release in accordance with the Software Test Plan TM011.	Yes ☐ No ☐	Vol: Section: Page#:
1054	The Contractor shall conduct Regression Testing to include, but not be limited to, the following: • Determining the extent of verification and validation analyses and tests that shall be repeated when changes are made to any previously examined software products • Assessing the nature of the system change to determine potential ripple, side effects and impacts on other aspects of the system • Rerunning test cases based on changes, error corrections and impact assessment, to detect	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	errors spawned by system changes • Verification that the system has not been affected negatively or unexpectedly by changes • Comparison of results from previous releases to current test results.		
3618	The Contractor is responsible for creating a load model based on current use of CWS/CMS that identifies average and peak utilization. • Length of time each function spends in each component of the system Client, network bandwidth and server. • End-to-end response time for all user initiated transactions.	Yes ☐ No ☐	Vol: Section: Page#:
4400	The Contractor shall provide the CWS/Web Project Office with access to all testing environments.	Yes ☐ No ☐	Vol: Section: Page#:
4750	The Contractor shall conduct Integration Testing to include: Verification of each functional area and inter-functional interface • Demonstration that all requirements have been verified • Demonstration that hardware Specifications and COTS software components have been verified for correctness and compliance with specifications • Demonstration that external interfaces have been verified.	Yes ☐ No ☐	Vol: Section: Page#:
4765	The Contractor shall provide the following in support of User	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Acceptance Testing: • System support for the User Acceptance Testing Environment to include loading of converted and production data • System support for installation and configuration of tools necessary to execute stress tests • System support for installation and configuration of tools necessary to execute performance tests • Training and support of CWS/Web Project Office and county test staff		Page#:

VI.3.3. SYSTEM ARCHITECTURE DEVELOPMENT REQUIREMENTS

The System Architecture Development requirements identify and define the activities to be performed and the products to be provided or created as part of the definition and design of the CWS/Web architecture. The requirements for system architecture development are intended to ensure the State receives a CWS/Web architecture that supports the architecture vision of the State, supports the CWS/Web Application and facilitates ongoing Service and Support activities.

VI.3.3.1. DEFINE SYSTEM ARCHITECTURE

These activities are performed to define a CWS/Web architecture that meets the functional and technical system requirements defined as part of the Build Application activities. Table VI-8 System Architecture Development Requirements lists the requirements for the activities and products related to defining the CWS/Web system architecture.

Table VI-8 System Architecture Development Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1000	The CWS/Web infrastructure shall have a flexible, distributed network access model that leverages the benefits of centralized management and resource	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	pooling.		
1324	The Contractor shall provide a set of business context diagrams for the organization that include mission, business motivators, customers, Products and Services, business functions, performance, Environment, and Value.	Yes ☐ No ☐	Vol: Section: Page#:
1347	The Contractor shall describe the capability of the ESB to implement synchronous and asynchronous program-to-program communication, moving messages between SOA service consumer modules and service provider modules at runtime (may be required to interface with external County and State systems).	Yes ☐ No ☐	Vol: Section: Page#:
1488	The Contractor shall identify the IT risk considerations regarding the security of the access control infrastructure for day-to-day security administration activities and auditing purposes.	Yes ☐ No ☐	Vol: Section: Page#:
1792	The Contractor shall provide an overview of its overall architecture and approach to meeting CWS/Web system reporting needs.	Yes ☐ No ☐	Vol: Section: Page#:
1797	The Contractor shall specify all hardware and software required for support of CWS/Web system reporting.	Yes ☐ No ☐	Vol: Section: Page#:
3671	The Contractor shall implement a versioning approach in place to accommodate consumers of these new feature set of services.	Yes ☐ No ☐	Vol: Section: Page#:
3965	The Contractor shall design, build, integrate, test, and implement all Solution Architecture products following OSI Enterprise Architecture frameworks and standards.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4399	The Contractor shall perform infrastructure design in accordance with the OTtech infrastructure.	Yes ☐ No ☐	Vol: Section: Page#:

VI.3.4. DATA CONVERSION DEVELOPMENT REQUIREMENTS

The Data Conversion Development Requirements identify and define the activities to be performed and the products to be provided or created as part of the analysis, design, coding, and testing of the software needed to convert data from the existing CWS/CMS and other auxiliary systems in preparation for populating the CWS/Web data repositories. The requirements for Data Conversion development are intended to ensure the data from existing systems is properly identified, transformed, and populated into the CWS/Web and that the resulting data can be properly processed by the CWS/Web application.

VI.3.4.1. BUILD CONVERSION SOFTWARE

The Build Conversion Software activities are performed to prepare plans, specifications and applications for converting existing data and populating that data into the CWS/Web data repositories. The State will work closely with the Contractor to define, review, and approve the Data Conversion requirements, prepare existing data for transformation, and validate the results of Data Conversion tests. Table VI-9 Build Conversion Software Requirements lists the requirements for the activities and products related to building the Conversion software.

Table VI-9 Build Conversion Software Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
874	The Contractor shall provide all services needed to transform, standardize and migrate existing electronic operational data in order to establish an initial database suitable for live operations.	Yes ☐ No ☐	Vol: Section: Page#:
875	The Contractor shall develop and submit a Data Quality Report TM039 in accordance with the accepted Data Conversion Plan TM001.	Yes ☐ No ☐	Vol: Section: Page#:
879	The Contractor shall implement a Data		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Conversion strategy that ensures: • Ongoing reporting requirements are met. • Changes in case jurisdiction (e.g., a child moves from one county not on CWS/Web system to another county on CWS/Web system and vice versa) address the potential problems of operating within two systems simultaneously and address the scenarios where data must be moved between counties on different systems. • Synchronization of data issues between CWS/Web system and existing environment are resolved.	Yes ☐ No ☐	Section: Page#:
1061	The Contractor shall develop and provide any training, documentation, maintenance, or software identified in the Data Conversion Plan TM001 as being required to support the conversion from the existing system and county-specific systems to the CWS/Web system.	Yes ☐ No ☐	Vol: Section: Page#:
1062	The Contractor shall test all Conversion software and procedures developed for use as part of CWS/Web system Conversion.	Yes ☐ No ☐	Vol: Section: Page#:
1067	The Contractor shall verify that the CWS/Web system will operate absent instances where minimum data is converted as part of the Deployment Readiness Assessment Checklist TR013.	Yes ☐ No ☐	Vol: Section: Page#:
1068	The Contractor shall consult with State and county staff to determine Conversion requirements including formatting changes, data transfer and source to target field-level data	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	exchange.		
1069	The Contractor shall provide adequate resources to Conversion plans and activities to complete transition to the CWS/Web system.	Yes ☐ No ☐	Vol: Section: Page#:
1070	The Contractor shall develop and submit a Data Conversion Problems Report TM041 in accordance with the accepted Data Conversion Plan TM001.	Yes ☐ No ☐	Vol: Section: Page#:
1071	The Contractor shall convert all data in support of development, testing, Pilot and Deployment.	Yes ☐ No ☐	Vol: Section: Page#:
1073	The Contractor shall conduct the conversion activity of archiving master and transaction files.	Yes ☐ No ☐	Vol: Section: Page#:
1074	The Contractor shall conduct the post-conversion activity of archiving and/or warehousing of closed account data.	Yes ☐ No ☐	Vol: Section: Page#:
1075	The Contractor shall conduct the post-conversion activity of confirming that converted data is functioning as designed.	Yes ☐ No ☐	Vol: Section: Page#:
1076	The Contractor shall conduct the post-conversion activity of performing post-conversion data clean-up.	Yes ☐ No ☐	Vol: Section: Page#:
1077	The Contractor shall conduct the post-conversion activity of assessing converted data abnormalities that may appear.	Yes ☐ No ☐	Vol: Section: Page#:
1078	The Contractor shall conduct the post-		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	conversion activity of reviewing how manual entries were handled.	Yes ☐ No ☐	Section: Page#:
1080	The Contractor shall test Data Conversion to the CWS/Web System, for each Data Conversion, prior to statewide implementation to ensure the success of the Data Conversion and ability to operate the CWS/Web System.	Yes ☐ No ☐	Vol: Section: Page#:
1081	The Contractor shall develop and submit a Data Conversion Design Specification TM013 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1084	The Contractor shall monitor the first reporting cycle after each Data Conversion to verify data integrity.	Yes ☐ No ☐	Vol: Section: Page#:
4749	The Contractor shall ensure that the data transformed from automated Data Conversion does not result in any omitted Data content or error content.	Yes ☐ No ☐	Vol: Section: Page#:
4776	The Contractor shall develop the Data Conversion system as part of the Data Conversion Environment TM035.	Yes ☐ No ☐	Vol: Section: Page#:

VI.3.5. SYSTEM ENVIRONMENT DEVELOPMENT REQUIREMENTS

The System Environment Development requirements identify and define the activities to be performed and the products to be provided or created as part of the analysis, design, and establishment of the system environments required to support the development, training, testing, and production use of the CWS/Web. The requirements for system environment development are intended to ensure adequate system environments are available to a support the development, testing, training, and conversion activities of the project as well as the operation and maintenance of CWS/Web production system. The environments include the hardware, software, networks, and facilities necessary to support these activities.

VI.3.5.1. ESTABLISH ENVIRONMENTS

The Establish Environments activities are performed to prepare specifications and acquire hardware and software for the environments. The activities include testing and installing the hardware, software, networks, and facilities necessary to establish the environments. Technical staff from OTech, the project and the counties will assist the Contractor in defining and reviewing the environment specifications to ensure acceptability and compatibility with existing and planned infrastructures. Table VI-10 Establish Environments Requirements lists the requirements for the activities and products related to establishing the system environments.

Table VI-10 Establish Environments Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
944	The Contractor shall install and configure all required automated tools.	Yes ☐ No ☐	Vol: Section: Page#:
947	The Contractor shall provide access to the State for all tools and databases required for development, conversion, testing, training and production support.	Yes ☐ No ☐	Vol: Section: Page#:
954	The Contractor shall acquire, install and maintain all hardware and equipment for all environments located at the CWS/Web Project Office.	Yes ☐ No ☐	Vol: Section: Page#:
957	The Contractor shall procure, install, deliver and maintain the Development Environment TM038.	Yes ☐ No ☐	Vol: Section: Page#:
959	The Contractor shall provide complete design and specifications (including all hardware, software, infrastructure, connectivity, and configuration information) for a minimum of two test environments: user acceptance testing and system testing.	Yes ☐ No ☐	Vol: Section: Page#:
962	The Contractor shall provide all application software and software tools for the Test Environments at the	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	development site, including load modeling and stress/load testing so that the State can test the performance and capacity of all components of the initial installation as well as future enhancements and expansions of the system.		Page#:
967	The Contractor shall provide to the State configuration documentation for all of the testing environments located in a State facility.	Yes ☐ No ☐	Vol: Section: Page#:
968	The Contractor shall provide all hardware specifications for the training environment to be provided by OTech.	Yes ☐ No ☐	Vol: Section: Page#:
969	The Contractor shall provide all software and tools for any portion of the training environment located at the CWS/Web Project Office.	Yes ☐ No ☐	Vol: Section: Page#:
970	The Contractor shall, in coordination with the CWS/Web Project Office and OTech, install and configure the training environment at OTech.	Yes ☐ No ☐	Vol: Section: Page#:
971	The Contractor shall populate the training environment with data converted from the CWS/CMS and county systems.	Yes ☐ No ☐	Vol: Section: Page#:
972	The Contractor shall develop, submit and maintain a Training Environment Computer Operation Manual TM016 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
977	The Contractor shall install, configure and maintain, in coordination with OTech the User Acceptance Testing Environment TM036 at OTech.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
978	The Contractor will populate the User Acceptance Testing environment with data converted from the CWS/CMS and county systems.	Yes ☐ No ☐	Vol: Section: Page#:
979	The Contractor shall develop, submit and maintain a User Acceptance Testing Environment Computer Operation Manual TM018 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
980	The Contractor shall provide to the State configuration documentation for all of the User Acceptance Testing environment located in a State facility.	Yes ☐ No ☐	Vol: Section: Page#:
983	The Contractor shall install, configure and maintain, in coordination with OTech, the CWS/Web Production Environment TM037 at OTech.	Yes ☐ No ☐	Vol: Section: Page#:
985	The Contractor shall develop, submit and maintain a Production Environment Computer Operation Manual TM019 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
986	The Contractor shall develop, submit and maintain a System Operation Manual TM020 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1020	The Contractor shall provide the testing tools and test configuration to the State as the system is transitioned into Service and Support.	Yes ☐ No ☐	Vol: Section: Page#:
1025	For functional testing, the Contractor shall provide a test environment that contains all the components and functionality of the production environment for testing builds of CWS/Web system.	Yes ☐ No ☐	Vol: Section: Page#:
1058	The Contractor shall install, deliver and		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	maintain the Data Conversion Environment TM035.	Yes ☐ No ☐	Section: Page#:
1066	The Contractor shall develop and submit a Data Conversion Environment Computer Operation Manual TM015 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1094	The Contractor shall procure, install, deliver and maintain the portion of the Training Environment TM031 located at the CWS/Web Project Office.	Yes ☐ No ☐	Vol: Section: Page#:
1096	The Contractor shall update the CWS/Web system Training Environment TM031 to reflect all application releases and modifications in the production environments.	Yes ☐ No ☐	Vol: Section: Page#:
1098	The Contractor shall provide the option to release functionality to the Training Environment TM031 prior to release to the production environment.	Yes ☐ No ☐	Vol: Section: Page#:
1099	The Contractor shall provide automated tools for loading data into the Training Environment TM031.	Yes ☐ No ☐	Vol: Section: Page#:
1100	The Contractor shall provide a web-enabled, interactive training tool to support virtual interactive training.	Yes ☐ No ☐	Vol: Section: Page#:
1101	The Contractor shall provide automated tools for restoring the data to an identified state in the Training Environment TM031.	Yes ☐ No ☐	Vol: Section: Page#:
1154	The Contractor shall assist the State in establishing and preparing the initial	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	production environment.		Page#:
4723	The Contractor shall be responsible for maintenance of all hardware, software and equipment for all environments at the development site.	Yes ☐ No ☐	Vol: Section: Page#:
4739	The Contractor shall develop and submit a Hardware and Software Specifications for the Environments at OTech and Counties/CDSS TM014 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4785	The Contractor shall be responsible for refreshing all hardware and equipment for all environments at the development site every four (4) years, unless otherwise indicated in the OSI IT Workstation Refresh and Single Workstation Computing Policy.	Yes ☐ No ☐	Vol: Section: Page#:
4802	The Contractor shall develop, submit and maintain a Training Environment Description TM024 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4805	The Contractor shall develop, submit and maintain a Data Conversion Environment Description TM026 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4806	The Contractor shall develop, submit and maintain an User Acceptance Testing Environment Description TM027 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4807	The Contractor shall develop, submit and maintain a Production Environment Description TM028 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4808	The Contractor shall develop, submit,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	and maintain a Development Environment Description TM029 in accordance with its product definition document.	Yes ☐ No ☐	Section: Page#:
4809	The Contractor shall install, configure and maintain the CWS/Web application in the Production Environment TM037.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4. SOLUTION TRANSITION REQUIREMENTS

This section contains Contractor requirements related to transitioning the CWS/Web Solution into production, including Services to be provided and Products (both Deliverables and Materials) to be produced during solution transition. For the purposes of introduction and discussion in this section, transition and implementation are equivalent terms.

Solution transition includes all the activities necessary to transition from the CWS/CMS to the CWS/Web Solution. The activities include business process transition, organizational change readiness, site preparation, training, and system deployment. CWS/Web Service and Support activities will begin upon completion of the initial Deployment and will become full Service and Support activities upon Initial Release Implementation Acceptance.

The CWS/Web Project Office is responsible for overseeing the Contractor and managing the State and county resources as the solution transition is planned and executed. The CWS/Web Project Office also monitors the Contractor's compliance with all terms, conditions, and responsibilities set forth in the CWS/Web Contract and in accepted plans for the implementation activities and products. The requirements for this section are categorized as follows:

- Transition Management
- Training and Knowledge Management
- CWS/Web Deployment

VI.4.1. TRANSITION MANAGEMENT REQUIREMENTS

The Contractor will plan and manage the CWS/Web transition activities according to the Project management requirements described in Section VI.2, Project Management Requirements and requirements described in this section.

VI.4.1.1. TRANSITION PLANS

These plans encompass business and technical Implementation and Deployment; user training, technical training, knowledge management, and problem resolution. The plans and activities described in this section provide the foundation for successfully bringing the CWS/Web Solution into full production. Table VI-11 Transition Plan Requirements lists the requirements for the activities and Products related to transitioning the CWS/Web Solution.

Table VI-11 Transition Plan Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
815	The Contractor shall develop, submit, and maintain a Software Installation Plan TR008 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
880	The Contractor shall develop, submit, and maintain a Software Transition Plan TR019 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1090	The Contractor shall develop, submit, and maintain a Master Training and Knowledge Management Plan TR001 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1145	The Contractor shall develop, submit, and maintain a Statewide Deployment Plan TR007 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1155	The Contractor shall develop, submit, and maintain a Business Process Transition Plan TR021 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.1.2. TRANSITION SUPPORT MANUALS

The Contractor is required to develop, deliver and maintain Documentation for supporting the CWS/Web Solution. The transition manuals provide user, support, operation and technical staff with Documentation necessary to use, operate, and Service and Support the CWS/Web. The transition support manuals will be developed in parallel to the design, development and Implementation of the

CWS/Web to ensure the manuals are available for formal training and testing activities. As system changes are made, the support manuals will be updated in parallel to ensure that updates to manuals occur with system changes.

Table VI-12 Transition Support Manuals

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1108	The Contractor shall develop, submit, and maintain a Software User Manual (SUM) TR018 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.2. TRAINING AND KNOWLEDGE MANAGEMENT

Training and Knowledge Management activities are planned and performed to prepare all Users and support staff associated with the CWS/Web Solution to effectively use and support the new system.

VI.4.2.1. CWS/WEB USER TRAINING

The Contractor will work closely with the CWS/Web Project Office, State and county representatives to define the training approach. The Contractor will provide direct training to End Users in varying types of roles such as trainers, CWS workers, and help desk staff throughout the State. The CWS/Web Training will consist of classroom instruction and online tools. Table VI-13 CWS/Web User Training Requirements lists the requirements for the activities and Products related to training the Users on the CWS/Web Application.

Table VI-13 CWS/Web User Training Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1124	The Contractor staff shall train CWS trainers from each County (200 staff) in CWS/Web System functionality.	Yes ☐ No ☐	Vol: Section: Page#:
1125	The Contractor shall train State and county (200 staff) managers, supervisors, and report administrators in	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	management of the CWS/Web System.		Page#:
1126	The Contractor shall provide just-in-time End-User CWS/Web System training prior to but not more than 60 days prior to Deployment to End Users.	Yes ☐ No ☐	Vol: Section: Page#:
1127	For any CWS/Web User training, the Contractor shall provide a minimum of one training material packet per trainee.	Yes ☐ No ☐	Vol: Section: Page#:
1133	The Contractor shall develop training for the Administrators and Report Developers to include, at a minimum, the following topics: • System design and schema • System usage • System procedures • BI Application and tools development • Report generation • System administration and maintenance • Setup and configuration of all computing environments developed by the Contractor.	Yes ☐ No ☐	Vol: Section: Page#:
1137	The Contractor shall develop training on the CWS/Web functionality.	Yes ☐ No ☐	Vol: Section: Page#:
1138	The Contractor shall provide CWS/Web User training for Administrative and Business Intelligence (up to 100 staff) on: • Reporting • Data mining tools • Web content management • Workflow management	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• The training environment		
1151	The Pilot User training shall mimic the CWS/Web User Training as defined in the CWS/Web User Training Plan TR002.	Yes ☐ No ☐	Vol: Section: Page#:
1829	The Contractor shall provide counties with training and assistance in defining, mapping, and creating existing reports to run against the CWS/Web Data.	Yes ☐ No ☐	Vol: Section: Page#:
4738	The Contractor shall develop, submit, and maintain the CWS/Web User Training Plan TR002 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4781	The Contractor shall train 12,500 CWS/Web Users in a classroom environment averaging 1 to 2 days.	Yes ☐ No ☐	Vol: Section: Page#:
4782	The Contractor shall train 10,000 CWS/Web Users needing role specific training in a classroom or other environment.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.2.2. TECHNICAL TRAINING

The Contractor will work with the CWS/Web Project Office to develop and deliver technical training to the power users and technical staff tasked with supporting the CWS/Web Solution. Table VI-14 Technical Training Requirements lists the requirements for the activities and products related to technical training on the CWS/Web Solution.

Table VI-14 Technical Training Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1129	The Contractor shall develop, submit and maintain a Technical Training Plan TR003 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1130	The Contractor shall provide technical training, at a minimum, for State and county staff who will: • Participate in the development and implementation of the CWS/Web. • Provide operational support to the CWS/Web. • Assist internal users with technical support for the CWS/Web. • Support and administer the business rules engine. • Support and administer workflows.	Yes ☐ No ☐	Vol: Section: Page#:
1134	The Contractor shall provide training, at a minimum, for: • State and County technical staff who shall be participating in the development and Implementation of the CWS/Web System. • State and county technical staff that will be supporting the CWS/Web System. • State and county staff that will assist internal Users with report development.	Yes ☐ No ☐	Vol: Section: Page#:
1135	The Contractor shall provide training to State and county technical staff if system upgrades are installed and there is a change in system functionality.	Yes ☐ No ☐	Vol: Section: Page#:
1140	The Contractor shall develop training for the OTech and County Data Center Technical Support Staff to include, as a minimum, the following topics: • System design	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• System design • System usage • Database Design and Maintenance. • System procedures • Application and tools development. • Report generation • System administration and maintenance. • Setup and configuration of all computing environments developed by the Contractor.		
1142	The Contractor shall continue to provide training to the State and county technical staff when system upgrades have been installed and there is a change in system functionality as determined by the State.	Yes ☐ No ☐	Vol: Section: Page#:
4783	The Contractor shall conduct training per the accepted Technical Training Plan TR003.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.2.3. KNOWLEDGE MANAGEMENT

As a supplement to the training activities, the CWS/Project Office requires the Contractor to plan and perform technical knowledge transfer and training activities. Knowledge transfer activities are performed to provide the State and county personnel with the knowledge and skills needed to operate, maintain, configure, and modify the CWS/Web Solution. These activities are performed by the Contractor with support and participation from designated State and county staff. The Knowledge Management Plan developed by the Contractor and accepted by the CWS/Web Project Office describes the approach for transferring, tracking, measuring and monitoring the transfer of knowledge. Knowledge transfer occurs over the entire Project lifecycle and is monitored by the CWS/Web Project Office to ensure the knowledge management activities are performed in accordance with the approved plan. Table VI-15 Knowledge Management Requirements lists the requirements for the activities and Products related to knowledge transfer during Project lifecycle.

Table VI-15 Knowledge Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1010	The Contractor shall conduct knowledge transfer with State and county staff or designees on the configuration, code and testing methodology	Yes ☐ No ☐	Vol: Section: Page#:
1128	The Contractor shall provide technical training and ensure knowledge transfer occurs as system components are developed and implemented, e.g., mentoring, classroom, and hands-on training (approximately 150 State and county staff).	Yes ☐ No ☐	Vol: Section: Page#:
1139	The Contractor shall provide training and ensure knowledge transfer occurs as system components are developed and implemented, e.g., mentoring, classroom training, and hands-on training for State and county data center staff (approximately30).	Yes ☐ No ☐	Vol: Section: Page#:
1141	The Contractor shall develop, submit and maintain the Knowledge Management Plan TR016 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1796	The Contractor shall develop knowledge transfer Documentation regarding the data warehouse and reporting.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.2.4. SERVICE AND SUPPORT STAFF TRAINING

In support of the Service and Support Function Delivery Plan the Contractor will plan, document, and deliver the strategy and approach it will use to train staff to successfully and effectively perform and/or utilize each Function or process included in the Function Delivery Plan. The ability to perform each Function will include the usage, maintenance, support and operation of any underpinning Documentation and toolsets.

Table VI-16 Service and Support Staff Training Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3677	The Contractor shall develop, submit, and maintain a Service and Support Staff Training Plan TR010 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.2.5. TRAINING ADMINISTRATION

The Contractor will administer the CWS/Web training and knowledge management functions in conjunction with the CWS/Web Project Office. Training Administration will develop, deliver, track, and report all training associated with the development, implementation and transition to Service and Support. It will develop and maintain curriculum, prepare training materials, coordinate training schedules, and arrange for training facilities. The training is coordinated with the transition to the CWS/Web Solution. The CWS/Web Project Office reviews and accepts the training approach and curriculum to ensure it meets the needs of the Users and subsequently monitors the delivery of the training to ensure compliance with the approved plans and curriculum. Table VI-17 Training Administration Requirements lists the requirements for the activities and Products related to the administration of training during the CWS/Web Project.

Table VI-17 Training Administration Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1089	The Contractor shall implement training evaluation measurement tools to evaluate the effectiveness of training.	Yes ☐ No ☐	Vol: Section: Page#:
1091	The Contractor shall report the progress of training and knowledge transfer activities in the Bi-Weekly Status Reports PM006.	Yes ☐ No ☐	Vol: Section: Page#:
1092	The Contractor shall report the metrics for tracking progress in training and knowledge transfer activities in the	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Monthly Status Reports PM004.		Page#:
1093	The Contractor shall provide Training facilities (if State / County facilities are not available or adequate) for the training of State and County staff in support of the proposed Master Training and Knowledge Management Plan TR001.	Yes ☐ No ☐	Vol: Section: Page#:
1109	The Contractor shall develop, submit and maintain a CWS/Web Training Manual TR006 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1111	The Contractor shall provide all Training Materials TR020 developed for the CWS/Web solution to the CWS/Web Project Office in accordance with the Training Administration Plan TR004.	Yes ☐ No ☐	Vol: Section: Page#:
1112	The Contractor shall provide electronic copies of all training materials (User, technical, trainee and instructor) in a format that can be updated and printed by CWS/Web Project Office staff using software for which CWS/Web Project Office owns licenses.	Yes ☐ No ☐	Vol: Section: Page#:
1113	The Contractor shall provide updated training Documentation as necessary to incorporate new processes or functionality due to system Releases, upgrades or changes.	Yes ☐ No ☐	Vol: Section: Page#:
1114	The Contractor shall schedule all training during regular work hours, on State business days, unless the Contractor receives advance approval from the CWS/Web Project Office for specific training at other times.	Yes ☐ No ☐	Vol: Section: Page#:
1115	The Contractor shall provide all training within the State of California.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1116	The Contractor shall ensure that Contractor staff are not assigned to train State staff and work on critical path development tasks concurrently.	Yes ☐ No ☐	Vol: Section: Page#:
1117	The Contractor shall provide End User training Documentation in written manuals, on a stand-alone compact disc, and online, as part of a help facility for the system.	Yes ☐ No ☐	Vol: Section: Page#:
1118	The Contractor shall schedule and provide County End User staff training in a manner that is least disruptive to the business processes.	Yes ☐ No ☐	Vol: Section: Page#:
1119	The Contractor shall ensure that class sizes do not exceed twenty participants with a trainer to trainee ratio of 1:12 or 2:20.	Yes ☐ No ☐	Vol: Section: Page#:
1120	The Contractor shall develop the training schedule in conjunction with the Deployment and transition strategy.	Yes ☐ No ☐	Vol: Section: Page#:
1121	The Contractor shall develop, submit and maintain a Training Administration Plan TR004 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1122	The Contractor shall develop, submit and maintain Training Curriculum TR005 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1131	For the duration of the contract, the Contractor shall provide technical training to the State and county technical staff when system upgrades have been installed and there is a change in system functionality as determined by the State	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1132	The Contractor shall provide technical training and ensure knowledge transfer occurs throughout the Project as system components are developed and implemented (e.g., mentoring, classroom training, and hands-on training for up to 150 staff).	Yes ☐ No ☐	Vol: Section: Page#:
1150	The Contractor shall train Pilot Users and technical staff involved in the Pilot.	Yes ☐ No ☐	Vol: Section: Page#:
3322	The Contractor shall implement changes to resolve training deficiencies as indicated in the training evaluation measurement tools to provide effective training.	Yes ☐ No ☐	Vol: Section: Page#:
4395	The web-enabled, interactive training tool shall have the capability to track the training completed by Users.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.3. CWS/WEB DEPLOYMENT REQUIREMENTS

The Contractor will work with the CWS/Web Project Office to plan and prepare organizations for the Deployment of the CWS/Web Solution. A rolled out Deployment approach has been used to communicate the requirements related to Deployment. The CWS/Web Project Office expects the Contractor to design and submit a deployment approach that best suits the CWS/Web Solution.

VI.4.3.1. ORGANIZATIONAL CHANGE READINESS

Organizational change readiness, also referred to as organizational change management, focuses on preparing the organization for change. For CWS/Web, organizational change readiness is focused on preparing State and county Users for the transition from existing business processes and systems to the CWS/Web Solution. The goal of organizational change readiness is to prepare State and county Users for the transition to CWS/Web with little or no business interruption. Prior to the actual transition from the existing system to the CWS/Web Solution, activities are performed to prepare for and communicate the business process changes and impacts that will occur as a result of transitioning to the CWS/Web Solution. The CWS/Web Project Office and the Contractor will work together to define and execute communications strategies and techniques that keep impacted stakeholders

informed about potential impacts, changes, and the status of activities. Table VI-18 Organizational Change Readiness Requirements lists the requirements for the activities and products related to preparing organizations for transitioning to the CWS/Web Application.

Table VI-18 Organizational Change Readiness Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3668	The Contractor shall develop, submit and maintain an Organizational Change Readiness (CR) Plan TR009 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3669	The Contractor shall perform CWS/Web organizational change readiness activities in accordance with the approved CWS/Web Organizational Change Readiness Plan TR009.	Yes ☐ No ☐	Vol: Section: Page#:

VI.4.3.2. DEPLOYMENT

A major portion of transitioning the CWS/Web Solution in to production are the activities performed to prepare organizations to transition from the existing system(s) and business processes to the CWS/Web. These activities are performed by the Contractor with support from the State and its counties. The Contractor will work with the CWS/Web Project Office, CDSS, the counties, and external interface partners to customize a Deployment work plan for each organization and ensure readiness for The CWS/Web Solution.

An initial Deployment is planned to verify the readiness of the CWS/Web Solution, prior to statewide Deployment. This initial Deployment is also referred to as the Pilot. The CWS/Web Project Office participates with the Contractor to customize the work plan and to review the readiness of each organization for Deployment. CDSS also reviews the readiness of each organization with other impacted users and must grant approval before any Deployments are made. Table VI-19 Deployment Requirements lists the requirements for the activities and products related to deploying the CWS/Web Solution.

Table VI-19 Deployment Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
822	The Contractor shall develop and submit a Deployment schedule that takes into consideration the retirement of the existing CWS/CMS.	Yes ☐ No ☐	Vol: Section: Page#:
823	The Contractor shall perform the following activities throughout the deployment: Conduct planning sessions and overviews with each Deployment organization; Provide dedicated resources teams to assist county workers and IT staff; Provide Just-In-Time (JIT) training for State and county staff to address system and usability problems as they occur.	Yes ☐ No ☐	Vol: Section: Page#:
824	The Contractor shall take into consideration State holidays and DTS Mainframe, Web and Network Maintenance Schedule in devising the Deployment schedule. The Contractor shall not conduct Deployment of CWS/Web System during major holidays.	Yes ☐ No ☐	Vol: Section: Page#:
830	The Contractor shall be responsible for rollback in case of a failed Pilot or Deployment.	Yes ☐ No ☐	Vol: Section: Page#:
848	The Contractor shall perform a Release readiness review with the State prior to any Release into production.	Yes ☐ No ☐	Vol: Section: Page#:
1147	The Contractor shall work with the State and counties to establish Deployment success criteria for evaluation of production readiness.	Yes ☐ No ☐	Vol: Section: Page#:
1152	The Contractor shall provide a description of the Pilot, conduct a presentation and question-and-answer	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	sessions to ensure the Pilot Users are fully informed of their responsibilities and understand their important role in the CWS/Web Project.		Page#:
1153	Prior to Pilot, the Contractor's Service Desk staff shall be trained in the CWS/Web system, Service Desk supporting tools and the Function Delivery Plan SS003 for the Service Desk Function.	Yes ☐ No ☐	Vol: Section: Page#:
1156	The Contractor shall prepare and configure the system for the Pilot and subsequent Deployments including establishing User accounts, configuring workflows and configuring county specific Data.	Yes ☐ No ☐	Vol: Section: Page#:
1158	The Contractor shall develop and submit a Deployment Readiness Assessment Checklist TR013 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1159	The Contractor, in conjunction with the State and counties, shall conduct all readiness assessments.	Yes ☐ No ☐	Vol: Section: Page#:
1160	The Contractor shall test, during Pilot, all components of the system including at a minimum: training, help desk, production support, documentation, interfaces, all functionality, reporting (standard and ad hoc), worker efficiency, mobility, data conversion, readiness planning, implementation support, security, data corruption, disaster recovery, problem escalation, and change process.	Yes ☐ No ☐	Vol: Section: Page#:
1161	The Contractor shall provide Service and Support beginning with the Pilot.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1163	The Statewide Deployment Plan TR007 shall clearly identify the individuals at the State and in other Agencies who will participate in Pilot efforts based on specialized work categories. The Statewide Deployment Plan TR007 must state the business need for including the individuals in the Pilot.	Yes ☐ No ☐	Vol: Section: Page#:
1164	The Pilot of CWS/Web system must include full system functionality, with live Data, in multiple environments with varying complexity (e.g., small, medium and large counties; geographic dispersion of offices across counties; dedicated/coexistent counties).	Yes ☐ No ☐	Vol: Section: Page#:
1165	The Contractor shall update the accepted Statewide Deployment Plan's TR007 processes and procedures to reflect the results, findings and lessons learned during the Pilot.	Yes ☐ No ☐	Vol: Section: Page#:
1166	At completion of the Pilot the Contractor shall assess the results, and modify Implementation and support processes based on the findings of the Pilot.	Yes ☐ No ☐	Vol: Section: Page#:
1167	The Contractor shall provide up to two weeks of on site support to Users during Pilot and Deployment in accordance with the accepted Statewide Deployment Plan TR007.	Yes ☐ No ☐	Vol: Section: Page#:
1168	The Contractor shall measure the success of the Pilot against pre-established success criteria to be developed by the State, counties and Contractor.	Yes ☐ No ☐	Vol: Section: Page#:
1169	The Contractor shall ensure that problems encountered during the Deployment are identified, communicated and resolved in accordance with the accepted Problem Resolution Plan TM023.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1171	The State in conjunction with the counties will make a go/no-go decision to proceed with full Deployment after completion of Pilot.	Yes ☐ No ☐	Vol: Section: Page#:
1173	The Contractor shall implement and configure the CWS/Web solution for use by the State and each county.	Yes ☐ No ☐	Vol: Section: Page#:
1174	The Contractor shall conduct all activities in accordance with the Statewide Deployment Plan TR007.	Yes ☐ No ☐	Vol: Section: Page#:
1175	In support of the Pilot and Deployment, the Contractor shall be responsible for: • Configuring roles and workflows • User IDs and accounts • Configuring County specific tables • Data Conversion • Training per the Master Training and Knowledge Management Plan TR001 • Transferring roles and responsibilities to county and State system administrators	Yes ☐ No ☐	Vol: Section: Page#:
1176	Throughout Deployment, the Contractor shall provide adequate staffing to meet the Implementation requirements and maintain the service level requirements.	Yes ☐ No ☐	Vol: Section: Page#:
1177	At completion of each Deployment the Contractor, together with the County and State, shall assess the results and modify Deployment and support processes.	Yes ☐ No ☐	Vol: Section: Page#:
1178	During Deployment, the Contractor shall monitor the system performance and take corrective actions to meet Service	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Level Agreements prior to the next Deployment.		Page#:
1179	The Contractor shall develop and submit a Deployment Readiness Assessment Certification Letter TR012 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1180	The Contractor shall conduct an analysis, develop and submit a Deployment Completion Report TR015 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1181	The Contractor shall develop and submit a Deployment Completion Certification Letter TR014 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4722	The Pilot shall include individuals at the State and in other Agencies to participate in Pilot efforts based on specialized work categories.	Yes ☐ No ☐	Vol: Section: Page#:

VI.5. SUPPORT SACWIS ASSESSMENT REVIEW REQUIREMENTS

This section contains Contractor requirements related to the SACWIS review, including Deliverables and Materials to be produced in support of the SACWIS review.

The Administration for Children and Families (ACF) will conduct a SACWIS Assessment Review after full Deployment of the CWS/Web Solution Initial Release. This assessment review will follow the federal SACWIS Assessment Review Guide and to assess the system solution on conformance with all mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State for implementation and determine that the solution supports child welfare services business practices as described in the approved Implementation Advance Planning Document. Additional information on the SACWIS Assessment Review Process and the SACWIS Assessment Review Guide can be found at http://www.acf.hhs.gov/programs/cb/systems/sacwis/process.htm.

The State will work with ACF throughout the development life cycle to facilitate any interim reviews required by ACF and the SACWIS Assessment Review following full

Deployment of the CWS/Web Solution Initial Release. The State will work with ACF to determine agendas and a schedule for reviewing and monitoring activities and will expect the Contractor to participate in these activities as requested by the State. In preparation for the SACWIS Assessment Review, a SACWIS Review Guide document is completed and submitted to ACF at least six weeks prior to the on-site review.

The following requirements describe how the Contractor will support and assist the State with assessment review activities. The Contractor will assist the State to develop corrective action plans to address issues and deficiencies identified in the draft SACWIS Assessment Review Final Report including supporting documentation to support these activities as needed. Upon receiving the SACWIS Assessment Review Final Report, any deficiencies noted will be handled via Section 3 – Additional Work and Section 9 – Maintenance of CWS/Web Solution of the CWS/Web Contract. Information on the corrective action plan can be located at http://www.acf.hhs.gov/programs/cb/systems/sacwis/bulletin1.htm. Supporting documentation may include but is not limited to requirements analysis, design documents, user manuals, test plans, work breakdown structures, and project plans.

The general SACWIS Assessment Review requirements require the Contractor to assist the State in SACWIS Assessment Review activities and provide status reporting to the Project and stakeholders. Table VI-20 SACWIS Assessment Review Requirements lists the requirements for the activities and Products related to SACWIS Assessment Review.

Table VI-20 SACWIS Assessment Review Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3663	The Contractor shall assist the CWS/Web Project Office, with staff and resources, in planning and supporting the interim reviews and SACWIS Assessment Review as described in the SACWIS Assessment Review Process and Methodology.	Yes ☐ No ☐	Vol: Section: Page#:
3665	The Contractor shall assist the State with development of corrective action plans and supporting documentation to respond to findings identified in the draft SACWIS Assessment Review Final Report.	Yes ☐ No ☐	Vol: Section: Page#:
3666	The Contractor shall correct deficiencies identified in the federal SACWIS Assessment Review Final Report	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	according to federally-approved corrective action plans		Page#:
4670	The Contractor shall participate in daily meetings regarding Document Review Findings.	Yes ☐ No ☐	Vol: Section: Page#:
4673	The Contractor shall provide monthly reports on Contractor activities conducted in support of scheduled Post-Report Activities to achieve compliance in each of the deficient functional components.	Yes ☐ No ☐	Vol: Section: Page#:
4906	For completion of the SACWIS Review Guide, the Contractor shall provide to the State the SACWIS Review documentation in accordance with the "Request Review and Submit Documentation" section of the SACWIS Assessment Review Process.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6. SERVICE AND SUPPORT REQUIREMENTS

This section contains Contractor work requirements related to performing service and support activities of the CWS/Web Solution, including products (both deliverables and materials) to be produced. Service and support includes all the activities of the Contractor necessary to plan, analyze, design, develop, and test the CWS/Web Solution for its subsequent releases.

The CWS/Web Project is requiring a robust and mature service and support solution be put in place. This service and support solution must be designed and implemented in a manner that allows it to continuously mature and evolve to meet the changing needs of the CWS Program. Integrated into this service and support solution request is the incorporation of a sourcing strategy that will position the State of California to continuously provide ***quality*** service and support functionality at a ***competitive price*** enabled by ***changeable*** sourcing arrangements. For additional information on this ownership strategy, refer to RFP Section IV.9, Service and Support.

This strategy recognizes that the production phase of the CWS/Web Solution is the longest phase and represents the largest investment. As such, this solicitation is requiring the programmatic functional solution that will be utilized by the CWS Program on a daily basis, as well as the design, creation, testing, delivery,

maintenance, and management of the necessary service and support solutions needed to ensure CWS Program service level needs are consistently met.

This section is structured into the following major topic areas (which parallel those included in RFP Section IV.9, Service and Support) to provide a comprehensive picture of what the State is requiring to successfully maintain, enhance, manage and deliver the production CWS/Web Solution.

- Section VI.6.1 General Service and Support – Within the context provided in Section IV.9– Service and Support, this topic area provides the requirements that are common for all functions included in Section VI.6.2, Service Oversight, Section VI.6.3, Service Delivery, and Section VI.6.4, Service Maintenance.
- Section VI.6.2, Service Oversight – Service Oversight focuses on ensuring that all service and support functions are effectively operating individually and together to deliver the required CWS/Web Solution service levels.
- Section VI.6.3, Service Maintenance – Service Maintenance focuses on maintaining and enhancing the CWS/Web Solution components to the state of required policy, programmatic and technology currency and compliance.
- Section VI.6.4, Service Delivery – Service Delivery focuses on the activities necessary to ensure the CWS/Web Solution is available for CWS Program use as required.
- Section VI.6.5, Transition Out – Provides the requirements for the Contractor at the conclusion of the contract.

VI.6.1. GENERAL SERVICE AND SUPPORT

The general Service and Support requirements are required for all Service and Support functions contained with Section VI.6.2, Service Oversight, Section VI.6.3, Service Maintenance and Section VI.6.5, Service Delivery.

Table VI-21 General Service and Support Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
817	The Contractor shall ensure that the Contractor's processes are in alignment with ITIL frameworks and guidelines and are consistent with State processes.	Yes ☐ No ☐	Vol: Section: Page#:
2049	The Contractor will be required to conduct a background check, including criminal records, for selected Contractor employees as set forth in Appendix A,	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	the Contract.		
3674	The Contractor shall deliver to the State all Products and Materials identified in Section VI CWS/Web Service and Support Requirements - General Service and Support Requirements for each function contained in the Service Oversight, Service Delivery and Service Maintenance dimensions that allow the State to change the delivery responsibilities of any function.	Yes ☐ No ☐	Vol: Section: Page#:
3675	The Contractor shall develop, submit and maintain the State Staffing Package SS002 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3676	The Contractor shall develop, submit and maintain the Resource (non-personnel) Calculation and Justification Package SS001 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3678	The Contractor shall submit all Products and Materials necessary to maintain, enhance, support, operate and perform delivery responsibilities for each function that would allow the State to change delivery responsibilities initially when statewide rollout is completed and subsequently at each Major Production Release to the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3679	The Contractor shall update all Materials and Products impacted by a Major Production Release to the CWS/Web Solution upon completion of user acceptance testing to ensure information is kept current and useable throughout the life of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3681	The Contractor shall assess all Products and Materials (i.e. plans, processes, and toolsets) put in place to support the	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	design, development and deployment phase of the CWS/Web Solution for suitability of use during the CWS/Web Solution Production Phase and update or replace for use during the CWS/Web Solution Production Phase.		Page#:
4390	The Contractor shall develop, submit and maintain a Function Delivery Plan SS003 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4391	The Contractor shall test all impacted Service and Support Functions (including all Service Delivery Partnerships) to ensure readiness and successful operation prior to implementation of a Major Production Release.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.1.1. OSI COLLABORATIONS

The functions contained in the three Service and Support model dimensions detailed in Sections VI.6.2, Service Oversight, VI.6.3, Service Maintenance, and VI.6.4, Service Delivery address the functions that directly impact the CWS/Web Solution ability to meet its service level expectations. There are other functions and organizations within OSI that the CWS/Web Division Office and CWS/Web Solution must periodically interact with to maintain the CWS/Web Solution's ability to continue to meet its service level expectations. These collaborations are listed below and are expected to be addressed in the CWS/Web Solution Management Guide specified in the Oversight – Internal Operations Function.

OSI Project Management Office (PMO):

- General responsibilities include:
    - Improving the effectiveness of OSI Portfolio project management by incorporating lessons learned to standardize and support repeatable and measureable practices and processes across projects
    - Integrating and leveraging current project management standards, policies, processes, templates, tools across the OSI portfolio
    - Tracking project performance through the collection and analysis of common metrics

- The maintenance, communication of best practices and methodologies in project planning, management and communication
- The development of policies and procedures, project evaluation, and performance measurement
- The development and delivery of training

- CWS/Web Solution specific responsibilities include:
  - Providing OSI project management policies, practices, toolkits, templates and supporting materials upon request by the CWS/Web Division Office
  - Gathering lessons learned materials from CWS/Web Solution future releases to improve OSI project management practices associated with the maintenance of a production solution

OSI Information Security Office (ISO):

- General responsibilities include:
  - Provide for integrity and security of automated information, produced or used in the course of agency operations
  - Provide for the security of information technology facilities, software, and equipment utilized for automated processing
  - Establish and maintain an information technology risk management program, including a risk analysis process
  - Ensure the development and maintenance of an agency Disaster Recovery Plan and Continuity of Operations/Continuity of Government (COOP/COG) Plan
  - Maintain an ongoing security and privacy program
- CWS/Web Solution specific responsibilities include:
  - Providing State Disaster Recovery Plan requirements for the CWS/Web Solution, the CWS/Web Division Office and the Contractor's work sites and functions
  - Providing federal, State, OSI, and program security policies and requirements that the CWS/Web Solution must be in compliance with
  - Providing consultation to the CWS/Web Division Office upon request

OSI Strategic Planning and Alignment Office (SPAO):

- General responsibilities include:
  - Coordinating strategic integration of OSI Projects and other OSI Portfolio stakeholders
  - Communication of the OSI short-term and long-term strategic direction

- Early stakeholder notification of reporting requirements and a tool to track the completion of periodic mandated strategic reports
- A governance framework that support the vetting of OSI standards and policies
- Tools to assess candidate projects' and OSI readiness to be added to the OSI portfolio
- Intake processes to initiate new projects or transition existing projects into the OSI portfolio
- Portfolio management processes to identify cross-project interdependencies, and identify and mitigate issues and risks

- CWS/Web Solution specific responsibilities include:
  - Providing OSI policy templates and instructions for use in formulating and adopting CWS/Web Solution specific policy
  - Ensuring the CWS/Web Division Office is provided federal, State and programmatic policy revisions to enable impact analysis to be performed on the CWS/Web Solution

OSI Information Technology Office (ITO):

- General responsibilities include
  - Operations Services
    - Help Desk
    - Desktop Support
    - System Capacity Planning
    - Imaging Support
    - Infrastructure Security
    - Exchange Mail Support
    - Inventory and Asset Management
    - Server Support
    - Network and Internet Connectivity and Support
    - Application installation, updates and support for centralized tools (e.g., email, Windows O/S, MS-Office, Kovair, Requisite Pro)
  - Technical Services
    - IT operational guides and procedures
    - Disaster Recovery
    - IT procurement

- § Metrics collection and analysis
- § Applications Development/Project Office Support Tools (POST) Services
- § Division Office supporting tools
- § OSI web development and maintenance – Internet and OSI Intranet

- CWS/Web Solution specific responsibilities:
  - o Provision of "General" services to the CWS/Web Division Office

OSI Enterprise Architecture Office (EAO):

- General responsibilities include:
  - o Sharing of EA methods, best practices and standards
  - o Technical reference models and standards to implement a centralized and consistent technology infrastructure
  - o Methodology that allows OSI to align project architectures with the adopted standards and target architectures
  - o Business reference model and service catalog from which OSI Division Offices can readily identify shared service opportunities
  - o Standardized approach for implementing inter-agency and/or department level interfaces and interoperability requirements
  - o EA specifications and standard inputs to support project activities during planning, procurement, design, development and production
  - o Mentoring OSI stakeholders in the use of EA models and standards
  - o Performing EA consulting as requested
- CWS/Web Solution specific responsibilities include:
  - o Providing consulting assistance on the CWS/Web Solution implementation of the OSI Solution Architecture Framework (SAF) and associated toolsets (The SAF can be found in the Bidder's Library.)
  - o Providing review assistance (as available) of CWS/Web Solution Architecture materials upon request from the CWS/Web Division Office

OSI Fiscal Management and Legislative Services Office:

- General responsibilities include:
  - o Preparing budget estimates for the development of the Governors annual budget
  - o Responding to Governor's Office, Department of Finance (DOF) and Legislature on budget related questions
  - o Monitors and reports on project expenditures and revenue

- Verifies and reviews the accuracy of Inter-agency agreements (IAAs) developed by the projects
- Coordinates with program sponsor agency budgets
- Records, processes and reconciles expenses, payments, reimbursements, cost allocation, revenue receipts
- Monitors and maintains cash balance
- Processes travel claims

- CWS/Web specific responsibilities:
  - Reviewing Contractor supplied function specific State Sourcing Strategy deliverables, including:
    - Personnel resource need based on resource estimates and justification materials
    - Non-personnel resource funding request calculations and justifications

OSI Administrative Operation Branch Office – Human Resources Section:

- General responsibilities include:
  - Position classification and pay
  - Recruitment and examination
  - Labor relations
  - Workers compensation
  - Training request processing
  - Succession planning
- CWS/Web Solution specific responsibilities:
  - Providing classification specifications
  - Providing Department of Personnel Administration (DPA) personnel guidelines
  - Providing OSI personnel documentation templates and instructions
  - Reviewing Contractor supplied function specific State Sourcing Strategy deliverables, including:
    - Duty Statements for appropriate civil service classification determination based on supplied skill set requirements and duty statements
    - Resource need based on resource estimates and justification materials

OSI Administrative Operation Branch Office – Business Operations Section:

- General responsibilities include:
    - Facility leases
    - Space planning
    - Building/Site Management
    - Physical Security
    - Emergency planning
    - Maintenance
    - Telecommunications
    - Procurements for facility and equipment (non-IT)
- CWS/Web Solution specific responsibilities:
    - Emergency Evacuation Planning for the CWS/Web Division Office facility
    - Tenant improvements to accommodate CWS/Web Solution development and test environments

OSI General Administration organization:

- General responsibilities include:
    - Clerical Support
    - OSI Administrative Manual maintenance
    - Training coordination
    - Facilitates review of OSI policies and procedures
- No CWS/Web Solution specific responsibilities.

OSI Acquisition Office:

- General responsibilities include:
    - OSI policies and standards for procurements
    - Monitoring compliance with OSI procurement policies
    - Collects, documents and disseminates OSI procurement lessons learned
    - Tracks and reports on procurements
- CWS/Web Solution specific responsibilities include:
    - Working with the CWS/Web Division Office and the Contractor to ensure all contract terms and conditions and tracking mechanisms are fully communicated and understood by all parties

- Ongoing CWS/Web Contract administration oversight and contract dispute assistance. While the CWS/Web Division Office will be responsible for daily management of the CWS/Web Contract, the Acquisition Center will attend the CWS/Web Solution Oversight – Internal Operations Function meetings on a monthly basis, and more frequently as needed to track contract issues and remediation efforts.

CWS/Web Division Office Librarian (Document Management):

- General responsibilities include:
  - Version control of documents
  - Document control, check-in and check-out
  - Establish, maintain and modify the CWS/Web document baseline
  - Style guides and formats for document creation
  - Processes and tools for document retention and archiving
  - Processes to manage electronic and hardcopy libraries
  - Record retention schedule
  - Document management plan
  - Research assistance
  - Training on library tools
  - Administer automated document management tool
- CWS/Web Solution Specific responsibilities include:
  - Collaborate with CWS/Web Division Office on document management policies, practices, toolkits, templates and supporting materials

VI.6.2. SERVICE OVERSIGHT

The Service and Support delivery model is a process oriented framework organized into dimensions. The first dimension is Service Oversight. Service Oversight focuses on ensuring that all service and support functions are effectively operating individually and together to deliver the required CWS/Web Solution service levels.

Table VI-22 Service Oversight Dimension Summary

Function	Scope of Responsibility	Collaborations
Asset Management	The Asset Management Function is responsible for maintaining and managing the mechanisms that track the status, location, ownership, life cycle and cost of replacement of all assets utilized in the CWS/Web Solution from a financial management perspective.	• Contract Management • Governance • Oversight – Internal Operations • Performance Measures • Proposal Development • All other Functions in the three Service and Support dimensions

Function	Scope of Responsibility	Collaborations
Communications	The Communications Function is responsible for maintaining and managing the mechanisms that enable timely and effective communication with all parties that are directly or indirectly impacted by the CWS/Web Solution.	• Change Management • Customer Relationship Management • Customer Training • Governance • Oversight – Internal Operations • Performance Measures • Problem Management • Release Management • Service Desk
Customer Relationship Management	The Customer Relationship Management Function is responsible for maintaining and managing the mechanisms that ensure a positive partnership between CWS/Web Solution stakeholders and the CWS/Web Division Office.	• Change Management • Communications • Customer Training • Governance • Oversight – Internal Operations • Performance Measures • Problem Management • Release Management • Service Desk • All other Functions in the three Service and Support dimensions
Governance	The Governance Function is responsible for maintaining the mechanisms that enable timely and accurate decision making by CWS/Web Solution stakeholders in regards to the performance and currency of the CWS/Web Solution.	• Oversight – Internal Operations • Performance Measures • All other Functions in the three Service and Support dimensions • All Stakeholders external to the CWS/Web Division Office

Function	Scope of Responsibility	Collaborations
Work Request Receipt	The Work Request Receipt Function is responsible for maintaining and managing the mechanisms that facilitate a centralized reception point for all CWS/Web Solution work requests so they can be logged, tracked and reported through closure.	• Change Management • Governance • Oversight – Internal Operations • Performance Measures • Proposal Development • Service Desk
Oversight-Internal Operations	The Oversight – Internal Operations Function is responsible for maintaining and managing the mechanisms that CWS/Web Division Office leadership will use: • Review CWS/Web Solution performance to see if that performance is meeting service level requirements or to direct the necessary remediation activities to meet service level requirements • Provide oversight and direction in regards to each individual Function's performance contribution to meeting CWS/Web Solution service level requirements • Provide workload prioritization and approval decisions	• Contract Management • Governance • Performance Measures • Proposal Development • Service Level Management • Work Request Receipt • All other Functions in the three Service and Support dimensions
Performance Measures	The Performance Measures Function is responsible for: • Assisting in the development and maintenance of all system and Function performance related tracking solutions • Maintaining and managing report creation as needed for: o Overall CWS/Web Solution performance o Each Function's operational management needs o Oversight – Internal Operations o Service Level Management o Contract obligations.	• Contract Management • Oversight – Internal Operations • Service Level Management • All other Functions in the three Service and Support dimensions

Function	Scope of Responsibility	Collaborations
Policy	The Policy Function is responsible for maintaining and managing the mechanisms that: • Interpret the impact of all federal, State, and OSI policy changes on the CWS/Web Solution • Create and maintain CWS/Web Solution specific policies.	• Communications • Control Agency Compliance • Governance • Oversight – Internal Operations • Performance Measures • Proposal Development • Work Request Receipt • All other Functions in the three Service and Support dimensions
Proposal Development	The Proposal Development Function is responsible for maintaining and managing the mechanisms that produce consistent and timely analyses of potential CWS/Web Solution work requests to provide CWS/Web Solution decision makers with the information they need to determine approval and priority.	• Governance • IT Resource Management • Oversight – Internal Operations • Performance Measures • Work Request Receipt • All other Functions in the three Service and Support dimensions
IT Resource Management	The IT Resource Management Function is responsible for maintaining and managing the mechanisms that track staff and skill set resource allocations so that decision makers will have the information they need in determining approval and priority of work requests.	• Governance • Oversight – Internal Operations • Performance Measures • All other Functions in the three Service and Support dimensions

VI.6.2.1. ASSET MANAGEMENT

The CWS/Web Solution requires that all of its assets are tracked and managed from a financial perspective to facilitate fiscal planning and funding acquisition. The goal envisioned by implementing an Asset Management Function is to provide the necessary capabilities to enable the CWS/Web Division Office to optimize its IT asset investments for the reduction and control of the CWS/Web Solution total cost of ownership.

The Asset Management Function is responsible for maintaining and managing the mechanisms that track the status, location, ownership, life cycle and cost of replacement of IT assets utilized in the CWS/Web Solution from a financial management perspective. The State requests the Contractor to develop and maintain the Asset Management solution. This solution will enable the CWS/Web Division Office to:

- Track CWS/Web Solution assets throughout an asset's life
- Forecast future financial needs
- Provide financial justification in support of funding requests to refresh or replace assets.

It is not desired to track IT assets installed at OTech unless those assets are paid via a pass-through charge from OTech. A pass-through charge is for dedicated assets not included in the OTech base service offering. In this situation, the CWS/Web Division Office will need those assets tracked for financial planning and funding acquisition.

The implemented Asset Management solution must be integrated with the Configuration Management solution to eliminate duplication of work and conflicts in data. For example Asset Management requires the recording and maintenance of accurate financial information for individual CWS/Web Solution assets, such as details associated with:

- Acquisition
- Suppliers
- Purchase specifications
- Repair history
- Assignment of ownership
- Location
- Warranties
- Licensing
- Disposal regulations
- Relationship to other assets.

This asset information, along with information necessary to meet Configuration Management needs, may come from the same source, such as:

- The Operations Function may supply maintenance records as well as update configuration item detail for the same asset into the configuration management data base
- The Servers (Hosting) and Storage Function may use configuration information to create the purchase specifications for an asset to be purchased

- The Configuration Management Function may supply notifications to the Asset Management Function that asset financial related information may require updating as changes are being planned for an asset.

The Asset Management Function works closely with the:

- Contract Management Function to ensure all licenses and assets to be delivered by the Contractor to the State are recorded and tracked
- Oversight – Internal Operations Function to report on financial needs for asset replacement, maintenance and license fee renewals
- Proposal Development Function to analyze the financial impact on CWS/Web Solution assets impacted by a proposed change
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Asset Management Function
- All other functions in the three Service and Support dimensions to ensure when an asset is purchased modified or retired that it is recorded and tracked by the Asset Management Function. Table VI-23 Asset Management Requirements lists the requirements for the Asset Management solution to be delivered by the Contractor.

Table VI-23 Asset Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1877	The Contractor shall provide a complete list of all CWS/Web Application Solution hardware and software with annotations for scheduled end-of-life and end-of-support constraints quarterly (as agreed with the approval and Acceptance the Function Delivery Plan SS003 for the Asset Management Function).	Yes ☐ No ☐	Vol: Section: Page#:
3859	The Contractor shall design, build, implement and maintain the Asset Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3860	The Contractor shall install, deliver and maintain an Asset Management System SS004 that contains life cycle	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	information about each asset from an IT financial management perspective.		Page#:
3861	The Contractor shall include in the Function Delivery Plan SS003 for the Asset Management Function the following additional detail: • Contract Management Function to ensure all licenses and assets to be delivered by the Contractor to the State are recorded and tracked. • Oversight – Internal Operations Function to report on financial needs for asset replacement, maintenance and license fee renewals. • Proposal Development Function to analyze the financial impact on CWS/Web Solution assets impacted by a proposed change. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Asset Management Function. All other Functions in the three Service and Support dimensions to ensure when an asset is purchased, modified or retired that it is recorded and tracked by the Asset Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
3862	The Contractor shall design, build, implement and maintain a CWS/Web Asset Management Function that works closely with the Contract Management Function to ensure all licenses and assets to be delivered by the Contractor to the State are recorded and tracked.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3863	The Contractor shall design, build, implement and maintain a CWS/Web Asset Management Function that works closely with the Oversight-Internal Operations Function to report on financial needs for asset replacement, maintenance and license fee renewals.	Yes ☐ No ☐	Vol: Section: Page#:
3864	The Contractor shall design, build, implement and maintain a CWS/Web Asset Management Function that works closely with the Proposal Development Function to analyze the financial impact on CWS/Web Solution assets impacted by a proposed change.	Yes ☐ No ☐	Vol: Section: Page#:
3865	The Contractor shall design, build, implement and maintain a CWS/Web Asset Management Function that works closely with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Asset Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
3866	The Contractor shall design, build, implement and maintain a CWS/Web Asset Management Function that works closely with the all other Functions in the three Service and Support dimensions to ensure when an asset is purchased, modified or retired that it is recorded and tracked by the Asset Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4890	The Contractor shall develop, submit and maintain an Asset Management System Description SS023 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.2. COMMUNICATIONS

The Communications Function is responsible for maintaining and managing the mechanisms that enable timely and effective communication with all stakeholders that are directly or indirectly impacted by the CWS/Web Solution.

The CWS/Web Solution environment is challenging in that multiple entities will be using CWS/Web Solution or participating in its delivery. The goal envisioned is a comprehensive Communications solution to ensure all stakeholders are kept informed about events associated with the delivery of the CWS/Web Solution, such as:

- Maintaining and updating Frequently Asked Question materials
- Presentations for releases
- Presentations for regional user group meetings
- Events of interest
- Information about CWS/Web Solution performance
- Any changes envisioned or occurring
- Disruptions occurring in the delivery of the CWS/Web Solution.

A close linkage to the Customer Relationship Management Function exists as these representatives will be primary communication agents during the CWS/Web Solution Production Phase.

The envisioned implementation approach for putting the Communications solution in place is that:

- A communications solution will be established by the Contractor and CWS/Web Project during the development and transition phases. (It should be noted that CWS/CMS has existing communications processes that should be reviewed and could potentially be leveraged in the development of the new communications solution. The CWS/CMS Communication Management Plan is located in the Bidder's Library.)
- Prior to the start of the CWS/Web Solution Production Phase the Contractor will modify as necessary the development and transition phase communications solution to address any specific needs of the CWS/Web Solution Production Phase.

The Communications Function works closely with the:

- Customer Relationship Management Function to ensure communication strategies being used meet the needs of the CWS/Web Solution stakeholders
- Customer Training Function to communicate training event details
- Change and Release Management Functions to prepare and issue communications about upcoming CWS/Web releases
- Problem Management Functions to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes
- Service Desk Function to announce events that will disrupt service that are out of the normal maintenance windows

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Communications Function
- Policy Function to ensure communication strategies are developed and deployed regarding:
    - External policy impacts on the CWS/Web Solution
    - The introduction or modification of any CWS/Web Solution specific policy impacts

Table VI-24 Communications Requirements lists the requirements for the Communications solution to be delivered by the Contractor.

Table VI-24 Communications Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3867	The Contractor shall design, build, implement and maintain a communication Service and Support solution that complies with the intent of IEEE Std 1490-2003 and EEE Std 1362-1998 and EIA/IEEE J-Std 016-1995, F.2.1.	Yes ☐ No ☐	Vol: Section: Page#:
3868	he Contractor shall design, build, implement and maintain the Communications Function as per the final agreement on the scope and content of the Function Delivery Plan SS003.	Yes ☐ No ☐	Vol: Section: Page#:
3869	The Contractor shall include in the Function Delivery Plan SS003 for the Communications Function the following additional detail: • Customer Relationship Management Function to ensure communication strategies being used meet the needs of the CWS/Web Solution stakeholders. • Customer Training Function to communicate training event details. • Change and Release Management Functions to prepare and issue communications about upcoming	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response

	CWS/Web releases.
	• Problem Management Functions to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes.
	• Service Desk Function to announce events that will disrupt service that are out of the normal maintenance windows.
	• Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Communications Function.
	• Policy Function to ensure communication strategies are developed and deployed regarding:
	  • External policy impacts on the CWS/Web Solution.
	  • The introduction or modification of any CWS/Web Solution specific policy impacts.		

3870	The Contractor shall design, build, implement and maintain a CWS/Web Communications Function that works closely with the Customer Training Function to communicate training event details.	Yes ☐ No ☐	Vol: Section: Page#:
3871	The Contractor shall design, build, implement and maintain a CWS/Web Communications Function that works closely with the Customer Relationship Management Function to ensure communication strategies being used meet the needs of the CWS/Web Solution stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
3872	The Contractor shall design, build, implement and maintain a CWS/Web Communications Function that works closely with the Problem Management Functions to communicate to CWS/Web	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Solution stakeholders about major disruption resolution progress and outcomes.		
3873	The Contractor shall design, build, implement and maintain a CWS/Web Communications Function that works closely with the Change and Release Management Functions to prepare and issue communications about upcoming CWS/Web releases.	Yes ☐ No ☐	Vol: Section: Page#:
3874	The Contractor shall design, build, implement and maintain a CWS/Web Communications Function that works closely with the Service Desk Function to announce events that will disrupt service that are out of the normal maintenance windows.	Yes ☐ No ☐	Vol: Section: Page#:
3875	The Contractor shall design, build, implement and maintain a CWS/Web Communications Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Communications Function.	Yes ☐ No ☐	Vol: Section: Page#:
3876	The Contractor shall design, build, implement and maintain a CWS/Web Communications Function that works closely with the Policy Function to ensure communication strategies are developed and deployed regarding: • External policy impacts on the CWS/Web Solution. • The introduction or modification of any CWS/Web Solution specific policy impacts.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.3. INTENTIONALLY LEFT BLANK

VI.6.2.4. CUSTOMER RELATIONSHIP MANAGEMENT

The Customer Relationship Management (CRM) Function is responsible for maintaining and managing the mechanisms that ensure a positive partnership between CWS/Web Solution stakeholders and the CWS/Web Division Office.

The Customer Relationship Management Function provides a conduit through which service and development commitments can be initiated and tracked in conjunction with the Work Request Receipt Function. Additionally CRM facilitates the communication between CWS/Web Solution stakeholders and the CWS/Web Division Office to resolve the stakeholders' needs in a mutually agreed upon manner.

This close linkage assists the Oversight – Internal Operations Function to prioritize future CWS/Web Solution stakeholder work requests to be met in a timely manner while ensuring CWS/Web Solution investments are appropriate and performed according to stakeholder needs and expectations.

The typical duties of the Customer Relationship Management Function are:

- Assisting the Communications Function to maintain effective communication links between CWS/Web Solution stakeholders and the CWS/Web Division Office
- Regularly assessing CWS/Web Solution stakeholder satisfaction
- Assisting the Service Level Management Function to develop and maintain service level agreements between CWS Program and CWS/Web Division Office
- Maintaining a portfolio of CWS/Web Solution stakeholders
- Tracking all requests for additional work and services associated with each specific stakeholder and partner, ensuring that all commitments and agreements are being successfully fulfilled
- Helping CWS/Web Solution stakeholders resolve problems they encounter in working with the CWS/Web Division Office and its State and Contractor partners
- Working with CWS/Web Division Office leadership to continuously re-align priorities as CWS/Web stakeholders' requirements change

The envisioned implementation approach for putting the Customer Relationship Management solution in place is that:

- A Customer Relationship Management solution will be put in place by the Contractor and CWS/Web Project during the development and implementation phases. (It should be noted that CWS/CMS has existing Customer Relationship Management processes that should be reviewed and could potentially be leveraged in the development of the new Customer Relationship Management solution. The Customer Relations Procedural Guide is located in the Bidder's Library.)

- Prior to the start of the CWS/Web Solution Production Phase the Contractor will modify as necessary the development and implementation phase customer relationship management solution to address any specific needs of the CWS/Web Solution Production Phase.

The Customer Relationship Management Function works closely with the:

- Communications Function to ensure communication strategies being used meet the needs of the CWS/Web Solution stakeholders
- Customer Training Function to obtain stakeholder input about training events and communicate feedback to the Customer Training Function
- Change and Release Management Functions to provide stakeholders with clarifications about upcoming CWS/Web releases
- Problem Management Functions to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes
- Service Desk Function to obtain stakeholder input about events that will disrupt service that are out of the normal maintenance windows
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Relationship Management Function
- All other functions in the three Service and Support dimensions to provide feedback from stakeholders about specific service and support functions as necessary

Table VI-25 Customer Relationship Management Requirements lists the requirements for the Customer Relationship Management solution to be delivered by the Contractor.

Table VI-25 Customer Relationship Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2039	The Contractor shall include in its Service and Support Customer Relationship Management solution the procedures to verify Acceptance of CWS/Web Application Solution service delivery performance by contacting the End-User to confirm results and level of satisfaction.	Yes ☐ No ☐	Vol: Section: Page#:
2040	The Contractor shall develop and		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	execute procedures for conducting and reporting results of End-User Satisfaction surveys.	Yes ☐ No ☐	Section: Page#:
3877	The Contractor shall conduct and document end-user satisfaction surveys results in accordance with the accepted Function Delivery Plan SS003.	Yes ☐ No ☐	Vol: Section: Page#:
3878	The Contractor shall design, build, implement and maintain the Customer Relationship Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3879	The Contractor shall include in the Function Delivery Plan SS003 for the Customer Relationship Management Function the following additional detail: • Communications Function to ensure communication strategies being used meet the needs of the CWS/Web Solution stakeholders. • Customer Training Function to obtain stakeholder input about training events and communicate feedback to the Customer Training Function. • Change and Release Management Functions to provide stakeholders with clarifications about upcoming CWS/Web releases. • Problem Management Functions to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes. • Service Desk Function to obtain stakeholder input about events that will disrupt services that are out of the normal maintenance windows. • Performance Measures, Governance and Oversight – Internal Operations Functions to	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	assess and adjust as necessary the performance of the Customer Relationship Management Function. • All other Functions in the three Service and Support dimensions to provide feedback from stakeholders about specific functions as necessary.		
3880	The Contractor shall design, build, implement and maintain a CWS/Web Customer Relationship Management Function that works closely with the Communications Function to ensure communication strategies being used meet the needs of the CWS/Web Solution stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
3881	The Contractor shall design, build, implement and maintain a CWS/Web Customer Relationship Management Function that works closely with the Customer Training Function to obtain stakeholder input about training events and communicate feedback to the Customer Training Function.	Yes ☐ No ☐	Vol: Section: Page#:
3882	The Contractor shall design, build, implement and maintain a CWS/Web Customer Relationship Management Function that works closely with the Change and Release Management Functions to provide stakeholders with clarifications about upcoming CWS/Web releases.	Yes ☐ No ☐	Vol: Section: Page#:
3883	The Contractor shall design, build, implement and maintain a CWS/Web Customer Relationship Management Function that works closely with the Problem Management Functions to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes.	Yes ☐ No ☐	Vol: Section: Page#:
3884	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Customer Relationship Management Function that works closely with the Service Desk Function to obtain stakeholder input about events that will disrupt service that are out of the normal maintenance windows.	Yes ☐ No ☐	Section: Page#:
3885	The Contractor shall design, build, implement and maintain a CWS/Web Customer Relationship Management Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Relationship Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
3886	The Contractor shall design, build, implement and maintain a CWS/Web Customer Relationship Management Function that works closely with the all other Functions in the three Service and Support dimensions to provide feedback from stakeholders about specific Service and Support functions as necessary.	Yes ☐ No ☐	Vol: Section: Page#:
4688	The Contractor staff shall have experience in customer relationship management, communication management and governance in an environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.5. GOVERNANCE

The Governance Function is responsible for maintaining the mechanisms that enable timely and accurate decision making by stakeholders in regards to the performance and currency of the CWS/Web alignment with stakeholder requirements.

The goal of the Governance Function is to build and maintain solutions that facilitate informed decision making by the CWS/Web Division Office and CWS/Web Solution stakeholders based on the types of decisions that will be necessary to sustain CWS/Web Solution usability, performance, and cost.

The CWS/Web Solution has many stakeholders that interact from a wide variety of vantage points, some of which are described in:

- The Child Welfare Services Case Management System (CWS/CMS) CWS/Web Project Governance and Communication Plan (September 2008) in the CWS/Web Bidder's Library provides detail on the envisioned governance structures and participants during the CWS/Web design, develop and implement phase of the CWS/Web project
- RFP Section III.2.3, CWS/CMS Project (Maintenance and Operations) State Governance Structure provides detail on existing Service and Support governance structures and participants.

These structures address a wide range of responsibilities across a vast majority of the various spectrums of the CWS/CMS Solution including:

- Policy Creation and Evolution – both Programmatic and Technical
- Strategic Goal Creation and Implementation Oversight
- CWS/CMS Solution performance oversight and management
- CWS/CMS delivery enhancement planning and oversight
- Stakeholder relationship management

Existing governance solutions potentially serve as input to the design, development, implementation, and maintenance of all CWS/Web Solution governance structures.

The CWS/CMS governance structures have evolved since the initial implementation of CWS/CMS in 1997 employing principles to ensure:

- All stakeholders are involved appropriately in making decisions
- Stakeholders understand the process to obtain needed decisions
- Stakeholder governance roles and responsibilities are clearly defined

These principles continue to be pertinent to the CWS/Web Solution.

The Service Oriented Architecture (SOA) aspect of the CWS/Web Solution will present challenges in the design, development, implementation, and maintenance of some governance structures. As the intent of SOA is to allow the sharing of existing services, the result is the movement of governance outside the realm of direct control of the CWS/Web Solution. SOA implementation, governance and oversight solution creation are under the leadership of the California Office of the Chief Information Officer (OCIO). These efforts are currently evolving. As such the Contractor will have to account for this evolving state.

One critical aspect of effective governance is that all stakeholders are kept informed of what decisions are being contemplated or made. As such, the Governance solutions developed must ensure close collaboration with the solutions developed for the Communications Function.

The envisioned implementation approach for putting the Governance solutions in place is that:

- The Contractor and CWS/Web Project will build and utilize these Governance solutions during the development and implementation phases. (It should be noted that CWS/CMS has existing governance processes that should be reviewed and could potentially be leveraged in the development of the new governance solution. The CWS/CMS Project Governance Structure is located in the Bidder's Library.)
- Prior to the start of the CWS/Web Solution Production Phase, the Contractor will modify as necessary the development and implementation phase governance solutions to address any specific needs of the CWS/Web Solution Production Phase.

The Governance Function works closely with:

- All other functions in the three Service and Support dimensions to ensure decision making structures for each individual function are working satisfactorily and meeting expected outcomes
- All external CWS/Web Solution governance structures to ensure the CWS/Web Solution is providing those structures the information they need
- The Performance Measures and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Governance Function
- Oversight - Internal Operations Function to assess and direct remediation's as necessary to improve the performance of the CWS/Web Solution

Table VI-26 Governance Requirements lists the requirements for the Governance solution to be delivered by the Contractor.

Table VI-26 Governance Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3887	The Contractor shall design, build, implement and maintain the appropriate CWS/Web Governance structures that ensure the CWS/Web Solution is always in alignment with Program Stakeholder requirements and strategies.	Yes ☐ No ☐	Vol: Section: Page#:
3888	The Contractor shall design, build, implement and maintain the appropriate CWS/Web Governance structures that oversee the CWS/Web Solution performance against agreed upon	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	service levels and enabling appropriate corrective actions to occur as needed.		
3889	The Contractor shall design, build, implement and maintain the appropriate CWS/Web Governance structures in a manner that includes an annual evaluation of those governance structures to determine if changes and/or improvements are needed.	Yes ☐ No ☐	Vol: Section: Page#:
3890	The Contractor shall design, build, implement and maintain the appropriate CWS/Web Governance structures that ensure the CWS/Web Solution modifications are approved and prioritized in alignment with Program needs.	Yes ☐ No ☐	Vol: Section: Page#:
3891	The Contractor shall design, build, implement and maintain the Governance Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3892	The Contractor shall include in the Function Delivery Plan SS003 for the Governance Function the following additional detail: • All other Functions in the three Service and Support dimensions to ensure decision making structures for each individual Function are working satisfactorily and meeting expected outcomes. • All external CWS/Web Solution governance structures to ensure the CWS/Web Solution is providing those structures the information they need. • The Performance Measures and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Governance Function.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Oversight -Internal Operations Function to assess and direct remediation as necessary to improve the performance of the CWS/Web Solution.		
3893	The Contractor shall design, build, implement and maintain a CWS/Web Governance Function that works closely with all other functions in the three Service and Support dimensions to ensure decision making structures for each individual function are working satisfactorily and meeting expected outcomes.	Yes ☐ No ☐	Vol: Section: Page#:
3894	The Contractor shall design, build, implement and maintain a CWS/Web Governance Function that works closely with all external CWS/Web Solution governance structures are to ensure the CWS/Web Solution is providing those structures the information they need.	Yes ☐ No ☐	Vol: Section: Page#:
3895	The Contractor shall design, build, implement and maintain a CWS/Web Governance Function that works closely with the Performance Measures and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Governance Function.	Yes ☐ No ☐	Vol: Section: Page#:
3896	The Contractor shall design, build, implement and maintain a CWS/Web Governance Function that works closely with the Oversight - Internal Operations Function to assess and direct remediation as necessary to improve the performance of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4689	The Contractor staff shall have experience in the design and implementation of Program level, Application Service level and functional level governance solutions; as well as	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	design, implementation and management of functional level performance focused governance solutions.		

VI.6.2.6. WORK REQUEST RECEIPT

The Work Request Receipt Function is responsible for maintaining and managing the mechanisms that facilitate a centralized reception point for all CWS/Web Solution work requests so they can be logged, tracked and reported through closure.

Typical duties of the Work Request Receipt Function are:

- Receipt, log and track requests to modify existing CWS/Web Solution components
- Receipt, log and track requests to develop new CWS/Web Solution components
- Ensure stakeholder requests contain sufficient information to be assigned for ownership by a specific Service and Support Function in the most efficient & effective manner
- Ensure stakeholder requests contain sufficient information to obtain a clear understanding of its scope
- Provide updates to stakeholders on the status of their work request
- Route all work requests to the entity responsible for addressing the request
- Work closely with the Customer Relationship Management Function to ensure the CWS/Web Solution User representative assigned to the stakeholder is aware of the request
- Work closely with the Oversight – Internal Operations Function to obtain and provide periodic updates for all pending and active requests

The envisioned implementation approach for putting the Work Request Receipt solution in place is that:

- The Contractor and CWS/Web Project will build and utilize a Work Request Receipt solution during the development and implementation phases. (It should be noted that CWS/CMS has existing work receipt processes that should be reviewed and could potentially be leveraged in the development of the new Work Request Receipt solution. The County Specific SCR Process and the Project Office Change Review (POCR) Roles and Responsibilities documents can be found in the Bidder's Library.)

- Prior to the start of the CWS/Web Solution Production Phase, the Contractor will modify as necessary the development and implementation phase Work Request to address any specific needs of the CWS/Web Solution Production Phase.

The Work Request Receipt Function works closely with the:

- Change Management Function to obtain the status of an approved work request
- Proposal Development Function to obtain the status of a submitted work request
- Service Desk Function to provide status information that can be provided to the requestor
- Policy Function to report status of the work request
- Oversight – Internal Operations Function to provide an inventory of all work requests received, pending, approved, disapproved, or in development to aid in prioritization and assignment of work requests
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Work Request Receipt Function

Table VI-27 Work Request Receipt Requirements lists the requirements for the Work Request Receipt solution to be delivered by the Contractor.

Table VI-27 Work Request Receipt Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2037	The Contractor shall provide end-user or manager online/portal access to Service Request status.	Yes ☐ No ☐	Vol: Section: Page#:
3897	The Contractor shall design, build, implement and maintain the Work Receipt Request Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3898	The Contractor shall include in the Function Delivery Plan SS003 for the Work Receipt Request Function the following additional detail: • Change Management Function to obtain the status of an approved	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	work request Policy Function to record any policy impact analysis requests. • Proposal Development Function to obtain the status of a submitted work request. • Service Desk Function to provide status information that can be provided to the requestor. • Oversight – Internal Operations Function to provide an inventory of all work requests received, pending, approved, disapproved, or in development to aid in prioritization and assignment of work requests. • Performance Measures, Governance and Oversight – Internal Operations. Functions to assess and adjust as necessary the performance of the Work Request Receipt Function.		
3899	The Contractor shall design, build, implement and maintain a CWS/Web Work Request Receipt Function that works closely with the Change Management Function to obtain the status of an approved work request.	Yes ☐ No ☐	Vol: Section: Page#:
3900	The Contractor shall design, build, implement and maintain a CWS/Web Work Request Receipt Function that works closely with the Policy Function to record any policy impact analysis requests.	Yes ☐ No ☐	Vol: Section: Page#:
3901	The Contractor shall design, build, implement and maintain a CWS/Web Work Request Receipt Function that works closely with the Proposal Development Function to obtain the status of a submitted work request.	Yes ☐ No ☐	Vol: Section: Page#:
3902	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Work Request Receipt Function that works closely with the Service Desk Function to provide status information that can be provided to the requestor.	Yes ☐ No ☐	Section: Page#:
3903	The Contractor shall design, build, implement and maintain a CWS/Web Work Request Receipt Function that works closely with the Oversight – Internal Operations Function to provide an inventory of all work requests received, pending, approved, disapproved, or in development to aid in prioritization and assignment of work requests.	Yes ☐ No ☐	Vol: Section: Page#:
3904	The Contractor shall design, build, implement and maintain a CWS/Web Work Request Receipt Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Work Request Receipt Function.	Yes ☐ No ☐	Vol: Section: Page#:

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VI.6.2.8. OVERSIGHT – INTERNAL OPERATIONS

The Oversight – Internal Operations Function is responsible for maintaining and managing the mechanisms that CWS/Web Division Office leadership will use to:

- Review CWS/Web Solution performance to see if that performance is meeting service level requirements or provide direction for the necessary remediation activities to meet service level requirements
- Provide oversight and direction in regards to each individual Function's performance contribution to meeting CWS/Web Solution service level requirements
- Making workload prioritization and approval decisions

The Internal - Oversight Function represents the daily management responsibilities of CWS/Web Solution and is charged with ensuring delivery requirements are met

consistently. Section VI.6.1, General Service and Support Requirements require the delivery of governance solutions for each individual function that address:

- Identification and implementation of function specific performance metrics
- Identification and implementation of data gathering mechanisms associated with identified function specific performance metrics
- Definition of performance metric analysis and reporting requirements for each function
- Creation and utilization of function specific performance metric reporting to direct remediation and process improvements at function level
- Creation and maintenance of function specific governance structures and procedures to review and make decisions based on Function specific performance metrics reporting

While these function-specific governance solutions facilitate decisions being made at the lowest level, there is the need to have the picture of how all the parts fit and work together. As such, the State is requiring a CWS/Web Solution Management Guide that provides CWS/Web Division Office leadership a detailed explanation of how:

- All functions, contained within this solicitation and the Contractor's proposal, relate to one another and will be managed as a whole to ensure CWS/Web Solution availability and performance requirements are met
- All CWS/Web Division Office sourcing arrangements relate to one another and will be managed as a whole to ensure CWS/Web availability and performance requirements are met
- The CWS/Web Solution is constructed and delivered and how CWS/Web Division Office individual responsibilities contribute to the success of the CWS/Web Solution.

The Oversight – Internal Operations Function will initially focus on the following:

- CWS/Web Solution performance versus contractual requirements
- Service and Support function performance
- Work Request approval and scheduling
- Work Request status review
- Overseeing remediation efforts for CWS/Web Solution performance problems or Work Request issues.

The Oversight – Internal Operations Function works closely with the:

- Asset Management Function to report on financial needs for asset replacement, maintenance and license fee renewals

- Contract Management Function to address any contractual actions that need to be taken in the case of the CWS/Web Solution not meeting contractual performance requirements
- IT Resource Management Function to provide the information needed to:
    - Understand CWS/Web Solution capacity to make future workload commitments
    - Understand CWS/Web Solution capacity to effectively maintain and support existing workload commitments
    - Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs
    - Analyze workload requirements to determine if short term/long term contracted services should be utilized to meet critical skill shortfalls or excess workload requirements
- Proposal Development Function to evaluate and make approval decisions regarding work request received and analyzed
- Work Request Receipt Function to review the inventory of all work requests received, pending, approved, disapproved, in development for prioritization and assignment of work requests
- Release Management Function for authorizing, prioritizing, and scheduling releases to the CWS/Web Solution
- Service Level Management and Performance Measures Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expectations
- Performance Measures and Governance Functions to assess and direct remediation's as necessary to improve the performance of the CWS/Web Solution
- All other functions in the three Service and Support dimensions to review their performance and direct remediation's as necessary to improve the performance of those functions having degraded performance

Table VI-28 Oversight – Internal Operations Requirements lists the requirements for the Oversight – Internal Operations solution to be delivered by the Contractor.

Table VI-28 Oversight – Internal Operations Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1859	The Contractor shall act as the integrator of all Service and Support activities related to the CWS/Web Solution on behalf of the OSI CWS/Web Division Office as agreed to with the approval and Acceptance of the CWS/Web Solution Management Guide.	Yes ☐ No ☐	Vol: Section: Page#:
3623	The Contractor shall ensure that all CWS/Web Solution service levels are met by establishing and maintaining the processes, procedures and relationships with all parties (OTech, Counties, and sub-contractors) involved in the delivery of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3905	The Contractor shall design, build, integrate, test and implement the CWS/Web Oversight - Internal Operations Function in alignment with Information Technology Infrastructure Library (ITIL), Project Management Institute (PMI), Control Objectives for Information and related Technologies (COBIT) and Information Systems Audit and Control Association (ISACA) frameworks and guidelines.	Yes ☐ No ☐	Vol: Section: Page#:
3906	The Contractor shall design, build, implement and maintain the Oversight - Internal Operations Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3907	The Contractor shall develop, submit and maintain the CWS/Web Solution Management Guide SS007 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3909	The Contractor shall work with the CWS/Web Division Office leadership to create and execute remediations based on process improvement identifications.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3910	The Contractor shall develop, submit and maintain the Systems Integrator Service Level Agreement SS006 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

3911	The Contractor shall include in the Function Delivery Plan SS003 for the Oversight - Internal Operations Function the following additional detail:
	• Asset Management Function to report on financial needs for asset replacement, maintenance and license fee renewals.
	• Contract Management Function to address any contractual actions that need to be taken in the case of the CWS/Web Solution not meeting contractual performance requirements.
	• IT Resource Management Function to provide the information needed to:
	  • Understand CWS/Web Solution capacity to make future workload commitments
	  • Understand CWS/Web Solution capacity to effectively maintain and support existing workload commitments.
	  • Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs.
	  • Analyze workload requirements to determine if short term/long term contracted services should be utilized to meet critical skill shortfalls or excess workload requirements.
	• Proposal Development Function to evaluate and make approval
		Yes ☐ No ☐	Vol:
			Section:
			Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	decisions regarding work request received and analyzed. • Work Request Receipt Function to review the inventory of all work requests received, pending, approved, disapproved, in development for prioritization and assignment of work requests. • Service Level Management and Performance Measures Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expected performance. • Performance Measures and Governance Functions to assess and direct remediation as necessary to improve the performance of the CWS/Web Solution. • Release Management Function for authorizing, prioritizing, and scheduling releases to the CWS/Web Solution. • All other Functions in the three Service and Support dimensions to review their performance and direct remediation as necessary to improve the performance of those Functions having degraded performance.		
3912	The Contractor shall design, build, implement and maintain a CWS/Web Oversight -Internal Operations Function that works closely with the Asset Management Function to report on financial needs for asset replacement, maintenance and license fee renewals.	Yes ☐ No ☐	Vol: Section: Page#:
3913	The Contractor shall design, build, implement and maintain a CWS/Web Oversight - Internal Operations Function that works closely with the Contract Management Function to address any contractual actions that need to be	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	taken in the case of the CWS/Web Solution not meeting contractual performance requirements.		
3914	The Contractor shall design, build, implement and maintain a CWS/Web Oversight -Internal Operations Function that works closely with the IT Resource Management Function to provide the information needed to: • Understand CWS/Web Solution capacity to make future workload commitments • Understand CWS/Web Solution capacity to effectively maintain and support existing workload commitments • Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs • Analyze workload requirements to determine if short term/long term contracted services should be utilized to meet critical skill shortfalls or excess workload requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3915	The Contractor shall design, build, implement and maintain a CWS/Web Oversight - Internal Operations Function that works closely with the Proposal Development Function to evaluate and make approval decisions regarding work requests received and analyzed.	Yes ☐ No ☐	Vol: Section: Page#:
3916	The Contractor shall design, build, implement and maintain a CWS/Web Oversight - Internal Operations Function that works closely with the Work Request Receipt Function to review the inventory of all work requests received, pending, approved, disapproved, in development for prioritization and	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	assignment of work requests.		
3917	The Contractor shall design, build, implement and maintain a CWS/Web Oversight - Internal Operations Function that works closely with the Service Level Management and Performance Measures Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expected performance.	Yes ☐ No ☐	Vol: Section: Page#:
3918	The Contractor shall design, build, implement and maintain a CWS/Web Oversight - Internal Operations Function that works closely with the Performance Measures and Governance Functions to assess and direct remediation as necessary to improve the performance of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3919	The Contractor shall design, build, implement and maintain a CWS/Web Oversight - Internal Operations Function that works closely with the Release Management Function for authorizing, prioritizing, and scheduling releases to the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3920	The Contractor shall design, build, implement and maintain a CWS/Web Oversight - Internal Operations Function that works closely with the all other Functions in the three Service and Support dimensions to review their performance and direct remediation as necessary to improve the performance of those Functions having degraded performance.	Yes ☐ No ☐	Vol: Section: Page#:
4691	The Contractor staff shall have experience managing internal Service and Support Function day-to-day delivery in environments similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

The State requires the Contractor to enter into a formal Service Level Agreement (SLA) that will be the basis for determining the Contractor's monthly compensation during the CWS/Web Solution Production Phase.

It is intended that the State will pay the Contractor monthly in arrears during the CWS/Web Solution Production Phase minus any Customer Credits that are applied to that period. Customer Credit is enforced when service level degradation breaches a pre-determined severity level and/or other performance parameters stipulated in the SLA.

The State is requiring the following process to be followed to develop and gain acceptance of the SLA and Customer Credit provisions contained within:

1) Proposal Phase
   a) The Bidder shall submit a proposed SLA using the format outlined in Systems Integrator Service Level Agreement SS006 with its proposal.
   b) The State shall evaluate the proposed SLA for its clarity and appropriateness.
2) Post Award Phase
   a) The Contractor shall develop, submit and gain acceptance of a formal SLA deliverable prior to the start of the IR Implementation Phase.
   b) The State and the Contractor shall utilize the SLA during the Pilot and IR Implementation to gain experience in terms of system service level needs and responses. **NO CUSTOMER CREDITS WILL BE TAKEN DURING THIS PERIOD.**
   c) 60 days following the completion of the Initial Release (IR) Implementation Phase, based on experience gained during the Pilot and IR Implementation Phase, the State will consider requests from the Contractor to adjust service levels.
   d) The Contractor shall submit a final SLA to the State incorporating any State approved changes for State review and Acceptance.
   e) The Contractor shall review on a monthly basis with the CWS/Web Division Office the CWS/Web Solution and Contractor performance against SLA provisions to determine the need for any Customer Credits utilizing the Service and Support Oversight – Internal Operations Function.

The SLA shall address performance in the following areas based on the performance requirements contained within Section VI and RFP Appendix B, System Requirements:

1) End-to-end Response Times (system performance)
2) Capacity (system growth adaptability)
3) Availability (resilience to component failure and ability to perform maintenance)
4) Disaster Recovery (ability to recover at an alternate site)
5) Reliability and Integrity of Data (security and backup/recovery practices)
6) Incident Resolution (Service Desk and issue resolution performance)
7) Enhancement Processing and Timeliness (Enhancement request timeliness)

8) Any proposed augmented performance areas, the rationale for the augmentation and how any augmentation is envisioned to be used in the SLA and Customer Credit provisions.

Table VI-29 Oversight – Internal Operations Requirements-SLA lists the requirements for the Oversight – Internal Operations-SLA solution to be delivered by the Contractor.

Table VI-29 Oversight – Internal Operations Requirements-SLA

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4813	The Contractor shall update its proposed SLA in accordance with the product definition document, Systems Integrator Service Level Agreement SS006, that addresses the following performance areas contained within Section VI - Solution Requirements and Appendix B – System Requirements (at a minimum): End-to-End Response Times (system performance) Capacity (system growth adaptability) Availability (resilience to component failure and ability to perform maintenance) Disaster Recovery (ability to recover at an alternate site) Reliability and Integrity of Data (security and backup/recovery practices) Incident Resolution (Service Desk and issue resolution performance) Enhancement Processing and Timeliness (Enhancement request timeliness) Any augmentations included in the Contractor's proposal SLA	Yes ☐ No ☐	Vol: Section: Page#:
4814	The Contractor shall update its proposed SLA in accordance with the product definition document, Systems Integrator Service Level Agreement SS006, that contains Customer Credit provisions for degraded service level performance by performance area	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	including: • Performance Requirement(s) • Calculations used to determine performance achieved during reporting period. • Data sources, including how data sources are created and captured. • Sample Performance Report • Customer Credit formula for calculating credits to the State.		
4815	The Contractor shall provide to the State, 60 calendar days following the completion of the IR Implementation Phase, an updated SLA with any suggested modifications based on experience gained in terms of system service level needs and responses.	Yes ☐ No ☐	Vol: Section: Page#:
4816	The Contractor shall submit a final SLA to the State incorporating any State approved changes for review and Acceptance by the State.	Yes ☐ No ☐	Vol: Section: Page#:
4817	The Contractor shall review on a monthly basis with the CWS/Web Division Office the CWS/Web Solution and Contractor performance against SLA provisions to determine the need for any Customer Credits utilizing the Service and Support Oversight - Internal Operations Function.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.9. PERFORMANCE MEASURES

The Performance Measures Function is responsible for:

- Assisting in the development and maintenance of all CWS/Web Solution level and individual function performance related tracking solutions
- Maintaining and managing report creation as needed for:
    - Overall CWS/Web Solution performance

- Each function's operational management needs
- Oversight – Internal Operations
- Service Level Management
- Contract obligations.

Section VI.6.1, General Service and Support requirements require the delivery of performance measurement solutions for the CWS/Web Solution as a whole and for each individual function that address:

- Performance metrics
- Data gathering mechanisms
- Reporting
- Utilization of performance reports to direct remediation and process improvements.

The goal of the Performance Measures Function is to have the Contractor build and maintain solutions that provide CWS/Web Solution decision makers the information they need to sustain CWS/Web Solution usability, performance, and cost. The Performance Measures Function primary focus is:

- Function Performance Measures - Each function will implement performance measures that align with and the results serve to support the overall performance requirements of the CWS/Web Solution. These performance measures will be used to review actual performance against expected levels of performance. This information will be used by the function owner and the Oversight – Internal Operations Function to identify corrective actions necessary to improve the function's performance to meet expected levels.
- CWS/Web Solution Service Level Performance Measures – These performance measures will become the basis for determining if programmatic and contractual service level requirements have been met. These performance measures will represent a CWS/Web Solution view, but must be traceable to the individual function level performance measures to assign accountability and remediation responsibility. This information will be used by the Oversight – Internal Operations and the Service Level Management functions to meet their responsibilities.

The Performance Measures Function works closely with the:

- Contract management activities to address any contractual actions that need to be taken in the case of the CWS/Web Solution not meeting contractual performance requirements
- Oversight – Internal Operations Function to report and provide performance analytics to enable the Oversight – Internal Operations Function to assess overall Service and Support performance and identify remediation's necessary because of degraded performance

- Service Level Management Function to provide the reporting and performance analytics necessary for the CWS/Web Division Office to report against its service level agreement with the CWS Program
- All other functions in the three Service and Support dimensions to maintain and enhance their performance tracking, reporting and performance analytics to provide each function the information they need to maintain expected performance levels or identify remediation's necessary because of degraded performance

Table VI-30 Performance Measures Requirements lists the requirements for the Performance Measures solution to be delivered by the Contractor.

Table VI-30 Performance Measures Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3921	The Contractor shall design, build, integrate, test, and implement the CWS/Web Solution performance measures solution for each Function in alignment with ITIL and COBIT frameworks and guidelines.	Yes ☐ No ☐	Vol: Section: Page#:
3922	The Contractor shall design, build, implement and maintain the Performance Measures Function as per the final Agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3923	The Contractor shall work with the CWS/Web Service and Support Functions to create and execute remediation based on less than required performance of an individual Function or partner.	Yes ☐ No ☐	Vol: Section: Page#:
3924	The Contractor shall include in the Function Delivery Plan SS003 for the Performance Measures Function the following additional detail: • Contract Management Function to address any contractual actions that need to be taken in the case of the CWS/Web Solution not meeting contractual performance	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	requirements. • Oversight - Internal Operations Function to report and provide performance analytics to enable the Oversight - Internal Operations Function to assess overall Service and Support performance and identify remediation necessary because of degraded performance. • Service Level Management Function to provide the reporting and performance analytics necessary for the CWS/Web Division Office to report against its service level agreement with the CWS Program. • All other functions in the three Service and Support dimensions to maintain and enhance their performance tracking, reporting and performance analysis to provide each function the information they need to maintain expected performance levels or identify remediation necessary because of degraded performance.		
3925	The Contractor shall design, build, implement and maintain a CWS/Web Performance Measures Function that works closely with the contract management activities to address any contractual actions that need to be taken in the case of the CWS/Web Solution not meeting contractual performance requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3926	The Contractor shall design, build, implement and maintain a CWS/Web Performance Measures Function that works closely with the Oversight - Internal Operations Function to report and provide performance analysis to enable the Oversight - Internal Operations Function to assess overall Service and Support performance and	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	identify remediation necessary because of degraded performance.		
3927	The Contractor shall design, build, implement and maintain a CWS/Web Performance Measures Function that works closely with the Service Level Management Function to provide the reporting and performance analysis necessary for the CWS/Web Division Office to report against its service level agreement with the CWS Program.	Yes ☐ No ☐	Vol: Section: Page#:
3928	The Contractor shall design, build, implement and maintain a CWS/Web Performance Measures Function that works closely with all other functions in the three Service and Support dimensions to maintain and enhance their performance tracking, reporting and performance analysis to provide each function the information they need to maintain expected performance levels or identify remediation necessary because of degraded performance.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.10. POLICY

This Policy Function is responsible for maintaining and managing the mechanisms that:

- Interpret the impact of all federal, State, and OSI policy changes on the CWS/Web Solution
- Create and maintain CWS/Web Solution specific policies.

The goal of the Policy Function is to have the Contractor build the processes which the CWS/Web Division Office will use to:

- Gather the information necessary to assess the impact of the policy change and take appropriate actions
- Accept, analyze, and decide upon proposed CWS/Web Solution specific policies.

The Policy Function works closely with the:

- Communications Function to ensure communication strategies are developed and deployed regarding:

  - External policy impacts on the CWS/Web Solution
  - The introduction or modification of any CWS/Web Solution specific policy impacts

- Control Agency Compliance Function to get clarifications about external policy requirements to aid in the analysis of impact on the CWS/Web Solution
- Proposal Development Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy
- Work Request Receipt Function to record any policy impact analysis requests
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Policy Function
- All other functions in the three Service and Support dimensions to obtain:
  - Policy impact analysis on the CWS/Web Solution
  - CWS/Web Solution specific policy needs

Table VI-31 Policy Requirements lists the requirements for the Policy solution to be delivered by the Contractor.

Table VI-31 Policy Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3929	The Contractor shall design, build, implement and maintain the Policy Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3930	The Contractor shall include in the Function Delivery Plan SS003 for the Policy Function the following additional detail: • Communications Function to ensure communication strategies are developed and deployed regarding: • External policy impacts on the CWS/Web Solution • The introduction or modification of any CWS/Web Solution specific policy impacts.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Control Agency Compliance Function to get clarifications about external policy requirements to aid in the analysis of impact on the CWS/Web Solution. • Proposal Development Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy. • Work Request Receipt Function to record any policy impact analysis requests. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Policy Function. • All other functions in the three Service and Support dimensions to obtain: • Policy impact analysis on the CWS/Web Solution. • CWS/Web Solution specific policy needs.		
3931	The Contractor shall design, build, implement and maintain a CWS/Web Policy Function that works closely with the Communications Function to ensure communication strategies are developed and deployed regarding: • External policy impacts on the CWS/Web Solution. • The introduction or modification of any CWS/Web Solution specific policy impacts.	Yes ☐ No ☐	Vol: Section: Page#:
3932	The Contractor shall design, build, implement and maintain a CWS/Web Policy Function that works closely with the Control Agency Compliance Function to get clarifications about	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	external policy requirements to aid in the analysis of impact on the CWS/Web Solution.		
3933	The Contractor shall design, build, implement and maintain a CWS/Web Policy Function that works closely with the Proposal Development Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy.	Yes ☐ No ☐	Vol: Section: Page#:
3934	The Contractor shall design, build, implement and maintain a CWS/Web Policy Function that works closely with the Work Request Receipt Function to record any policy impact analysis requests.	Yes ☐ No ☐	Vol: Section: Page#:
3935	The Contractor shall design, build, implement and maintain a CWS/Web Policy Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Policy Function.	Yes ☐ No ☐	Vol: Section: Page#:
3936	The Contractor shall design, build, implement and maintain a CWS/Web Policy service and support function that works closely with all other functions in the three Service and Support dimensions to obtain: • Policy impact analysis on the CWS/Web Solution. • CWS/Web Solution specific policy needs.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.11. PROPOSAL DEVELOPMENT

The Proposal Development Function is responsible for maintaining and managing the mechanisms that produce consistent and timely analyses of potential CWS/Web Solution work requests to provide CWS/Web Solution decision makers with the

information they need to determine approval and priority. Typical duties of the Proposal Development Function are:

- Creating templates and instructions of what information is required in the analysis of a work request
- Providing training on how to use the templates
- Coordinating with all functions as necessary to develop the proposal
- Obtaining additional information from the stakeholder about their request to clarify scope
- Identify association/link of each request, if any, to other CWS/Web Solution projects or proposals
- Assessing resource impacts for availability
- Impact on the CWS/Web Solution Architecture
- Identification of any contractual impacts or costs
- Consolidation of information gathered into a single decision document
- Presentation to the Oversight – Internal Operations Function for decision or elevation
- Communicating the decision to the Work Request Receipt and Customer Relationship Management Functions to communicate decision to the stakeholder.

The envisioned implementation approach for putting the Proposal Development solution in place is that the Contractor and CWS/Web Project will build and utilize a Proposal Development solution during the development and implementation phases. (It should be noted that CWS/CMS has existing work receipt processes that should be reviewed and could potentially be leveraged in the development of the new Proposal Development solution. The County Specific SCR Process and the Project Office Change Review (POCR) Roles and Responsibilities documents are located in the Bidder's Library. Prior to the start of the CWS/Web Solution Production Phase, the Contractor will make necessary modifications to address CWS/Web Solution Production Phase needs.

The Proposal Development Function works closely with the:

- Asset Management Function to analyze the financial impact on CWS/Web Solution assets impacted by a proposed change
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Proposal Development Function
- Policy Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy

- IT Resource Management Function to determine skill set and human resource availability for potential assignment to the work request upon its approval
- Oversight – Internal Operations Function to present work request analysis results for approval and prioritization decisions
- Work Request Receipt Function to report status of the work request
- All other functions in the three Service and Support dimensions to secure the information necessary to scope, cost and timeline necessary to satisfy the work request

Table VI-32 Proposal Development Requirements lists the requirements for the Proposal Development solution to be delivered by the Contractor.

Table VI-32 Proposal Development Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3937	The Contractor shall design, build, implement and maintain the Proposal Development Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3938	The Contractor shall include in the Function Delivery Plan SS003 for the Policy Function the following additional detail: • Asset Management Function to analyze the financial impact on CWS/Web Solution assets impacted by a proposed change. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Proposal Development Function. • Policy Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy. • IT Resource Management Function to determine skill set and human	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	resource. availability for potential assignment to the work request upon its approval. • Oversight – Internal Operations Function to present work request analysis results for approval and prioritization decisions. • Work Request Receipt Function to report status of the work request. • All other Functions in the three Service and Support dimensions to secure the information necessary to scope, cost and timeline necessary to satisfy the work request.		
3939	The Contractor shall design, build, implement and maintain a CWS/Web Proposal Development Function that works closely with the Asset Management Function to analyze the financial impact on CWS/Web Solution assets impacted by a proposed change.	Yes ☐ No ☐	Vol: Section: Page#:
3940	The Contractor shall design, build, implement and maintain a CWS/Web Proposal Development Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Proposal Development Function.	Yes ☐ No ☐	Vol: Section: Page#:
3941	The Contractor shall design, build, implement and maintain a CWS/Web Proposal Development Function that works closely with the Policy Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy.	Yes ☐ No ☐	Vol: Section: Page#:
3942	The Contractor shall design, build, implement and maintain a CWS/Web Proposal Development Function that works closely with the IT Resource Management Function to determine skill	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	set and human resource availability for potential assignment to the work request upon its approval.		
3943	The Contractor shall design, build, implement and maintain a CWS/Web Proposal Development Function that works closely with the Oversight – Internal Operations Function to present work request analysis results for approval and prioritization decisions.	Yes ☐ No ☐	Vol: Section: Page#:
3944	The Contractor shall design, build, implement and maintain a CWS/Web Proposal Development Function that works closely with the Work Request Receipt Function to report status of the work request.	Yes ☐ No ☐	Vol: Section: Page#:
3945	The Contractor shall design, build, implement and maintain a CWS/Web Proposal Development Function that works closely with all other Functions in the three Service and Support dimensions to secure the information necessary to determine scope, cost and timeline necessary to satisfy the work request.	Yes ☐ No ☐	Vol: Section: Page#:
3995	The Contractor shall provide an impact evaluation for all hardware and software upgrades and custom application releases during the CWS/Web Solution Production Phase for approval by the CWS/Web Division Office prior to change being implemented.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.12. IT RESOURCE MANAGEMENT

The IT Resource Management Function is responsible for maintaining and managing the mechanisms that track staff and skill set resource allocations so that decision makers will have the information they need in determining approval and priority of work requests.

IT Resource Management entails collecting, managing and reporting on all CWS/Web Division Office staff and skill set resource allocation information. IT

Resource Management information, such as project and activity scheduling, staff utilization and availability, and aggregate workload from a CWS/Web Solution perspective is essential for the Oversight – Internal Operations Function to make informed decisions about commitments and priorities.

Effective IT Resource Management practices allow easy, instant access to all current CWS/Web related workload commitments – projects, operational efforts, and resource capacity information - staff availability, skills, and experience needed to perform the work. Timely access to an accurate repository of this information provides numerous benefits to managing the CWS/Web Solution.

The IT Resource Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the IT Resource Management Function
- Proposal Development Function to determine skill set and human resource availability for potential assignment to the work request upon its approval
- Oversight – Internal Operations Function to provide the information needed to:
    - Understand CWS/Web Solution capacity to make future workload commitments
    - Understand CWS/Web Solution capacity to effectively maintain and support existing workload commitments
    - Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs
    - Analyze workload requirements to determine if short term/long term contracted services should be utilized to meet critical skill shortfalls or excess workload requirements
- All other functions in the three Service and Support dimensions to secure the information necessary to track and forecast staff and skill set availability for new work requests

Table VI-33 IT Resource Management Requirements lists the requirements for the IT Resource Management solution to be delivered by the Contractor.

Table VI-33 IT Resource Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3946	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain the IT Resource Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Section: Page#:

3947	The Contractor shall include in the Function Delivery Plan SS003 for the IT Resource Management Function the following additional detail:
	• Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the IT. Resource Management Function
	• Proposal Development Function to determine skill set and human resource availability for potential assignment to the work request upon its approval.
	• Oversight – Internal Operations Function to provide the information needed to:
	  • Understand CWS/Web Solution capacity to make future workload commitments.
	  • Understand CWS/Web Solution capacity to effectively maintain and support existing workload commitments.
	  • Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs.
	  • Analyze workload requirements to determine if short term/long term contracted services should be utilized to meet critical skill shortfalls or excess workload requirements,
		Yes ☐ No ☐	Vol:
			Section:
			Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• All other functions in the three Service and Support dimensions to secure the information necessary to track and forecast staff and skill set availability for new work requests,		
3948	The Contractor shall design, build, implement and maintain a CWS/Web IT Resource Management Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the IT Resource Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
3949	The Contractor shall design, build, implement and maintain a CWS/Web IT Resource Management Function that works closely with the Proposal Development Function to determine skill set and human resource availability for potential assignment to the work request upon its approval.	Yes ☐ No ☐	Vol: Section: Page#:
3950	The Contractor shall design, build, implement and maintain a CWS/Web IT Resource Management Function that works closely with the Oversight – Internal Operations Function to provide the information needed to: • Understand CWS/Web Solution capacity to make future workload commitments. • Understand CWS/Web Solution capacity to effectively maintain and support existing workload commitments. • Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Analyze workload requirements to determine if short term/long term contracted services should be utilized to meet critical skill shortfalls or excess workload requirements.		
3951	The Contractor shall design, build, implement and maintain a CWS/Web IT Resource Management Function that works closely with all other functions in the three Service and Support dimensions to secure the information necessary to track and forecast staff and skill set availability for new work requests.	Yes ☐ No ☐	Vol: Section: Page#:
4696	The Contractor staff shall have experience performing IT resource management for a system similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.13. SERVICE LEVEL MANAGEMENT

The Service Level Management Function is responsible for maintaining the CWS/Web Performance Agreement between the CWS/Web Division Office and the CWS Program. This function is also responsible for reporting on the Systems Integrator Service Level Agreement between the CWS/Web Division Office and the Contractor.

Service Level Management is achieved by first establishing a Performance Agreement with the CWS Program for the CWS/Web Solution to which they subscribe. This Performance Agreement will enable the CWS Program to track the cost and performance of the CWS/Web Solution. These include (but are not limited to):

- Overall Cost
- System performance against contractual performance requirements
- End-to-end response time
- Hours of availability for use
- Service Desk and Incident Management performance against contractual performance requirements

- Customer Training performance against contractual performance requirements
- Application enhancement processing against contractual performance requirements
- Stakeholder satisfaction

All items included in the CWS/Web Performance Agreement between the CWS/Web Division Office and the CWS Program must be effectively monitored and measured using mutually understood and agreed upon measurement factors and interpretation criteria.

The CWS/Web Performance Agreement is completely separate from the service level agreement between the CWS/Web Division Office and the Contractor. That Systems Integrator Service Level Agreement is monitored and acted upon by the Oversight – Internal Operations Function, although the outputs of the Oversight – Internal Operations Function will be incorporated into the contents and reporting associated with the CWS/Web Performance Agreement.

The Service Level Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Level Management Function
- Performance Measures Function to obtain the reporting and performance analytics necessary for the CWS/Web Division Office to report against its performance agreement with the CWS Program
- Oversight – Internal Operations Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expectations
- Contract management activities to assess the impact of requested service level changes with the CWS Program on existing contractual agreements
- Customer Relationship Management Function to obtain and report on stakeholder satisfaction with the CWS/Web Solution

Table VI-34 Service Level Management Requirements lists the requirements for the Service Level Management solution to be delivered by the Contractor.

Table VI-34 Service Level Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3952	The Contractor shall design, build, integrate, test, and implement the CWS/Web Service Level Management	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Function in alignment with ITIL frameworks and guidelines.		Page#:
3953	The Contractor shall design, build, implement and maintain the Service Level Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3954	The Contractor shall develop, submit and maintain a CWS/Web Performance Agreement SS005 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3955	The Contractor shall monitor all functions and service partners for conformance to agreements reached in their performance agreement(s).	Yes ☐ No ☐	Vol: Section: Page#:
3956	The Contractor shall report monthly to the CWS/Web Division Office leadership on the performance of all functions and service partners.	Yes ☐ No ☐	Vol: Section: Page#:
3957	The Contractor shall work with the CWS/Web Division Office leadership to create and execute remediations identified to adjust performance to agreed upon service levels.	Yes ☐ No ☐	Vol: Section: Page#:
3958	The Contractor shall work with the CWS/Web Division Office leadership to track and report on performance remediations.	Yes ☐ No ☐	Vol: Section: Page#:
3959	The Contractor shall include in the Function Delivery Plan SS003 for the Service Level Management Function the following additional detail: • Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	performance of the Service Level Management Function. • Performance Measures Function to obtain the reporting and performance analysis necessary for the CWS/Web Division Office to report against its performance agreement with the CWS Program. • Oversight - Internal Operations Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expected performance. • Contract Management Function to assess the impact of requested service level changes with the CWS Program on existing contractual agreements. • Customer Relationship Management Function to obtain and report on stakeholder satisfaction with the CWS/Web Solution.		
3960	The Contractor shall design, build, implement and maintain a CWS/Web Service Level Management Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Level Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
3961	The Contractor shall design, build, implement and maintain a CWS/Web Service Level Management Function that works closely with the Performance Measures Function to obtain the reporting and performance analysis necessary for the CWS/Web Division Office to report against its service level agreement with the CWS Program.	Yes ☐ No ☐	Vol: Section: Page#:
3962	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Service Level Management Function that works closely with the Oversight - Internal Operations Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expected performance.	Yes ☐ No ☐	Section: Page#:
3963	The Contractor shall design, build, implement and maintain a CWS/Web Service Level Management Function that works closely with the contract management activities to assess the impact of requested service level changes with the CWS Program on existing contractual agreements.	Yes ☐ No ☐	Vol: Section: Page#:
3964	The Contractor shall design, build, implement and maintain a CWS/Web Service Level Management Function that works closely with the Customer Relationship Management Function to obtain and report on stakeholder satisfaction with the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4040	The Contractor shall work directly with the Office of Technology Services (OTech) concerning OTech's role in supporting the CWS/Web solution by defining and implementing clear and transparent roles and responsibilities as described in SS017 Service Partner Performance Agreement.	Yes ☐ No ☐	Vol: Section: Page#:
4697	The Contractor staff shall have experience managing, maintaining, monitoring and reporting on performance measures associated with service level agreements, operational level agreements and under-pinning contracts in environments similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4698	The Contractor staff performing in the Service Level Manager role must be certified at the ITIL Service Manager	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Master level for at least ITIL Version 2.		Page#:
4786	The Contractor shall provide all CWS/Web service level reporting to CDSS and OSI, including services provided by OTech.	Yes ☐ No ☐	Vol: Section: Page#:
4787	The Contractor shall establish procedures to provide support to OTech to resolve all service level issues and deficiencies stemming from OTech-provided services.	Yes ☐ No ☐	Vol: Section: Page#:
4788	The Contractor shall work with the State to develop/refine service level objectives encompassing all CWS/Web maintenance and operations services requirements and to comply with the Performance and Capacity Management Plan TM022.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.2.14. SOLUTION ARCHITECTURE

The Solution Architecture Function maintains and manages the mechanisms necessary to ensure the production CWS/Web Solution meets CWS Program requirements while being in alignment with State, CDSS and OSI enterprise architecture policies, frameworks and standards.

Solution Architecture establishes the policies and standards within which technical solutions for the CWS Program are designed and evaluated, so that economies of scale can be obtained and new solution integration facilitated. Solution Architecture is a living function that evolves as the technology industry introduces new solution capabilities. As such it must be built and maintained. Initiatives analyzed by the Proposal Development Function are presented to the Oversight – Internal Operations Function and evaluated as to their fit within the agreed upon Solution Architecture for the stakeholder.

It is envisioned that the Solution Architecture Function will ensure:

- All solutions are designed within and conform to technical architecture standards
- Technical architecture standards evolve to meet new needs in a real life manner
- All solutions nearing their end of life have a technology evolution strategy identified and pursued

- All proposed new technology is reviewed before it is introduced into the CWS/Web Solution, including an evaluation of the pros, cons, and impacts of introducing the technology.

The CWS/Web Solution Architecture environment is challenging in that multiple entities will be participating in the delivery of the CWS/Web Solution. This will require the Contractor deliver a comprehensive and cohesive CWS/Web Solution Architecture that integrates multiple partner architectures in a manner that ensures the CWS/Web Solution is delivered at required service levels. The Solution Architecture Function must address, at a minimum, the following:

- Solution Architecture administration
- Distributed accountability for partner architectures that exist across the various entities that comprise the CWS/Web service delivery partnership consortium, including:
    - California Office of Technology Services
    - Counties
    - CWS County Program Managers
    - California Department of Social Services
    - Interfacing California State Departments
    - Federal entities
    - Private entities
    - OSI
    - Contractors associated with the delivery and support of the CWS/Web Solution

Solution Architecture establishes the technology "standards and guidelines" to be employed by each of the technical functions and client organizations. The development of the solution architecture must involve stakeholders. This involvement helps ensure a common understanding and inclusion of stakeholder needs and requirements.

The Solution Architecture Function must be constructed to ensure alignment between the Solution Architecture Function and what is actually deployed into the CWS/Web Solution production environment. Thus the Solution Architecture Function must ensure this required alignment. The Solution Architecture Function’s primary responsibilities include:

- Providing systems integration administration
- Maintaining the enterprise Solution Architecture documentation
- Providing technical impact analysis on potential or proposed changes.
- Validating proposed system designs to ensure consistency with established architecture

- Coordinating changes between the Application Maintenance & Support, Network (Connectivity), Servers (Hosting) & Storage, Information Management and Security Functions
- Developing, maintaining and enforcing IT Policies, Standards & Procedures

- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage technical architects ensure:
  - All solutions are designed and conform to Solution Architecture standards
  - Solution Architecture standards evolve to meet new needs in a real life manner
  - All solutions nearing their end of life have a technology retirement strategy identified and pursued
  - That the introduction of change is appropriately managed and transitioned into the CWS/Web Solution production environment
  - That the necessary skill-sets to provide ongoing production support to meet the stakeholders required levels of service are identified and addressed prior to the change being introduced into the CWS/Web production environment.

The Office of Systems Integration (OSI), Enterprise Architecture Office (EAO) has developed significant Solution Architecture tools and frameworks. It is intended that these tools and frameworks be utilized in the creation and maintenance of the CWS/Web Solution. The Contractor is encouraged to augment these tools and frameworks with solution sets that they have deployed successfully in other settings. (The OSI Solution Architecture Framework and the OSI Solution Architecture Framework Toolkit can be found in the Bidder's Library.)

The OSI Solution Architecture Framework (SAF) Toolkit is a guide to assist solution architects (SAs) assigned to and supporting a project team. The SAF Toolkit provides SAs with the means for creating project solutions that are leveraged appropriately across the enterprise's business activities and technical infrastructure to ensure effectiveness and value to the project sponsor. This Toolkit allows SAs to create a consistent set of deliverables that model the solution's business, data, service, and technical infrastructure to address the project sponsor's business needs and furnish the "blueprints" needed by the project's development team.

The SAF Toolkit consists of a methodology, a series of templates, instructions, and examples of completed models to facilitate the development of an architected solution and the architecture deliverables required for the project effort. The SAF Toolkit is an important part of Enterprise Architecture (EA) implementation as it obtains and considers information from a project sponsor's EA program, along with their business strategy and relevant drivers to create a solution within the project

scope. The SAF Toolkit helps the SA provide a project solution that is aligned within the context of the enterprise's business activities, management of data, service delivery approach, and technology use. This alignment ensures that the project solution indentifies opportunities for sharing across the appropriate community of interest and helps sponsors avoid unnecessary redundancy and cost.

The Solution Architecture Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Solution Architecture Function
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure:
    - All solutions are designed and conform to Solution Architecture standards
    - Solution Architecture standards evolve to meet new needs in a real life manner
    - All solutions nearing their end of life have a technology retirement strategy identified and pursued
    - That the introduction of change is appropriately managed and transitioned into the CWS/Web Solution production environment
    - That the necessary skill-sets to provide ongoing production support to meet the stakeholders required levels of service are put in place prior to the change being introduced into the CWS/Web production environment
- Availability Management, Capacity Management, Change Management, Configuration Management, Service Continuity Management Functions to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements

Table VI-35 Solution Architecture Requirements lists the requirements for the Solution Architecture solution to be delivered by the Contractor.

Table VI-35 Solution Architecture Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3966	The Contractor shall design, build, implement and maintain the Solution Architecture Function as per the final	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.		Page#:

3967	The Contractor shall include in the Function Delivery Plan SS003 for the Solution Architecture Function the following additional detail:
	• Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Solution Architecture Function
	• Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure:
	  • All solutions are designed and conform to Solution Architecture standards.
	  • Solution Architecture standards evolve to meet new needs in a real life manner.
	  • All solutions nearing their end of life have a technology retirement strategy identified and pursued.
	  • That the introduction of change is appropriately managed and transitioned into the CWS/Web Solution production environment.
	  • That the necessary skill-sets to provide ongoing production support to meet the stakeholders required levels of service are put in place prior to the change being introduced into the CWS/Web production environment.
	• Availability Management, Capacity Management, Change Management,
		Yes ☐ No ☐	Vol:
			Section:
			Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Configuration Management, Service Continuity Management Functions to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.		
3968	The Contractor shall design, build, implement and maintain a CWS/Web Solution Architecture Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Solution Architecture Function.	Yes ☐ No ☐	Vol: Section: Page#:
3969	The Contractor shall design, build, implement and maintain a CWS/Web Solution Architecture Function that works closely with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure: • All solutions are designed and conform to Solution Architecture standards. • Solution Architecture standards evolve to meet new needs in a real life manner. • All solutions nearing their end of life have a technology retirement strategy identified and pursued. • That the introduction of change is appropriately managed and transitioned into the CWS/Web Solution production environment. • That the necessary skill-sets to provide ongoing production support to meet the stakeholders required levels of service are put in place prior to the change being introduced into the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	CWS/Web production environment.		
3970	The Contractor shall design, build, implement and maintain a CWS/Web Solution Architecture Function that works closely with the Availability Management, Capacity Management, Change Management, Configuration Management, Service Continuity Management Functions to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3. SERVICE MAINTENANCE

The Service and Support delivery model is a process oriented framework organized into dimensions. The second dimension is Service Maintenance. Service Maintenance focuses on maintaining and enhancing the CWS/Web Solution components to the state of required policy, programmatic and technology currency and compliance.

Table VI-36 Service Maintenance Dimension Summary

Function	Scope of Responsibility	Collaborations
Application Maintenance & Support	The Application Maintenance and Support Function is responsible for maintaining and enhancing the CWS/Web Solution programmatic oriented software, as well as any software tools utilized within any of the Service and Support functions. Application Maintenance and Support ensures that the availability of all production application systems meets agreed upon service level agreements. This includes supporting break/fix needs, maintenance (i.e. system software releases or other non-negotiable changes), performance improvements, enhancements, and efforts to reduce ongoing support and/or production costs.	• Availability Management • Capacity Management • Configuration Management • Customer Relationship Management • Customer Training • Governance • Incident Management • Information Management • Interface Management • Oversight – Internal Operations • Performance Measures • Personal Device Support • Problem Management • Project Management • Proposal Development • Quality Assurance • Requirements Management • Release Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Solution Architecture • Technical Writing • Testing • Work Request Receipt

Function	Scope of Responsibility	Collaborations
Directory Repository Management	The Directory Repository Management Function is responsible for maintaining and managing the mechanisms through which all repositories typically associated with directories of people, places, things, and events are kept current and useable.	• Application Maintenance & Support • Customer Relationship Management • Customer Training • Governance • Incident Management • Oversight – Internal Operations • Performance Measures • Problem Management • Security • Service Desk • Technical Writing Requirements Management
Control Agency Compliance	The Control Agency Compliance Function is responsible for maintaining and managing the mechanisms that collect all the information needed from the Service and Support functions that the CWS/Web Division Office needs to meet the Control Agency Compliance requirements associated with the CWS/Web Solution.	• Governance • OSI Enterprise Services • Oversight – Internal Operations • Performance Measures • All other functions in the three Service and Support dimensions
Customer Report Creation Support	The Customer Report Creation Support is responsible for maintaining and managing the mechanisms that provide assistance to CWS workers, managers and stakeholders to create customized reports for their needs. Additionally, this function is also responsible for creating, maintaining, enhancing, and supporting report templates commonly used throughout the State.	• Application Maintenance & Support • Capacity Management • Customer Training • Governance • Incident Management • Information Management • Oversight – Internal Operations • Performance Measures • Problem Management • Quality Assurance • Service Desk • Technical Writing • Testing

Function	Scope of Responsibility	Collaborations
Forms Management	The Forms Management Function is responsible for maintaining and managing all CWS/Web Solution forms to ensure compliance with Federal and State regulations and usability in the delivery of CWS Program services.	• Application Maintenance & Support • Change Management • Customer Training • Governance • Incident Management • Information Management • Oversight – Internal Operations • Performance Measures • Problem Management • Release Management • Service Desk • Technical Writing

Function	Scope of Responsibility	Collaborations
Information Management	The Information Management Function ensures that all CWS/Web Solution data created or needed by the stakeholder is: • Stored and managed according to security and data standards • Available on-demand and accessible to the stakeholder and whoever that stakeholder authorizes to utilize that information • Documented to allow impact analysis for future changes The Information Management Function is responsible for all CWS/Web Solution databases, data marts, data warehouses and all other application data files.	• Application Maintenance & Support • Availability Management • Capacity Management • Change Management • Configuration Management • Customer Relationship Management • Customer Training • Forms Management • Governance • Incident Management • Interface Management • Operations • Oversight – Internal Operations • Performance Measures • Problem Management • Project Management • Proposal Development • Quality Assurance • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Solution Architecture • Technical Writing • Testing • Work Request Receipt

Function	Scope of Responsibility	Collaborations
Interface Management	The Interface Management Function is responsible for maintaining and managing the governmental and non-governmental working relationships between the organizational entities associated with each of the interfaces implemented for the CWS/Web Solution. The objective is to ensure the ongoing integrity, confidentiality, and availability of these interfaces for use by CWS/Web Solution end-users.	• Application Maintenance & Support • Availability Management • Capacity Management • Change Management • Customer Training • Governance • Incident Management • Oversight – Internal Operations • Performance Measures • Problem Management • Project Management • Proposal Development • Quality Assurance • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Technical Writing • Testing • Other organizations: o Counties o OTech o Federal Departments o Other State Departments

Function	Scope of Responsibility	Collaborations
Project Management	The Project Management Function is responsible for providing project management over all CWS/Web Solution future releases and planned changes to ensures they are: • Managed successfully from a schedule, scope and cost perspective • Conducted in accordance with State and OSI project management policies, practices and standards	• Application Maintenance & Support • Availability Management • Capacity Management • Change Management • Communications • Configuration Management • Customer Relationship Management • Governance • Information Management • Networks (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Proposal Development • Quality Assurance • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Technical Writing • Testing • CWS Program • OSI Enterprise Services

Function	Scope of Responsibility	Collaborations
Quality Assurance	The Quality Assurance Function is responsible for maintaining and managing the mechanisms for final acceptance of all CWS/Web Solution changes prior to release into the production environment including validation that all Service and Support functions will be prepared for the post-change environment.	• Application Maintenance & Support • Change Management • Configuration Management • Customer Training • Governance • Information Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Desk • Technical Writing • Testing

Function	Scope of Responsibility	Collaborations
Requirements Management	The Requirements Management Function is responsible for maintaining and managing the mechanisms to ensure the CWS/Web Solution requirements repository: • Consistently reflects how the production CWS/Web Solution is constructed currently and/or as it will be after a release is made • Available for use by Service and Support functions as they require	• Application Maintenance & Support • Change Management • Configuration Management • Governance • Information Management • Networks (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Project Management • Quality Assurance • Release Management • Security • Servers (Hosting) & Storage • Technical Writing • Testing
Technical Writing	The Technical Writing Function is responsible for providing guidance and assistance in the creation of all CWS/Web Solution Service and Support documents. This function assists with the creation and maintenance of such items as: • User Reference Guides, • Training materials • Quick reference material • Function procedures • Technical Documentation	• Document Management • Governance • Oversight – Internal Operations • Performance Measures • All other Functions in the three Service and Support dimensions

Function	Scope of Responsibility	Collaborations
Testing	The Testing Function is responsible for maintaining and managing the mechanisms by which any proposed change to the CWS/Web Solution is tested through the various testing phases (unit to performance) prior to being passed to the Quality Assurance Function for final acceptance testing. This includes such activities as: • Creating and maintaining test case scenarios • Creating and maintaining test data • Validating test results to ensure expected outcomes are achieved • Managing supporting test libraries and test environments • Testing impact of change on all affected Service and Support functions	• Governance • Oversight – Internal Operations • Performance Measures • Quality Assurance • Release Management • Requirements Management • Technical Writing • All other Functions in the three Service and Support dimensions as impacted by a change

Function	Scope of Responsibility	Collaborations
Workflow & Business Rules Management	The Workflow and Business Rule Management Function provides assistance to CWS/Web Solution stakeholders in the use of this functionality provided by the CWS/Web Solution. Additionally it maintains and manages the mechanisms that identify and support common usage patterns that are made available to all CWS/Web Solution stakeholders.	• Application Maintenance & Support • Change Management • Customer Relationship Management • Customer Training • Governance • Incident Management • Information Management • Interface Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Problem Management • Proposal Development • Quality Assurance • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Solution Architecture • Technical Writing • Testing

VI.6.3.1. APPLICATION MAINTENANCE & SUPPORT

The Application Maintenance and Support Function is responsible for the CWS/Web Solution programmatic oriented software, as well as any software tools utilized within any of the Service and Support functions. Application Maintenance and Support ensures that the availability of all production application systems meet agreed upon service level agreements. This includes supporting Corrective, Perfective, Preventive, Adaptive, and Emergency changes and efforts to reduce ongoing support and/or production costs.

Typical duties of the Application Maintenance & Support Function are:

- Developing, maintaining and supporting CWS/Web Solution application code

- Deploying, maintaining and administering application development tools
- Coordinating the installation of software modifications into the CWS/Web Solution processing environments (see Servers (Hosting) & Storage Function for list of processing environments)
- Performing reviews to ensure alignment between requirements, designs, code changes, testing and readiness for deployment
- Creating and maintaining application documentation
- Maintaining all configuration items that are necessary to maintain, support and operate the CWS/Web Solution
- Developing and maintaining system design documentation

The Application Maintenance & Support Function works closely with the:

- Information Management Function for any data related changes necessary to support the application changes being developed and deployed
- Requirements Management Function to develop CWS/Web Solution requirements documentation
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches
- Customer Training Function for training material updates required to reflect planned application enhancement changes
- Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment
- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for application related information such as:
    - Source Code
    - Job processing scripts
    - Load libraries
    - As-built documentation
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes)
- Interface Management Function to maintain the usability of all necessary interfaces, SOA and shared services solutions deployed within the CWS/Web Solution
- Solution Architecture Function to ensure the application layer remains in conformance and compliance with the overall CWS/Web Solution Architecture

- Service Desk, Incident and/or Problem Management Functions to provide 2nd and 3rd severity level support for incidents or problems being assigned to the Application Maintenance & Support Function
- Service Continuity Management Function to ensure all software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster
- Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Servers (Hosting) & Storage Function for any server or storage changes necessary to support the application changes being developed and deployed
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Application Maintenance & Support Function

Table VI-37 Application Maintenance and Support Requirements list the requirements for the Application Maintenance & Support solution to be delivered by the Contractor.

Table VI-37 Application Maintenance and Support Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1969	The Contractor shall provide the trained technical resources to modify or enhance the CWS/Web System application(s) to ensure that CWS/Web System continues to support State legislative, regulatory and business requirements.	Yes ☐ No ☐	Vol: Section: Page#:
1972	The Contractor shall perform application maintenance for the CWS/Web Solution as part of the Contractor's contract which includes the following services: • Performing Corrective Maintenance.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Performing Perfective Maintenance such as source code restructuring, database reorganizations, application tuning and the recoding of application modules. • Performing Preventive Maintenance. • Performing Adaptive Maintenance in accordance with a State-approved SCA or TSR. • Performing Emergency Maintenance.		
4068	The Contractor shall design, build, implement and maintain all Application Maintenance and Support Products and Materials in conformance with EIA/IEEE J-Std. 016-1995 E.2.2, E.2.4, J.2.3 and NIST standards 800-95 and 800-18.	Yes ☐ No ☐	Vol: Section: Page#:
4070	The Contractor shall include any necessary data conversion and perform migration to the new and/or enhanced system applications as required to successfully implement any future CWS/Web Solution releases into production use.	Yes ☐ No ☐	Vol: Section: Page#:
4071	The Contractor shall design, build, implement and maintain all CWS/Web application documentation to ensure it is reflective of the CWS/Web production environment at all times and useable (e.g., for operational failure recovery; designing, coding, testing and implementing future modifications).	Yes ☐ No ☐	Vol: Section: Page#:
4072	The Contractor shall perform application break/fix changes during the CWS/Web Solution Production Phase ensuring that all break/fix changes assess and test the impact on the functions in the three Service and Support dimensions.	Yes ☐ No ☐	Vol: Section: Page#:
4073	The Contractor shall collaborate with the		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	CWS/Web Division Office in the evaluation of new development products/tools associated with CWS/Web Solution application maintenance and support.	Yes ☐ No ☐	Section: Page#:
4074	The Contractor shall design, build, implement and maintain the application security mechanisms in the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4075	The Contractor shall provide Tier 1, Tier 2, and Tier 3 expertise to cover all technical issues arising from Service desk calls from CWS/Web System users (State and County staff) for all CWS/Web Solution "application" related calls.	Yes ☐ No ☐	Vol: Section: Page#:
4076	The Contractor shall design, build, implement and maintain the CWS/Web Solution application software in a fashion that enables all CWS/Web Service Levels to be consistently achieved.	Yes ☐ No ☐	Vol: Section: Page#:
4077	The Contractor shall maintain the currency of release levels and licenses of the application development tools used to troubleshoot, maintain and enhance the CWS/Web Solution application.	Yes ☐ No ☐	Vol: Section: Page#:
4078	The Contractor shall provide formal proposals to the CWS/Web Division Office upon receipt of a Change Management Request (CMR) having a "Major" designation within 15 working days 95% of the time.	Yes ☐ No ☐	Vol: Section: Page#:
4079	The Contractor shall provide formal proposals to the CWS/Web Division Office upon receipt of a Change Management Request (CMR) having a "Minor" designation within 10 working days 95% of the time.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4080	The Contractor shall provide a proposal to the CWS/Web Division Office upon receipt of a Change Management Request (CMR) having an "Urgent" designation within 1 working day and complete change within timeframe agreed to with the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
4081	The Contractor shall complete approved changes in the agreed upon timeframes negotiated with the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
4082	The Contractor shall develop and submit a Corrective Application Maintenance Performance Report SS009 as defined in the accepted Function Delivery Plan SS003 for the Application Maintenance and Support function.	Yes ☐ No ☐	Vol: Section: Page#:
4145	The Contractor shall include in the Function Delivery Plan SS003 for the Application Maintenance & Support Function the following the following additional detail that explains how the Application Maintenance & Support Function will work closely with the: Information Management Function for any data related changes necessary to support the application changes being developed and deployed. Requirements ManagementFunction to develop CWS/Web Solution requirements documentation. Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches. Customer Training Function for training material updates required to reflect planned application enhancement changes, Project Management to ensure alignment between those functions	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	necessary to successfully deploy a change into the targeted CWS/Web Solution environment. Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for application related information including Source Code, Job processing scripts, Load libraries, As-built documentation Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes). Interface Management Function to maintain the usability of all necessary interfaces, SOA and shared services solutions deployed within the CWS/Web Solution. Solution Architecture Function to ensure the application layer remains in conformance and compliance with the overall CWS/Web Solution Architecture. Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Application Maintenance & Support Function, Service Continuity Management Function to ensure all software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster, Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications, Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site. Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Application Maintenance & Support Function.		
4146	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Information Management Function for any data related changes necessary to support the application changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:
4147	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Requirements Management Function to develop CWS/Web Solution requirements documentation.	Yes ☐ No ☐	Vol: Section: Page#:
4148	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.	Yes ☐ No ☐	Vol: Section: Page#:
4149	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Customer Training Function for training material updates required to reflect planned application enhancement changes.	Yes ☐ No ☐	Vol: Section: Page#:
4150	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	environment.		
4151	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Configuration Management Function to maintain the Definitive Software Library (and any related libraries) for application related information such as: Source Code; Job processing scripts; Load libraries; As-built documentation.	Yes ☐ No ☐	Vol: Section: Page#:
4152	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).	Yes ☐ No ☐	Vol: Section: Page#:
4153	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Interface Management Function to maintain the usability of all necessary interfaces, SOA and shared services solutions deployed within the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4154	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Solution Architecture Function to ensure the application layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.	Yes ☐ No ☐	Vol: Section: Page#:
4155	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Application	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Maintenance & Support Function.		
4156	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Service Continuity Management Function to ensure all software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.	Yes ☐ No ☐	Vol: Section: Page#:
4157	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications.	Yes ☐ No ☐	Vol: Section: Page#:
4158	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4159	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Application Maintenance & Support Function.	Yes ☐ No ☐	Vol: Section: Page#:
4160	The Contractor shall design, build, implement and maintain the Application Maintenance and Support Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	and Support Requirements.		
4382	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4383	The Contractor's supplied Application Maintenance & Support Function solution shall integrate with the Servers (Hosting) & Storage Function for any server or storage changes necessary to support the application changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.2. DIRECTORY REPOSITORY MANAGEMENT

The Directory Repository Management Function is responsible for maintaining and managing the mechanisms through which all repositories typically associated with directories of people, places, things, and events are kept current and useable.

The CWS/Web Solution will implement several repositories and directories that will be updated by various CWS/Web Solution stakeholders. Maintenance and support solutions for the directory repositories envisioned in the CWS/Web Solution will need to be addressed. Examples of directory repositories being requested in the CWS/Web Solution are:

- A list of resources and service providers (e.g., food bank, mental health) within a specified distance of a client (listing to be configured by county)
- A catalog of approved vendors
- A directory of all county Licensing Workers.
- A catalog of all service providers, indicating:
    - Name of service provider
    - Type of service
    - Specialty
    - Location
    - Availability

- A directory of other private and public agencies, organizations, entities and individuals including, but not limited to:
    - Health care agencies/providers
    - Law enforcement
    - Hospitals
    - Public schools
    - Mental Health/Behavioral Health

The Directory Repository Management Function works closely with the:

- Application Maintenance & Support Function to provide feedback from stakeholders on the usability of the CWS/Web Solution directory repositories for improvement consideration
- Customer Relationship Management Function to obtain feedback on the usefulness of the various CWS/Web Solution directory repositories
- Customer Training and Technical Writing Functions to ensure training materials and curriculum associated with CWS/Web Solution directory repository usage and management are maintained
- Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution directory repository tools and processes by stakeholders
- Security Function to ensure solutions are put in place that allow delegated input, deletion and update of directory repository content by only authorized stakeholders
- Requirements Management Function to communicate new or revised directory repository requirements, as well as assessment of any proposed changes on the directory repositories deployed in the CWS/Web Solution
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Directory Repository Management Function
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-38 Directory Repository Management Requirements lists the requirements for the Directory Repository Management solution to be delivered by the Contractor.

Table VI-38 Directory Repository Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4084	The Contractor shall design, build, implement and maintain the Directory Repository Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4211	The Contractor shall include in the Function Delivery Plan SS003 the Directory Repository Management Function the following the following additional detail that explains how the Directory Repository Management Function will work closely with the: • Application Maintenance & Support Function to provide feedback from stakeholders on the usability of the CWS/Web Solution directory repositories for improvement consideration. • Customer Relationship Management Function to obtain feedback on the usefulness of the various CWS/Web Solution directory repositories. • Customer Training and Technical Writing Functions to ensure training materials and curriculum associated with CWS/Web Solution directory repository usage and management are maintained. • Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution directory repository tools and processes by stakeholders. • Security Function to ensure solutions are put in place that allow delegated input, deletion and update of directory repository content by only authorized stakeholder.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Requirements Management Function to communicate new or revised directory repository requirements, as well as assessment of any proposed changes on the directory repositories deployed in the CWS/Web Solution. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Directory Repository Management Function. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4212	The Contractor's supplied Directory Repository Management Function solution shall integrate with the Application Maintenance & Support Function to provide feedback from stakeholders on the usability of the CWS/Web Solution directory repositories for improvement consideration.	Yes ☐ No ☐	Vol: Section: Page#:
4213	The Contractor's supplied Directory Repository Management Function solution shall integrate with the Customer Relationship Management Function to obtain feedback on the usefulness of the various CWS/Web Solution directory repositories.	Yes ☐ No ☐	Vol: Section: Page#:
4214	The Contractor's supplied Directory Repository Management Function solution shall integrate with the Customer Training and Technical Writing Functions to ensure training materials and curriculum associated	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	with CWS/Web Solution directory repository usage and management are maintained.		
4215	The Contractor's supplied Directory Repository Management Function solution shall integrate with the Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution directory repository tools and processes by stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4216	The Contractor's supplied Directory Repository Management Function solution shall integrate with the Security Function to ensure solutions are put in place that allow delegated input, deletion and update of directory repository content by only authorized stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4217	The Directory Repository Management Function solution shall integrate with the Requirements Management Function to communicate new or revised directory repository requirements, as well as assess any proposed changes on the directory repositories deployed in the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4218	The Contractor's supplied Directory Repository Management Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Directory Repository Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4219	The Contractor's supplied Directory Repository Management Function solution shall integrate with the Technical Writing function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		

VI.6.3.3. CONTROL AGENCY COMPLIANCE

The Control Agency Compliance Function is responsible for maintaining and managing the mechanisms that collect all the information from the Service and Support functions needed by the CWS/Web Division Office to meet the Control Agency Compliance requirements associated with the CWS/Web Solution. OSI and the CWS/Web Division Office are required to comply with specific Control Agency Compliance requirements. Examples include:

- Advance Planning Documents
- Annual Maintenance and Operations Plan
- Budget Change Proposals
- Feasibility Study Reports
- Post Implementation and Evaluation Reports
- IT Risk Management Certification
- Disaster Recovery Plan
- Security Incident Notification and Security Incident Reporting
- Software Management Plan

The Control Agency Compliance Function works closely with the:

- All other functions in the three Service and Support dimensions as necessary to obtain the information necessary in a timely manner to allow the CWS/Web Division Office to meet all Control Agency Compliance requirements accurately
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Control Agency Compliance Function

Table VI-39 Control Agency Compliance Requirements lists the requirements for the Control Agency Compliance Function solution to be delivered by the Contractor.

Table VI-39 Control Agency Compliance Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4085	The Contractor shall assist the State in designing, building, implementing and maintaining all Control Agency Compliance Products and Materials in conformance with the California State Administrative Manual, Section 5300, State Information Management Manual (SIMM) and 45 CFR Part 95.	Yes ☐ No ☐	Vol: Section: Page#:
4086	The Contractor shall design, build, implement and maintain the Control Agency Compliance Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4087	The Contractor shall assist the CWS/Web Division Office in preparing the annual plans due to State and federal control agencies on an annual basis according to mandated timelines and content.	Yes ☐ No ☐	Vol: Section: Page#:
4200	The Contractor's supplied Control Agency Compliance Function solution shall integrate with all other functions in the three Service and Support dimensions as necessary to obtain the information necessary in a timely manner to allow the CWS/Web Division Office to meet all Control Agency Compliance requirements accurately.	Yes ☐ No ☐	Vol: Section: Page#:
4201	The Contractor's supplied Control Agency Compliance Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Control Agency Compliance Function.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.4. CUSTOMER REPORT CREATION SUPPORT

The Customer Report Creation Support is responsible for maintaining and managing the mechanisms that assist CWS workers, managers and stakeholders in the creation of customized reports for their needs. Additionally, this function is also responsible for creating, maintaining, enhancing, and supporting report templates commonly used throughout the State.

The CWS/Web Solution will implement a reporting and query capability that will be used by various CWS/Web Solution Users. Maintenance and support solutions for the reporting and query solution envisioned in the CWS/Web Solution will need to be addressed. Examples of reporting and query functionality being requested in the CWS/Web Solution are:

- The ability to format and run ad hoc reports to any internal or external inquiry (e.g., requests for information, point in time information on specific items such as how many children from an area are in foster homes)
- The capability to document, record and store ad hoc report queries and standard query language (SQL) logic for access by users

The Customer Report Creation Support Function works closely with the:

- Application Maintenance & Support Function for creation of templates and standard queries for commonly used reports
- Capacity Management Function to ensure the query and reporting solution can meet workload demands
- Customer Training Function to ensure all training materials are reflective of the query and reporting solution as changes occur
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Report Creation Support Function
- Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution Customer Report Creation Support Function tools and processes by stakeholders
- Information Management Function to ensure that all data repositories are maintained in a manner that allows the reporting and query solution to operate as required and not degrade other aspects of the CWS/Web Solution
- Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-40 Customer Report Creation Support Requirements lists the requirements for the Customer Report Creation Support solution to be delivered by the Contractor.

Table VI-40 Customer Report Creation Support Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4091	The Contractor shall design, build, implement and maintain the Customer Report Creation Support Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4092	The Contractor shall provide the service and support to assist CWS/Web Solution stakeholders to create customized reports and use standard statewide report templates.	Yes ☐ No ☐	Vol: Section: Page#:
4202	The Contractor shall include in the Function Delivery Plan SS003 for the Customer Report Creation Support Function the following additional detail that explains how the Customer Report Creations Support Function will work closely with the: • Application Maintenance & Support Function for creation of templates and standard queries for commonly used reports. • Capacity Management Function to ensure the query and reporting solution can meet workload demands. • Customer Training Function to ensure all training materials are reflective of the query and reporting solution as changes occur. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Report Creation Support Function.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution Customer Report Creation Support Function tools and processes by stakeholders. • Information Management Function to ensure that all data repositories are maintained in a manner that allows the reporting and query solution to operate as required and not degrade other aspects of the CWS/Web Solution. • Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4203	The Contractor's supplied Customer Report Creation Support Function solution shall integrate with the Application Maintenance & Support Function for creation of templates and standard queries for commonly used reports.	Yes ☐ No ☐	Vol: Section: Page#:
4204	The Contractor's supplied Customer Report Creation Support Function solution shall integrate with the Capacity Management Function to ensure the query and reporting solution can meet workload demands.	Yes ☐ No ☐	Vol: Section: Page#:
4205	The Contractor's supplied Customer		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Report Creation Support Function solution shall integrate with the Customer Training Function to ensure all training materials are reflective of the query and reporting solution as changes occur.	Yes ☐ No ☐	Section: Page#:
4206	The Contractor's supplied Customer Report Creation Support Function solution shall integrate with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Customer Report Creation Support Function.	Yes ☐ No ☐	Vol: Section: Page#:
4207	The Contractor's supplied Customer Report Creation Support Function solution shall integrate with the Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution Customer Report Creation Support Function tools and processes by stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4208	The Contractor's supplied Customer Report Creation Support Function solution shall integrate with the Information Management Function to ensure that all data repositories are maintained in a manner that allows the reporting and query solution to operate as required and not degrade other aspects of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4209	The Contractor's supplied Customer Report Creation Support Function solution shall integrate with the Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use.	Yes ☐ No ☐	Vol: Section: Page#:
4210	The Contractor's supplied Customer		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Report Creation Support Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Section: Page#:

VI.6.3.5. FORMS MANAGEMENT

The Forms Management Function is responsible for maintaining and managing all CWS/Web Solution forms to ensure compliance with federal and State regulations and usability in the delivery of CWS Program services.

The CWS/Web Solution will manage a variety of forms that CWS workers and managers, courts and law enforcement agencies will use. The Forms Management Function is responsible for creating, maintaining, and making accessible all CWS/Web Solution forms, maintaining a library of forms, ensuring its contents are available for use, and assisting CWS/Web users in the use of the Forms Management Function and its contents. Examples of Forms Management functionality being requested in the CWS/Web Solution are:

- All documents to external clients must be implemented in multiple languages per CDSS Manual of Policy and Procedures, Division 21-115.2
- The system shall generate electronic and printed copies of assessment forms in a format to be shared with clients and other interested individuals
- The CWS worker shall be provided with standard templates for forms
- The system shall provide a standard format for Safety Plans

Forms Management is the function that manages the creation, maintenance, update, and implementation activities of a new form, a revised form or the deactivation of a form.

The Forms Management Function works closely with the:

- Change Management and Release Management Functions to ensure form changes are introduced into production only when all service and support mechanisms associated with forms management are ready to provide stakeholders the support they need based on the changes being introduced
- Application Maintenance & Support Function for creation or update of automated forms

- Customer Training Function to ensure all training materials are reflective of new or updated forms as changes occur
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Forms Management Function
- Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution automated forms
- Information Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution
- Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-41 Forms Management Requirements lists the requirements for the Forms Management solution to be delivered by the Contractor.

Table VI-41 Forms Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4066	The Contractor shall design, build, implement and maintain the Forms Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4067	The Contractor shall include in the Forms Management solution the processes and toolsets to support version control of forms while retaining prior versions for future needs.	Yes ☐ No ☐	Vol: Section: Page#:
4225	The Contractor shall include in the Function Delivery Plan SS003 for the Forms Management Function the following additional detail that explains how the Forms Management function will work closely with the:	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Change Management and Release Management Functions to ensure form changes are introduced into production only when all Service and Support mechanisms associated with forms management are ready to provide stakeholders the support they need based on the changes being introduced; • Application Maintenance & Support Function for creation or update of automated forms; • Customer Training Function to ensure all training materials are reflective of new or updated forms as changes occur; • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Forms Management Function; • Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution automated forms; • Information Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution; • Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use; • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	to be resumed at an alternate site.		
4226	The Contractor's supplied Forms Management Function solution shall integrate with the Change Management and Release Management Functions to ensure form changes are introduced into production only when all Service and Support mechanisms associated with forms management are ready to provide stakeholders the support they need based on the changes being introduced.	Yes ☐ No ☐	Vol: Section: Page#:
4227	The Contractor's supplied Forms Management Function solution shall integrate with the Application Maintenance & Support function for creation or update of automated forms.	Yes ☐ No ☐	Vol: Section: Page#:
4228	The Contractor's supplied Forms Management Function solution shall integrate with the Customer Training Function to ensure all training materials are reflective of new or updated forms as changes occur.	Yes ☐ No ☐	Vol: Section: Page#:
4229	The Contractor's supplied Forms Management Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Forms Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4230	The Contractor's supplied Forms Management Function solution shall integrate with the Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution automated forms.	Yes ☐ No ☐	Vol: Section: Page#:
4231	The Contractor's supplied Forms Management Function solution shall integrate with the Information	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution.		Page#:
4232	The Contractor's supplied Forms Management Function solution shall integrate with the Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use.	Yes ☐ No ☐	Vol: Section: Page#:
4233	The Contractor's supplied Forms Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.6. INFORMATION MANAGEMENT

The Information Management Function ensures that all CWS/Web Solution data created or needed by the stakeholder is:

- Stored and managed according to security and data standards
- Is available on-demand and accessible to the stakeholder and whoever that stakeholder authorizes to utilize that information
- Documented to facilitate analysis for future changes or uses

The Information Management is responsible for all CWS/Web Solution data administration, databases, data marts, data warehouses and all other application data files.

Information Management Function ensures that all data created and captured by the CWS/Web Solution is stored and managed according to security and data standards and is available on-demand and accessible to the authorized personnel and functions.

Typical duties of the Information Management Function are:

- Data administration
    - Analysis, classification and maintenance of the CWS/Web Solution data and data relationships including:
    - Data Dictionary
    - Maintain and support the data dictionary technical solution
    - Provide training on the use of the data dictionary
    - Identify and maintain standard data definitions for all fields
    - Data Mapping
    - Maintain an information repository that contains information about all CWS/Web Solution and interface data repositories, including such items as location, data contents, ownership, retention, security requirements, disaster recovery requirements, maintenance requirements, and applications that use that data
- Data Repositories
    - Maintain and support all data repositories
    - Maintain database software and toolsets
    - Create databases, manage database growth, and optimize database performance
    - Troubleshoot CWS/Web Solution database problems
    - Audit CWS/Web Solution repositories and databases for integrity and access
    - Provide training on the use of CWS/Web Solution data repositories
    - Ensure the accessibility, security and integrity of all CWS/Web Solution data repositories
- Data Warehouse/Mart
    - Maintain and support the CWS/Web Solution data warehouse/mart software and toolsets
    - Provide training on the use of the data warehouse/mart functionality and related toolsets
    - Ensure the integrity and confidentiality of data in the CWS/Web data warehouse/marts
    - Maintain the processes that populate the data warehouse/mart
    - Maintain all information extraction and interpretation toolsets and procedures related to CWS/Web Solution data warehouse/marts

The Information Management Function works closely with the:

- Application Maintenance & Support Function for any data related changes necessary to support the application changes being developed and deployed
- Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution data repositories
- Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches
- Customer Training Function for providing pre-populated training environment data repositories required to reflect planned application enhancement changes
- Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment
- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for application related information such as:
    - System Software
    - Database Schemas
    - Job Processing scripts
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes)
- Servers (Hosting) & Storage Function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs
- Forms Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution
- Release Management Function to ensure data is secured to ensure confidentiality, integrity and availability
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution
- Solution Architecture Function to ensure the data layer remains in conformance and compliance with the overall CWS/Web Solution Architecture (i.e., the data dictionary which is a part of the SAF Toolset for the Physical Data Model)
- Operations Function to plan for and assist in the recovery of data after a failure
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Information Management Function

- Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Information Management Function
- Service Continuity Management Function to ensure all data is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster
- Customer Relationship Management Function to obtain feedback on the usefulness of the CWS/Web Solution data warehouse/mart functionality being provided to stakeholders
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution data repositories
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-42 Information Management Requirements lists the requirements for the Information Management solution to be delivered by the Contractor.

Table VI-42 Information Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1816	The Contractor shall manage ongoing extracts of data.	Yes ☐ No ☐	Vol: Section: Page#:
1896	The Contractor shall perform system integration and coordination responsibilities with OTech for the installation, upgrade, and maintenance of OTech managed database software associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office to ensure that the version used is supported by the vendor / manufacturer.	Yes ☐ No ☐	Vol: Section: Page#:
1903	The Contractor shall implement, maintain and operate all batch-processing required to extract data from	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	source system(s) and to transform and load the data into the data warehouse.		Page#:
1904	The Contractor shall be responsible for the quality of the data in the data warehouse and must establish and maintain procedures for (as agreed with the approval and acceptance of the Function Delivery Plan SS003 for the Information Management Function): • Ensuring that the data conforms to the formatting standards. • Quality Assurance of the data. • The correction of erroneous data. • Reporting on data quality (e.g., incorrect, missing). • Managing the data repository. • Security of data and controlled access.	Yes ☐ No ☐	Vol: Section: Page#:
1979	The Contractor shall provide ongoing maintenance of the CWS/Web Application Solution data warehouse.	Yes ☐ No ☐	Vol: Section: Page#:
1981	The Contractor shall provide ongoing assistance, development, maintenance and operation of new CWS/Web Application Solution data marts cubes / star schemas and multi-dimensional databases and reports.	Yes ☐ No ☐	Vol: Section: Page#:
3631	The Contractor shall perform system integration and coordination responsibilities for the installation, upgrade, and maintenance of the Development Environment database software associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office to ensure that the version used is supported by the vendor / manufacturer.	Yes ☐ No ☐	Vol: Section: Page#:
4095	The Contractor shall design, build, implement and maintain all Information Management Products and Materials in	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	conformance with IEEE 1016-1998 and CHHSA Enterprise Architecture Program.		Page#:
4096	The Contractor shall design, build, implement, and maintain the Information Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements that addresses all the following Information Management sub-functions: • Data Management • Database Management • Data Dictionary • Meta-data • Data Warehouse Management • Interfaces • Reporting • Operations • Security • Support and Maintenance • Audit	Yes ☐ No ☐	Vol: Section: Page#:
4097	The Contractor shall design, build, implement and maintain a database management Service and Support solution that provides for enhancements and modifications to CWS/Web Solution data bases in all development, test, training and production environments.	Yes ☐ No ☐	Vol: Section: Page#:
4098	The Contractor shall design, build, implement and maintain a database management Service and Support solution that ensures the database capacity, availability, integrity and performance to be consistently provided to agreed upon CWS/Web Solution service levels.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4099	The Contractor shall design, build, implement and maintain a data dictionary management Service and Support solution that ensures the data dictionary facilitates the development, testing, training and production maintenance, enhancements and operational support activities of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4100	The Contractor shall design, build, implement and maintain a metadata repository management Service and Support solution that supports all CWS/Web Solution environments.	Yes ☐ No ☐	Vol: Section: Page#:
4101	The Contractor shall design, build, implement and maintain a data warehouse management/data mart Service and Support solution that provides for enhancements and modifications to CWS/Web Solution data bases in all CWS/Web Solution environments.	Yes ☐ No ☐	Vol: Section: Page#:
4102	The Contractor shall design, build, implement and maintain a data warehouse/data mart management Service and Support solution that ensures the database capacity, availability, integrity and performance to be consistently provided to agreed upon CWS/Web Solution service levels.	Yes ☐ No ☐	Vol: Section: Page#:
4105	The Contractor shall coordinate with OTech to ensure a backup and recovery solution for all CWS/Web environments installed at OTech is structured, implemented and maintained to consistently meet or exceed the following performance levels: • Recovery Point Objective = Zero Data Loss. • 100% Daily incremental backups, stored onsite & offsite. • 100% Weekly full backups, stored onsite & offsite.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• 100% Monthly full backups, stored offsite.		
4108	The Contractor shall repair any corrupted data that is associated with a State determined system problem within 24 hours.	Yes ☐ No ☐	Vol: Section: Page#:
4242	The Contractor shall include in the Function Delivery Plan SS003 the Information Management Function the following additional detail that explains how the Information Management Function will work closely with the: • Application Maintenance & Support Function for any data related changes necessary to support the application changes being developed and deployed. • Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution data repositories. • Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches • Customer Training Function for providing pre-populated training environment data repositories required to reflect planned application enhancement changes. • Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment. • Configuration Management Function to maintaining the Definitive Software Library (and any related	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	libraries) for application related information such as system software, database schemas and job processing scripts. • Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes. • Forms Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution. • Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution. • Solution Architecture Function to ensure the data layer remains in conformance and compliance with the overall CWS/Web Solution Architecture (i.e. the data dictionary which is a part of the SAF Toolset for the Physical Data Model). • Operations Function to plan for and assist in the recovery of data after a failure. • Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Information Management Function. • Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Information Management Function. • Service Continuity Management Function to ensure all data is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster. • Customer Relationship Management Function to obtain feedback on the usefulness of the CWS/Web Solution data warehouse/mart functionality being provided to stakeholders. • Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution data repositories. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site. • 18. Servers (Hosting & Storage Function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs. • 19. Release Management Function to ensure data is secured to ensure confidentiality, integrity and availability.		
4243	The Contractor's supplied Information Management Function solution shall integrate with the Application Maintenance & Support Function for any data related changes necessary to support the application changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4244	The Contractor's supplied Information Management Function solution shall integrate with the Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution data repositories.	Yes ☐ No ☐	Vol: Section: Page#:
4245	The Contractor's supplied Information Management Function solution shall integrate with the Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches.	Yes ☐ No ☐	Vol: Section: Page#:
4246	The Contractor's supplied Information Management Function solution shall integrate with the Customer Training Function for providing pre-populated training environment data repositories required to reflect planned application enhancement changes.	Yes ☐ No ☐	Vol: Section: Page#:
4247	The Contractor's supplied Information Management Function solution shall integrate with the Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.	Yes ☐ No ☐	Vol: Section: Page#:
4248	The Contractor's supplied Information Management Function solution shall integrate with the Configuration Management Function to maintain the Definitive Software Library (and any related libraries) for application related information (i.e. system software, database schemas and job processing scripts).	Yes ☐ No ☐	Vol: Section: Page#:
4249	The Contractor's supplied Information Management Function solution shall integrate with the Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).		
4250	The Contractor's supplied Information Management Function solution shall integrate with the Forms Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4251	The Contractor's supplied Information Management Function solution shall integrate with the Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4252	The Contractor's supplied Information Management Function solution shall integrate with the Solution Architecture Function to ensure the data layer remains in conformance and compliance with the overall CWS/Web Solution Architecture (i.e. the data dictionary which is a part of the SAF Toolset for the Physical Data Model).	Yes ☐ No ☐	Vol: Section: Page#:
4253	The Contractor's supplied Information Management Function solution shall integrate with the Operations Function to plan for and assist in the recovery of data after a failure.	Yes ☐ No ☐	Vol: Section: Page#:
4254	The Contractor's supplied Information Management Function solution shall integrate with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Information Management Function.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4255	The Contractor's supplied Information Management Function solution shall integrate with the Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Information Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4256	The Contractor's supplied Information Management Function solution shall integrate with the Service Continuity Management Function to ensure all data is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.	Yes ☐ No ☐	Vol: Section: Page#:
4257	The Contractor's supplied Information Management Function solution shall integrate with the Customer Relationship Management Function to obtain feedback on the usefulness of the CWS/Web Solution data warehouse/mart functionality being provided to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4258	The Contractor's supplied Information Management Function solution shall integrate with the Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution data repositories.	Yes ☐ No ☐	Vol: Section: Page#:
4259	The Contractor's supplied Information Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4384	The Contractor's supplied Information		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Servers (Hosting) & Storage function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs.	Yes ☐ No ☐	Section: Page#:
4385	The Contractor's supplied Information Management Function solution shall integrate with the Release Management function to ensure data is secured to ensure confidentiality, integrity and availability.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.7. INTERFACE MANAGEMENT

The Interface Management Function is responsible for maintaining and managing the governmental and non-governmental working relationships between the organizational entities associated with each of the interfaces implemented for the CWS/Web Solution. The objective is to ensure the ongoing integrity, confidentiality, and availability of these interfaces for use by CWS/Web Solution end-users.

The quantity of interfaces, shared services, and Service Oriented Architecture (SOA) solutions required by CWS/Web Solution cause this traditional Application Maintenance & Support activity to be designated as a separate function. Typical duties of the Interface Management Function are:

- Maintaining operational level agreements between all interface, shared services and SOA partners that address:
    - Hours of operation
    - Security
    - Change notification
    - Testing coordination
    - Implementation coordination
    - Support arrangements for break/fix
    - Governance structures to manage the agreement
- Acting as lead in resolving extended outages
- Acting as lead in coordinating proposed changes between interface, shared service and SOA partners and the CWS/Web Solution

There are two challenges that have to be addressed by the Contractor in the development of the Interface Management Function. These challenges are:

- SOA – The basic intent of SOA is to allow application solutions to utilize existing SOA services, rather than create redundant services. This intent moves decision making and coordination needs outside the realm of direct control of any individual application solution. SOA implementation, governance, and oversight solution creation are under the leadership of the California Office of the Chief Information Officer (OCIO). These efforts are currently evolving. As such the contractor will have to account for this evolving state in their Interface Management Function solution.
- Interfaces – The intent of the CWS/Web Solution is to expand access to a wider set of information sources and services at the federal, State, and County levels, as well as with private industry service providers. The development of new interfaces will require work to be performed on the part of the entities supplying information sources and services. It is likely that these entities will be challenged to meet CWS/Web Solution needs in the timeframes for the development and implementation of the CWS/Web Solution. Putting in place the structures that address interface creation, maintenance, and management must be done in a fashion that allows expanded incorporation of interfaces to occur during the CWS/Web Solution Production Phase as well. Thus, the Contractor's Interface Management Function solution must address maintenance of implemented interfaces and the incorporation of new interfaces, as well.

The Interface Management Function works closely with the:

- Application Maintenance & Support Function to provide specifications for change, testing requirements, and implementation guidance
- Availability Management Function to ensure the interface, SOA or shared service is designed to meet availability requirements as defined in the agreement between the CWS/Web Division Office and the interface partner
- Capacity Management Function to ensure the interface, SOA or shared service is designed to meet performance and capacity requirements as defined in the agreement between the CWS/Web Division Office and the interface partner
- Change Management Function to ensure changes proposed to the CWS/Web Solution will not negatively impact any existing or planned interfaces, SOA or shared services
- Servers (Hosting) & Storage Function to maintain the confidentiality, integrity and availability of all necessary server and storage environments needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution
- Customer Training Function to incorporate any unique requirements that an interface, SOA object or shared service requires to be utilized in CWS/Web Solution training

- Service Desk, Incident Management and Problem Management Functions to ensure swift restoration of service of CWS/Web Solution Interface, SOA and shared services
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Interface Management Function
- Project Management to ensure alignment between those functions necessary to successfully deploy an interface, SOA object or shared service change into the targeted CWS/Web Solution environment
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes)
- Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches as they relate to an interface, SOA object or shared service
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution utilized interfaces, SOA and shared services
- Service Continuity Management Function to ensure all interfaces, SOA and shared services are designed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-43 Interface Management Requirements lists the requirements for the Interface Management solution to be delivered by the Contractor.

Table VI-43 Interface Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1918	The Contractor shall monitor performance, availability, and execution of system interfaces, including both synchronous and asynchronous activities and ensure re-synchronization or recovery of lost	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	data in the case of interface faults and/or failure.		
3634	The Contractor shall be responsible for coordinating the efforts with CWS/Web Solution partners to re-synchronize interfaces to complete interface failure recovery.	Yes ☐ No ☐	Vol: Section: Page#:
4103	The Contractor shall design, build, implement and maintain the Interface Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements."	Yes ☐ No ☐	Vol: Section: Page#:
4260	The Contractor shall include in the Function Delivery Plan SS003 for the Interface Management Function the following additional detail that explains how the Interface Management Function will work closely with the: • Application Maintenance & Support Function to provide specifications for change, testing requirements, and implementation guidance. • Availability Management Function to ensure the interface, SOA or shared service is designed to meet availability requirements as defined in the agreement between the CWS/Web Division Office and the interface partner. • Capacity Management Function to ensure the interface, SOA or shared service is designed to meet performance and capacity requirements as defined in the agreement between the CWS/Web Division Office and the interface partner. • Change Management Function	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	to ensure changes proposed to the CWS/Web solution will not negatively impact any existing or planned interfaces, SOA or shared services. • Customer Training Function to incorporate any unique requirements that an interface, SOA object or shared service requires to be utilized in CWS/Web Solution training. • Service Desk, Incident Management and Problem Management Functions to ensure swift restoration of service of CWS/Web Solution Interface, SOA and shared services. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Interface Management Function. • Project Management Function to ensure alignment between those functions necessary to successfully deploy an interface, SOA object or shared service change into the targeted CWS/Web Solution environment. • Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes). • Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches as they relate to an		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	interface, SOA object or shared service. • Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution utilized interfaces, SOA and shared services. • Service Continuity Management Function to ensure all interfaces, SOA and shared services are designed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4261	The Contractor's supplied Interface Management Function solution shall integrate with the Application Maintenance & Support function to provide specifications for change, testing requirements, and implementation guidance.	Yes ☐ No ☐	Vol: Section: Page#:
4262	The Contractor's supplied Interface Management Function solution shall integrate with the Availability Management Function to ensure the interface, SOA or shared service is designed to meet availability requirements as defined in the agreement between the CWS/Web Division Office and the interface partner.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4263	The Contractor's supplied Interface Management Function solution shall integrate with the Capacity Management Function to ensure the interface, SOA or shared service is designed to meet performance and capacity requirements as defined in the agreement between the CWS/Web Division Office and the interface partner.	Yes ☐ No ☐	Vol: Section: Page#:
4264	The Contractor's supplied Interface Management Function solution shall integrate with the Change Management Function to ensure changes proposed to the CWS/Web solution will not negatively impact any existing or planned interfaces, SOA or shared services.	Yes ☐ No ☐	Vol: Section: Page#:
4265	The Contractor's supplied Interface Management Function solution shall integrate with the Customer Training Function to incorporate any unique requirements that an interface, SOA object or shared service requires to be utilized in CWS/Web Solution training.	Yes ☐ No ☐	Vol: Section: Page#:
4266	The Contractor's supplied Interface Management Function solution shall integrate with the Service Desk, Incident Management and Problem Management Functions to ensure swift restoration of service of CWS/Web Solution Interface, SOA and shared services.	Yes ☐ No ☐	Vol: Section: Page#:
4267	The Contractor's supplied Interface Management Function solution shall integrate with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Interface Management Function.		
4268	The Contractor's supplied Interface Management Function solution shall integrate with the Project Management Function to ensure alignment between those Functions necessary to successfully deploy an interface, SOA object or shared service change into the targeted CWS/Web Solution environment.	Yes ☐ No ☐	Vol: Section: Page#:
4269	The Contractor's supplied Interface Management Function solution shall integrate with the Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).	Yes ☐ No ☐	Vol: Section: Page#:
4270	The Contractor's supplied Interface Management Function solution shall integrate with the Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches as they relate to an interface, SOA object or shared service.	Yes ☐ No ☐	Vol: Section: Page#:
4271	The Contractor's supplied Interface Management Function solution shall integrate with the Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution utilized interfaces, SOA and shared services.	Yes ☐ No ☐	Vol: Section: Page#:
4272	The Contractor's supplied Interface Management Function solution shall integrate with the Service Continuity	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function to ensure all interfaces, SOA and shared services are designed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.		Page#:
4273	The Contractor Interface Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4386	The Contractor's supplied Interface Management Function solution shall integrate with the Servers (Hosting) & Storage Function to maintain the confidentiality, integrity and availability of all necessary server and storage environments needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4714	The Contractor staff shall have experience in building, maintaining and supporting automated data exchanges/interfaces between multiple governmental and non-governmental agencies.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.8. PROJECT MANAGEMENT

The Project Management Function is responsible for providing project management over all CWS/Web Solution future releases and planned changes to ensure they are:

- Managed successfully from a schedule, scope and cost perspective
- Conducted in accordance with State and OSI project management policies, practices and standards

Project Management practices utilized during the development and implementation phase of the CWS/Web Solution will continue to be used during the CWS/Web Solution Production Phase. Each subsequent release of CWS/Web will be managed using the same proven Project Management practices used during the initial development of the CWS/Web Solution. This Function is responsible for planning and managing the development, testing and implementation of all CWS/Web releases.

Project management provides a framework to direct the activities associated with executing a project while controlling limited resources efficiently and effectively, and ensuring that the end goal is successfully achieved. Project success is defined as being delivered within scope, on time, within budget, and producing a quality product that meets business needs and expectations.

The Project Management Function will work closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Project Management Function
- Capacity Management, Service Continuity Management and Availability Management Functions to ensure the change design meets CWS/Web Solution performance and availability requirements
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes)
- Change Management, Configuration Management, Release Management, Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches and ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders
- Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions for appropriate involvement in the change to ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders
- Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received
- Requirements Management Function to ensure changes do not impact requirements that are not intended to be modified by the change
- Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change

- Customer Relationship Management and Communications Functions to ensure all stakeholders are kept informed of the project status and planned events
- Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-44 Project Management Requirements lists the requirements for the Project Management solution to be delivered by the Contractor.

Table VI-44 Project Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4111	The Contractor shall design, build, implement and maintain all Project Management Products and Materials in conformance with IEEE std. 1490-2003 and be in alignment with OSI project management policies and guidelines.	Yes ☐ No ☐	Vol: Section: Page#:
4112	The Contractor's project management methodology must adhere to the most recent guidelines created by the State of California Department of Finance Information Technology Project Oversight Framework, and agree to work with and accommodate project oversight and verification and validation.	Yes ☐ No ☐	Vol: Section: Page#:
4113	The Contractor shall design, build, implement and maintain the Project Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4298	The Contractor shall include in the Function Delivery Plan SS003 for the Project Management Function the following additional detail that explains how the Project Management Function will work closely with the:	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	1. Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Project Management Function. 2. Capacity Management, Service Continuity Management and Availability Management Functions to ensure the change design meets CWS/Web Solution performance and availability requirements. 3. Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes). 4. Change Management, Configuration Management, Release Management, Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches and ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders. 5. Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions for appropriate involvement in the change to ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders. 6. Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received. 7. Requirements Management Function to ensure changes do not		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	impact requirements that are not intended to be modified by the change. 8. Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change. 9. Customer Relationship Management and Communications Functions to ensure all stakeholders are kept informed of the project status and planned events. 10. Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment. 11. Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4299	The Contractor's supplied Project Management Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Project Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4300	The Contractor's supplied Project Management Function solution shall integrate with the Capacity Management, Service Continuity Management and Availability Management Functions to ensure the change design meets CWS/Web Solution performance and availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4301	The Contractor's supplied Project		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).	Yes ☐ No ☐	Section: Page#:
4302	The Contractor's supplied Project Management Function solution shall integrate with the Change Management, Configuration Management, Release Management, Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches and ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4303	The Contractor's supplied Project Management Function solution shall integrate with the Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions for appropriate involvement in the change to ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4304	The Contractor's supplied Project Management Function solution shall integrate with the Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received.	Yes ☐ No ☐	Vol: Section: Page#:
4305	The Contractor's supplied Project		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Requirements Management to ensure changes do not impact requirements that are not intended to be modified by the change.	Yes ☐ No ☐	Section: Page#:
4306	The Contractor's supplied Project Management Function solution shall integrate with the Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change.	Yes ☐ No ☐	Vol: Section: Page#:
4307	The Contractor's supplied Project Management Function solution shall integrate with the Customer Relationship Management and Communications Functions to ensure all stakeholders are kept informed of the project status and planned events.	Yes ☐ No ☐	Vol: Section: Page#:
4308	The Contractor's supplied Project Management Function solution shall integrate with the Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment.	Yes ☐ No ☐	Vol: Section: Page#:
4309	The Contractor's supplied Project Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.9. QUALITY ASSURANCE

The Quality Assurance Function is responsible for maintaining and managing the mechanisms to do final acceptance (i.e., User Acceptance Test (UAT)) of all CWS/Web Solution changes prior to release into the production environment including validation that all Service and Support functions will be prepared for the post-change environment.

Quality Assurance (QA) ensures the established functional and performance requirements are traceable and tested according to a rigorous and standardized testing methodology. This includes:

- Development of test plans
- Development of acceptance criteria
- Observation of acceptance testing
- Validating acceptance test results
- Providing recommendations on implementation readiness

In addition, the Contractor will support State staff in User Acceptance Testing.

The Quality Assurance Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Quality Assurance Function
- Change Management, Configuration Management, Release Management, and Testing Functions to ensure the change is ready for acceptance testing
- Release Management Function to communicate that acceptance has been granted and the change can be scheduled for implementation
- Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions are involved appropriately in the acceptance test to ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders
- Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received
- Requirements Management Function to ensure changes do not impact requirements that are not intended to be modified by the change
- Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change
- Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment

- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-45 Quality Assurance Requirements lists the requirements for the Quality Assurance solution to be delivered by the Contractor.

Table VI-45 Quality Assurance Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4114	The Contractor shall design, build, implement and maintain all Quality Assurance Products and Materials in conformance with IEEE 730-2002, 730.1-1995, 1490-2003 and 1058-1998; and NIST 800-18, 800-42 and 800-95; and ISO OMB Circular A.	Yes ☐ No ☐	Vol: Section: Page#:
4115	The Contractor shall design, build, implement and maintain the Quality Assurance Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4116	The Contractor shall ensure that the testing of any production release shall follow the testing requirements for the initial implementation and acceptance of the CWS/Web Solution, as updated, to reflect the nature of the release.	Yes ☐ No ☐	Vol: Section: Page#:
4117	The Contractor shall provide the maintenance and upkeep of the CWS/Web testing tool sets during the CWS/Web Solution Production Phase.	Yes ☐ No ☐	Vol: Section: Page#:
4118	The Contractor shall provide the maintenance and upkeep of the CWS/Web test data during the CWS/Web Solution Production Phase.	Yes ☐ No ☐	Vol: Section: Page#:
4119	The Contractor shall provide the		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	processes and procedures to support disaster recovery testing.	Yes ☐ No ☐	Section: Page#:
4310	The Contractor shall include in the Function Delivery Plan SS003 for the Quality Assurance Function the following additional detail that explains how the Quality Assurance Function will work closely with the: • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Quality Assurance Function. • Change Management, Configuration Management, Release Management, and Testing Functions to ensure the change is ready for acceptance testing. • Release Management Function to communicate that acceptance has been granted and the change can be scheduled for implementation. • Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions are involved appropriately in the acceptance test to ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders. • Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received. • Requirements Management Function to ensure changes do not impact requirements that are not	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	intended to be modified by the change. • Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change. • Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4311	The Contractor's supplied Quality Assurance Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Quality Assurance Function.	Yes ☐ No ☐	Vol: Section: Page#:
4312	The Contractor's supplied Quality Assurance Function solution shall integrate with the Change Management, Configuration Management, Release Management, and Testing Functions to ensure the change is ready for acceptance testing.	Yes ☐ No ☐	Vol: Section: Page#:
4313	The Contractor's supplied Quality Assurance Function solution shall integrate with the Release Management Function to communicate that acceptance has been granted and the change can be scheduled for implementation.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4314	The Contractor's supplied Quality Assurance Function solution shall integrate with the Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions to ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4315	The Contractor's supplied Quality Assurance Function solution shall integrate with the Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received.	Yes ☐ No ☐	Vol: Section: Page#:
4316	The Contractor's supplied Quality Assurance Function solution shall integrate with the Requirements Management Function to ensure changes do not impact requirements that are not intended to be modified by the change.	Yes ☐ No ☐	Vol: Section: Page#:
4317	The Contractor's supplied Quality Assurance Function solution shall integrate with the Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change.	Yes ☐ No ☐	Vol: Section: Page#:
4318	The Contractor's supplied Quality Assurance Function solution shall integrate with the Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment.	Yes ☐ No ☐	Vol: Section: Page#:
4319	The Contractor's supplied Quality		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Assurance Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Section: Page#:

VI.6.3.10. REQUIREMENTS MANAGEMENT

The Requirements Management Function is responsible for maintaining and managing the mechanisms that ensure the CWS/Web Solution requirements repository:

- Consistently reflects how the production CWS/Web Solution is constructed currently and/or as it will be after a release is made
- Available for use by Service and Support functions as they require

Maintaining an accurate set of requirements for the CWS/Web Solution throughout its life cycle is paramount to retaining the detailed programmatic and technical knowledge required to apply updates and eventually replace the system in its totality. Requirements Management is the function that manages and maintains the requirements repository ensuring that it consistently reflects how the CWS/Web Solution really performs.

Requirements Management works with other Service and Support functions to validate changes against both new and base CWS/Web Solution requirements.

The Requirements Management Function works closely with the:

- Project Management Function to elicit, document, analyze, prioritize and agree on requirements
- Change Management, Configuration Management, and Testing Functions to ensure the change has been thoroughly tested against new and base requirements and is ready for acceptance testing
- Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions to ensure new and base requirements have been appropriately planned for in all phases of testing to validate the change can be implemented in a manner that will not disrupt CWS/Web Solution availability and usability by stakeholders

- Quality Assurance Function to ensure all acceptance test plans, criteria, and evaluations address both new and base requirement validations
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Requirements Management Function
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-46 Requirements Management Requirements lists the requirements for the Requirements Management solution to be delivered by the Contractor.

Table VI-46 Requirements Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1995	The Contractor must provide processes and procedures for tracking changes back to requirements and/or change requests.	Yes ☐ No ☐	Vol: Section: Page#:
3994	The Contractor shall provide full traceability of all products and materials back to the CWS/Web Solution requirements throughout all phases of development.	Yes ☐ No ☐	Vol: Section: Page#:
4120	The Contractor shall design, build, implement and maintain the Requirements Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4320	The Contractor shall include in the Function Delivery Plan SS003 for the Requirements Management Function the following additional detail that explains how the Requirements	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function will work closely with the: • Project Management Function to elicit, document, analyze, prioritize and agree on requirements. • Change Management, Configuration Management, and Testing Functions to ensure the change has been thoroughly tested against new and base requirements and is ready for acceptance testing. • Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions to ensure new and base requirements have been appropriately planned for in all phases of testing to validate the change can be implemented in a manner that will not disrupt CWS/Web Solution availability and usability by stakeholders . • Quality Assurance Function to ensure all acceptance test plans, criteria, and evaluations address both new and base requirement validations. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Requirements Management Function. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4321	The Contractor's supplied Requirements		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Project Management Function to elicit, document, analyze, prioritize and agree on requirements.	Yes ☐ No ☐	Section: Page#:
4322	The Contractor's supplied Requirements Management Function solution shall integrate with the Change Management, Configuration Management, and Testing Functions to ensure the change has been thoroughly tested against new and base requirements and is ready for acceptance testing.	Yes ☐ No ☐	Vol: Section: Page#:
4323	The Contractor's supplied Requirements Management Function solution shall integrate with the Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions to ensure new and base requirements have been appropriately planned for in all phases of testing to validate the change can be implemented in a manner that will not disrupt CWS/Web Solution availability and usability by stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4324	The Contractor's supplied Requirements Management Function solution shall integrate with the Quality Assurance Function to ensure all acceptance test plans, criteria, and evaluations address both new and base requirement validations.	Yes ☐ No ☐	Vol: Section: Page#:
4325	The Contractor's supplied Requirements Management Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Requirements Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4326	The Contractor's supplied Requirements		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Section: Page#:
4387	The Contractor's supplied Requirements Management Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.11. TECHNICAL WRITING

The Technical Writing Function is responsible for providing guidance and assistance in the creation of all CWS/Web Solution service and support documents. For example, this function assists with the creation and maintenance of such items as:

- User Reference Guides,
- Training materials
- Quick reference material
- Function procedures
- Technical documentation

The importance of clear understandable documentation is critical to ensuring quality CWS/Web Solution delivery. The Technical Writing Function is typically responsible for ensuring uniform quality of all CWS/Web Solution service and support documentation by:

- Establishing standards
- Overseeing the conformance to those standards at agreed upon quality levels
- Finalizing all documentation

The Technical Writing Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Technical Writing Function
- All other functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site
- All other functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support documentation is created in a common format and level of detail to ensure usability by other functions, as appropriate
- Document management activities to ensure documentation is created and stored in compliance with document management librarian and directory requirements

Table VI-47 Technical Writing Requirements lists the requirements for the Technical Writing solution to be delivered by the Contractor.

Table VI-47 Technical Writing Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4121	The Contractor shall design, build, implement and maintain all Technical Writing Products and Materials in conformance with the CWS/Web Project Document Management Plan.	Yes ☐ No ☐	Vol: Section: Page#:
4122	The Contractor shall provide a technical writing service for translating CWS/Web Solution requirements into a standardized message and interpreting technical IT jargon into language that can be easily understood.	Yes ☐ No ☐	Vol: Section: Page#:
4123	The Contractor shall provide a technical writing service for CWS/Web Solution online documentation.	Yes ☐ No ☐	Vol: Section: Page#:
4124	The Contractor shall provide a technical writing service for CWS/Web solution guides (e.g. user reference guides, installation guides, quick reference cards).	Yes ☐ No ☐	Vol: Section: Page#:
4125	The Contractor shall provide a technical		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	writing service for CWS/Web Solution education and training.	Yes ☐ No ☐	Section: Page#:
4327	The Contractor shall include in the Function Delivery Plan SS003 the Technical Writing Function the following additional detail that explains how the Technical Writing Function will work closely with the: • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Technical Writing Function. • All other functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site. • All other functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support documentation is created in a common format and level of detail to ensure usability by other functions, as appropriate. • Document management activities to ensure documentation is created and stored in compliance with document management librarian and directory requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4328	The Contractor's supplied Technical Writing Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	adjust as necessary the performance of the Technical Writing Function.		
4329	The Contractor's supplied Technical Writing Function solution shall integrate with all other functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4330	The Contractor's supplied Technical Writing Function solution shall integrate with all other functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support documentation is created in a common format and level of detail to ensure usability by other functions, as appropriate.	Yes ☐ No ☐	Vol: Section: Page#:
4331	The Contractor's supplied Technical Writing Function solution shall integrate with the Document management activities to ensure documentation is created and stored in compliance with document management librarian and directory requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4389	The Contractor shall design, build, implement and maintain the Technical Writing Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.12. TESTING

The Testing Function is responsible for maintaining and managing the mechanisms by which any proposed change to the CWS/Web Solution is tested through the

various testing phases (unit to performance) prior to being passed to the Quality Assurance Function for final acceptance testing. This includes such activities as:

- Test case scenario and script creation and maintenance
- Test data creation and maintenance
- Validating test results to ensure expected outcomes are achieved
- Managing supporting test libraries and test environments
- Testing impact of change on all affected Service and Support functions

The Testing Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Testing Function
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- All other functions in the three Service and Support dimensions impacted by the change will be adequately tested to ensure the implementation of the change will not disrupt CWS/Web Solution production environment availability and usability.
- Quality Assurance Function to ensure all pre-acceptance testing has been completed satisfactorily and the change is ready for acceptance testing
- Requirements Management to ensure changes:
    - Do not impact requirements that are not intended to be modified by the change
    - Have completely and satisfactorily addressed the requirements associated with the change
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-48 Testing Requirements lists the requirements for the Testing solution to be delivered by the Contractor.

Table VI-48 Testing Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4126	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain all Testing Function Products and Materials in conformance with EIA/IEEE J-Std 016 - 1995, E.2.2.; EIA/IEEE J-Std-016-1995, H.2.1; IEEE 829-1998, Standard for Software Test Documentation, Paragraph 6; IEEE 12207.1-1997, Paragraph 6.28; IEEE 829-1998; and IEEE Std 730-2002 and IEEE Std 730.1-1995.	Yes ☐ No ☐	Section: Page#:
4127	The Contractor shall design, build, implement and maintain the Testing Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4129	The Contractor shall provide and maintain CWS/Web Solution automated testing toolsets during the CWS/Web Solution Production Phase.	Yes ☐ No ☐	Vol: Section: Page#:
4130	The Contractor shall provide and maintain CWS/Web Solution test data during the CWS/Web Solution production phase.	Yes ☐ No ☐	Vol: Section: Page#:
4132	The Contractor shall provide and maintain CWS/Web Solution conversion testing solutions during the CWS/Web Solution Production Phase.	Yes ☐ No ☐	Vol: Section: Page#:
4332	The Contractor shall include in the Function Delivery Plan SS003 for the Testing Function the following additional detail that explains how the Testing Function will work closely with: • The Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Testing Function. • All other functions in the three	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Service and Support dimensions impacted by the change will be adequately tested to ensure the implementation of the change will not disrupt CWS/Web Solution production environment availability and usability. • The Quality Assurance Function to ensure all pre-acceptance testing has been completed satisfactorily and the change is ready for acceptance testing. • Requirements Management Function to ensure changes do not impact requirements that are not intended to be modified by the change and have completely and satisfactorily addressed the requirements associated with the change. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4333	The Contractor's supplied Testing Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Testing Function.	Yes ☐ No ☐	Vol: Section: Page#:
4334	The Contractor's supplied Testing Function solution shall integrate with all other functions in the three Service and Support dimensions to ensure the implementation of the change will not disrupt CWS/Web Solution production environment availability and usability.	Yes ☐ No ☐	Vol: Section: Page#:
4335	The Contractor's supplied Testing		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Function solution shall integrate with the Quality Assurance function to ensure all pre-acceptance testing has been completed satisfactorily and the change is ready for acceptance testing.	Yes ☐ No ☐	Section: Page#:
4336	The Contractor's supplied Testing Function solution shall integrate with the Requirements Management to ensure changes do not impact requirements that are not intended to be modified by the change and have completely and satisfactorily addressed the requirements associated with the change.	Yes ☐ No ☐	Vol: Section: Page#:
4337	The Contractor's supplied Testing Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4388	The Contractor's supplied Testing Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.3.13. WORKFLOW & BUSINESS RULE MANAGEMENT

The Workflow & Business Rule Management Function provides assistance to CWS/Web Solution stakeholders in the use of this functionality provided by the CWS/Web Solution. Additionally it maintains and manages the mechanisms that identify and support common usage patterns that are made available to all CWS/Web Solution stakeholders.

Workflow & Business Rule Management Function provides support services to the stakeholder focused on improving the efficiency and effectiveness of the stakeholder's processes through the incorporation of workflow and business rule

technology toolsets. Examples of types of responsibilities in this function include (but are not limited to):

- Provide training assistance to CWS workers who use the Workflow and Business Rule functionality of the CWS/Web Solution
- Provide troubleshooting assistance to CWS workers who use the Workflow and Business Rule functionality of the CWS/Web Solution
- Provide analysis to identify common Workflow and Business Rule usage patterns of the CWS/Web Solution for potential expanded usage among CWS workers statewide
- Provide standard usage pattern workflow and business rules solutions to CWS workers statewide
- Business rules management providing a governance structure for the introduction of new business rules or modification to existing business rules

The Workflow & Business Rule Management Function works closely with the:

- Information Management Function to ensure new workflows and business rules are supported with the required data
- Requirements Management Function to ensure requirements representing workflow and business rules are captured, documented and stored in the requirements repository
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test data, test results and test approaches
- Customer Training Function for training material updates required to reflect planned workflow and business rules changes
- Project Management, Change Management, Release to Production Management, Capacity Management, Security, Operations, Service Desk and Availability Management Functions to ensure the introduction of new or modified workflows and business rules are managed appropriately and introduced into the production environment in a manner that does not disrupt the security and availability of the CWS/Web Solution
- Configuration Management Function to ensure configurable items are identified in the Configuration Management Database
- Customer Relationship Management Function to facilitate effective communication regarding the introduction of new or modified workflows and business rules
- Governance to ensure business rules are managed to prevent disruption of the CWS/Web Solution

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Workflow & Business Rules Management Function
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function of the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes)
- Interface Management Function to ensure the introduction of new workflow and business rules does not adversely impact existing interfaces
- Solution Architecture Function to ensure alignment of the workflow and business rules implementation remains in conformance and compliance with the overall CWS/Web Solution Architecture
- Service Desk, Incident and/or Problem Management Functions to provide severity level 3 support for incidents or problems associated with the Workflow & Business Rule Management Function
- Service Continuity Management Function to ensure all software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster
- Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing

Table VI-49 Workflow and Business Rule Requirements list the requirements for the Workflow and Business Rule solution to be delivered by the Contractor.

Table VI-49 Workflow and Business Rule Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4133	The Contractor shall design, build, implement and maintain the Workflow & Business Rules Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4134	The Contractor shall maintain and		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	provide delivery of the Service and Support processes and activities for workflow orchestration and business rules management.	Yes ☐ No ☐	Section: Page#:
4135	The Contractor shall maintain and enhance the business rules management environment to support the insertion, removal and reordering of county-specific business rules used by any business process through external configuration settings as a method to provide customization of business processes to counties.	Yes ☐ No ☐	Vol: Section: Page#:
4338	The Contractor shall include in the Function Delivery Plan SS003 for the Workflow & Business Rules Management Function the following additional detail that explains how the Workflow & Business Rules Management Function will work closely with: • Information Management Function to ensure new workflows and business rules are supported with the required data. • Requirements Management Function to ensure requirements representing workflow and business rules are captured, documented and stored in the requirements repository. • Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test data, test results and test approaches. • Customer Training Function for training material updates required to reflect planned workflow and business rules changes. • Project Management, Change Management, Release to Production Management, Capacity Management, Security, Operations,	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Service Desk and Availability Management Functions to ensure the introduction of new or modified workflows and business rules are managed appropriately and introduced into the production environment in a manner that does not disrupt the security and availability of the CWS/Web Solution. • Configuration Management Function to ensure configurable items are identified in the Configuration Management Database. • Customer Relationship Management Function to facilitate effective communication regarding the introduction of new or modified workflows and business rules. • Governance Function to ensure business rules are managed to prevent disruption of the CWS/Web Solution. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Workflow & Business Rules Management Function. • Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function of the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes). • Interface Management Function to ensure the introduction of new workflow and business rules does not adversely impact existing interfaces. • Solution Architecture Function to ensure alignment of the workflow		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	and business rules implementation remains in conformance and compliance with the overall CWS/Web Solution Architecture. • Service Desk, Incident and/or Problem Management Functions to provide severity level 3 support for incidents or problems associated with the Workflow & Business Rules Management Function. • Service Continuity Management Function to ensure all software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster. • Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing.		
4339	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Information Management Function to ensure new workflows and business rules are supported with the required data.	Yes ☐ No ☐	Vol: Section: Page#:
4340	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Requirements Management Function to ensure requirements representing workflow and business rules are captured, documented and stored in the requirements repository.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4341	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test data, test results and test approaches.	Yes ☐ No ☐	Vol: Section: Page#:
4342	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Customer Training Function for training material updates required to reflect planned workflow and business rules changes.	Yes ☐ No ☐	Vol: Section: Page#:
4343	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Project Management, Change Management, Release to Production Management, Capacity Management, Security, Operations, Service Desk and Availability Management Functions to ensure the introduction of new or modified workflows and business rules are managed appropriately and introduced into the production environment in a manner that does not disrupt the security and availability of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4344	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Configuration Management Function to ensure configurable items are identified in the Configuration Management Database.	Yes ☐ No ☐	Vol: Section: Page#:
4345	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Customer Relationship Management Function to facilitate effective communication regarding the introduction of new or modified	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	workflows and business rules.		
4346	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Governance to ensure business rules are managed to prevent disruption of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4347	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Workflow & Business Rules Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4348	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function of the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).	Yes ☐ No ☐	Vol: Section: Page#:
4349	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Interface Management Function to ensure the introduction of new workflow and business rules do not adversely impact existing interfaces.	Yes ☐ No ☐	Vol: Section: Page#:
4350	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Solution Architecture Function to ensure alignment of the workflow and business rules implementation remains in conformance and compliance with the overall CWS/Web Solution Architecture.	Yes ☐ No ☐	Vol: Section: Page#:
4351	The Contractor's supplied Workflow &		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Business Rules Management Function solution shall integrate with the Service Desk, Incident and/or Problem Management Functions to provide severity level 3 support for incidents or problems associated with the Workflow and Business Rules Management Function.	Yes ☐ No ☐	Section: Page#:
4352	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Service Continuity Management Function to ensure all software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.	Yes ☐ No ☐	Vol: Section: Page#:
4353	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications.	Yes ☐ No ☐	Vol: Section: Page#:
4354	The Contractor's supplied Workflow & Business Rules Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing.	Yes ☐ No ☐	Vol: Section: Page#:
4720	The Contractor staff shall have experience building, maintaining and enhancing a business rules solution in an environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4721	The Contractor staff shall have experience building, maintaining and enhancing a workflow orchestration solution in an environment similar in	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	scope to the Bidder's proposed solution.		

VI.6.4. SERVICE DELIVERY

The Service and Support delivery model is a process oriented framework organized into dimensions. The third dimension is Service Delivery. Service Delivery focuses on the activities necessary to ensure the CWS/Web Solution is available for use on a daily basis as required.

Table VI-50 Service Delivery Dimension Summary

Availability Management	The Availability Management Function is responsible for maintaining and managing the mechanisms necessary to ensure that implementation of any proposed change to the CWS/Web Solution will not disrupt availability requirements.	• Application Maintenance & Support • Change Management • Configuration Management • Governance • Information Management • Network (Connectivity) • Operations • Oversight – Internal Operations • Performance Measures • Personal Device Support • Proposal Development • Quality Assurance • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Level Management • Solution Architecture • Technical Writing • Testing
Capacity Management	The Capacity Management Function is responsible for maintaining and managing	• Application Maintenance & Support

	the mechanisms that ensure the CWS/Web Solution technology components have the necessary capacity and performance to meet CWS/Web Solution usage requirements.	• Change Management • Configuration Management • Governance • Information Management • Network (Connectivity) • Operations • Oversight – Internal Operations • Performance Measures • Proposal Development • Personal Device Support • Quality Assurance • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Level Management • Solution Architecture • Technical Writing • Testing
Change Management	The Change Management Function is responsible for maintaining and managing the mechanisms that ensure standardized methods and procedures are used to: • Efficient, prompt handling of all changes • Reducing the chances of causing negative impact on service quality when implementing a change • Ensuring that all CWS/Web Solution components affected by the proposed change are involved in the development and validation of the change prior to its introduction into the CWS/Web Solution environments.	• Application Maintenance & Support • Communications • Configuration Management • Customer Relationship Management • Governance • Information Management • Network (Connectivity) • Operations • Oversight – Internal Operations • Performance Measures • Proposal Development • Personal Device Support

		• Quality Assurance • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Service Level Management • Technical Writing • Testing • Work Request Receipt
Configuration Management	The Configuration Management Function is responsible for maintaining and managing the mechanisms that ensure that the CWS/Web Solution Service and Support functions have sufficient current, historical and accurate information necessary to rebuild any component to its production state. This function ensures the information is collected and maintained. Configuration Management is also pivotal to the Change Management Function for impact analysis and for testing configuration changes impact on the production environment.	• Application Maintenance & Support • Change Management • Governance • Incident Management • Information Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Problem Management • Proposal Development • Quality Assurance • Release Management • Requirements Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Technical Writing • Testing
Customer Training	The Customer Training Function is responsible for maintaining and managing the mechanisms to deliver training to CWS	• Application Maintenance & Support

	solution stakeholders. Additionally, this function is responsible for ensuring that all training materials and media are maintained and enhanced to reflect the current and/or planned CWS/Web Solution production environment.	• Change Management • Communications • Customer Relationship Management • Governance • Incident Management • Information Management • Operations • Oversight – Internal Operations • Performance Measures • Problem Management • Release Management • Servers (Hosting) & Storage • Service Desk • Technical Writing
Facilities Management	Facilities Management Function ensures that the facilities housing CWS/Web Solution information technology infrastructure are designed, maintained and supported from a security, electrical, and HVAC perspective to support availability and service continuity requirements.	• CWS/Web Division Office
Incident Management	The Incident Management Function is responsible for maintaining and managing the mechanisms utilized to ensure that unexpected CWS/Web Solution production events are identified, tracked and resolved in a timely manner and communicated to the CWS/Web Solution stakeholders.	• Application Maintenance & Support • Change Management • Configuration Management • Governance • Information Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Problem Management • Release Management

		• Security • Servers (Hosting) & Storage • Service Desk • Technical Writing
Network (Connectivity)	The Network (Connectivity) Function is responsible for maintaining and managing the mechanisms that provide secure network connectivity to the CWS/Web Solution, as well as supporting voice solutions utilized in the CWS/Web Solution.	• Application Maintenance & Support • Availability Management • Capacity Management • Change Management • Configuration Management • Customer Relationship Management • Customer Training • Governance • Incident Management • Information Management • Interface Management • Oversight – Internal Operations • Performance Measures • Personal Device Support • Problem Management • Project Management • Proposal Development • Quality Assurance • Release Management • Requirements Management • Security • Service Continuity Management • Service Desk • Solution Architecture • Technical Writing • Testing • Work Request Receipt
Operations	The Operations Function is responsible for maintaining and managing the daily	• Application Maintenance & Support

	production job processing to: • Provide CWS/Web Solution stakeholders with the information they need to perform their programmatic responsibilities • Safeguard data resources • Ensure CWS/Web Solution availability	• Availability Management • Change Management • Configuration Management • Governance • Incident Management • Information Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Problem Management • Release Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Technical Writing
Personal Device Support	The Personal Device Support Function is responsible for maintaining and managing the mechanisms that enable CWS/Web Solution End User devices (e.g. PDAs, laptops, scanners) to access and use the CWS/Web Solution.	• Policy • Governance • Incident Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Problem Management • Release Management • Security • Service Continuity Management • Service Desk • Technical Writing
Problem Management	The Problem Management Function is responsible for maintaining and managing the mechanisms that enable: • Trend analysis of disruption events • Identification of temporary remedies	• Application Maintenance & Support • Configuration Management • Governance • Incident Management

	while permanent fixes are put in place by the appropriate function • Identification of permanent fixes to avoid future disruptions of service • Resolution of a major disruption event.	• Information Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Personal Device Support • Security • Servers (Hosting) & Storage • Service Desk • Technical Writing
Release Management	The Release Management Function is responsible for maintaining and managing the mechanisms that control how change is introduced into the CWS/Web Solution environments. Release Management is intended to: • Ensure that only tested and approved changes (e.g., applications, hardware, software, firmware, documents, training) are installed trouble-free and on schedule • Ensure that a new production baseline is created in the Configuration Management Database to allow recovery to be accomplished in the shortest period possible free of specific staff availability	• Application Maintenance & Support • Communications • Configuration Management • Customer Relationship Management • Governance • Information Management • Network (Connectivity) • Operations • Oversight – Internal Operations • Performance Measures • Personal Device Support • Quality Assurance • Requirements Management • Security • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Technical Writing • Testing
Security	The Security Function is responsible for maintaining and managing the mechanisms that safeguard the CWS/Web Solution information assets housed in its technology environments to ensure data confidentiality, integrity and availability are	• Application Maintenance & Support • Availability Management • Change Management

	maintained.	• Configuration Management • Governance • Incident Management • Information Management • Interface Management • Network (Connectivity) • Oversight – Internal Operations • Performance Measures • Problem Management • Project Management • Proposal Development • Quality Assurance • Release Management • Requirements Management • Servers (Hosting) & Storage • Service Continuity Management • Service Desk • Solution Architecture • Technical Writing • Testing • Work Request Receipt
Servers (Hosting) & Storage	The Servers (Hosting) & Storage Function is responsible for maintaining and managing the mechanisms that ensure all CWS/Web Solution server and storage environments (e.g., production, testing, and training) are available for their intended use.	• Application Maintenance & Support • Availability Management • Change Management • Configuration Management • Customer Training • Governance • Incident Management • Information Management • Interface Management • Network (Connectivity) • Operations • Oversight – Internal

		Operations • Performance Measures • Problem Management • Project Management • Proposal Development • Quality Assurance • Release Management • Requirements Management • Security • Service Continuity Management • Service Desk • Solution Architecture • Technical Writing • Testing
Service Continuity Management	The Service Continuity Management Function is responsible for maintaining and managing those mechanisms that enable the CWS/Web Solution production and training environments to be restored within agreed upon recovery time and point objectives and available to CWS/Web Solution stakeholders.	• Application Maintenance & Support • Availability Management • Change Management • Communications • Configuration Management • Customer Relationship Management • Governance • Information Management • Interface Management • Network (Connectivity) • Oversight – Internal Operations • Operations • Performance Measures • Personal Device Support • Release Management • Servers (Hosting) & Storage • Technical Writing • OSI Information Security Office

Service Desk	The Service Desk Function is responsible for maintaining and managing the mechanisms through which: • Requests for CWS/Web Solution services are received, recorded and tracked for resolution • Service disruptions are reported, logged and tracked for resolution • Service disruption events or requests for CWS/Web Solution services are resolved at initial point of contact if possible	• Application Maintenance & Support • Change Management • Communications • Configuration Management • Customer Relationship Management • Governance • Incident Management • Information Management • Interface Management • Network (Connectivity) • Oversight – Internal Operations • Operations • Performance Measures • Personal Device Support • Problem Management • Proposal Development • Release Management • Security • Servers (Hosting) & Storage • Technical Writing • Work Request Receipt
Training (Internal)	The Training (Internal) Function is responsible for maintaining and managing the mechanisms through which CWS/Web Division Office staff acquire the knowledge and skill sets required to perform the service and support activities of the CWS/Web Solution.	• Governance • Operations – Internal Oversight • Performance Measures • Technical Writing • All other functions in the three Service and Support dimensions

VI.6.4.1. AVAILABILITY MANAGEMENT

The Availability Management Function is responsible for maintaining and managing the mechanisms necessary to ensure that implementation of any proposed change

to the CWS/Web Solution will not disrupt CWS/Web Solution availability and usability.

Typical duties of the Availability Management Function are:

- Determining the availability requirements from CWS/Web Solution stakeholders for new or enhanced functionality and formulating availability and recovery design criteria for the change
- Determining the critical CWS/Web Solution functionality (in conjunction with Service Continuity Management) and providing the availability design criteria for additional resilience to prevent or minimize impact of component failure to CWS/Web Solution stakeholders
- Defining the targets for availability and reliability for the CWS/Web Solution infrastructure components that underpin the CWS/Web Solution to enable those targets to be documented and agreed to via agreements between the CWS/Web Division Office and its infrastructure partners (i.e., OTech)
- Establishing measures and reporting of CWS/Web Solution availability, reliability and maintainability that reflect CWS/Web Solution stakeholder and contractual perspectives
- Reviewing CWS/Web Solution component availability and identifying unacceptable levels
- Investigating the underlying reasons for unacceptable availability
- Putting remediation solutions in place to correct areas of unacceptable availability
- Producing and maintaining an availability plan which prioritizes and plans CWS/Web Solution availability improvements
- Defining the conditions under which the stakeholder considers the CWS/Web Solution to be unavailable
- Quantifying the CWS Program impact caused by CWS/Web Solution unavailability
- Quantifying the extent to which the CWS Program tolerates CWS/Web Solution downtime or degraded service
- Identifying required service hours (i.e., when the service is to be provided)
- Determining the relative importance of different working periods and their impact on the CWS Program to enable service scheduling during periods of least impact if needed
- Determining what availability measures should be captured, analyzed, and reviewed regularly at service level review meetings

The Availability Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Availability Management Function
- Performance Measures and Oversight – Internal Operations Functions to track and report on CWS/Web Solution availability against contractual requirements
- Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements
- Change Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested, implemented to meet CWS/Web availability requirements
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Proposal Development Function to provide the availability requirements and costs associated with work request assessments
- Operations Function to assess and remediate any availability issues being experienced in the CWS/Web Solution production environment

Table VI-51 Availability Management Requirements lists the requirements for the Availability Management solution to be delivered by the Contractor.

Table VI-51 Availability Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1941	The Contractor shall retain system performance data for 3 years.	Yes ☐ No ☐	Vol:
			Section:
			Page#:
3972	The Contractor shall provide and		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	maintain the tools and methodologies to perform availability and system performance testing, monitoring, and auditing to demonstrate that the CWS/Web Solution meets the requirements contained with the Contractor Service Level Agreement with the CWS/Web Division Office.	Yes ☐ No ☐	Section: Page#:
3974	The Contractor shall perform stress testing that ensures the system can maintain performance requirements when under peak usage taking into account the number of concurrent users, number of transactions executing, CPU usage, disk usage, and network traffic. At a minimum the tests shall prove that: • The system has the ability to support the full-anticipated user community working under normal conditions while meeting the performance requirements as defined in the Service and Support requirements; • Any batch processing cycle does not impede system availability and online performance requirements; - That performance metrics can be met over the Wide Area Network (WAN) connectivity specified; • There is reasonable system capacity available for peak processing periods taking into account the number of concurrent users, number of transactions executing, CPU usage, disk usage, and network traffic; • There are no previously undiscovered system errors, such as memory leaks, that would only be detected under load testing; • Report processing (standard or ad hoc) does not impede system availability and online performance requirements.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3975	The Contractor shall perform stress testing that identifies the transaction volumes at which the system performance fails to meet performance requirements. The types of transactions will be identified by the Contractor, and will represent “normal” transactions. Transactions used in stress testing will be subject to the approval of the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
3976	The Contractor shall provide and maintain the appropriate tools and support agreements for maintaining, monitoring, and correcting CWS/Web Solution availability.	Yes ☐ No ☐	Vol: Section: Page#:
3977	The Contractor shall measure and predict CWS/Web Solution availability on an ongoing basis and provide metrics.	Yes ☐ No ☐	Vol: Section: Page#:
3978	The Contractor shall work with the CWS/Web Solution stakeholders to determine the availability requirements for requested changes to the CWS/Web Solution and formulate the availability and recovery design criteria for change.	Yes ☐ No ☐	Vol: Section: Page#:
3979	The Contractor shall ensure that the CWS/Web Solution is maintained and enhanced to ensure the system handles load balancing and/or clustering for extended scalability, availability and performance to meet the CWS/Web Solution availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3980	The Contractor shall design, build, implement and maintain all Availability Management Products and Materials in conformance with ITIL best practice frameworks.	Yes ☐ No ☐	Vol: Section: Page#:
3981	The Contractor shall design, build, implement and maintain the Availability Management Function as per the final	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.		Page#:
3982	The Contractor shall ensure that service-impacting maintenance shall occur during non-business hours during periods when the least usage is expected based on historical patterns unless otherwise agreed to by the State.	Yes ☐ No ☐	Vol: Section: Page#:
3983	The Contractor shall ensure that upgrades or modifications to the production environment necessary during business hours by the Contractor / OTech shall be permitted only with written approval of the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
3984	The Contractor shall ensure that Preventative Maintenance must be scheduled during non-business hours during periods when the least usage is expected based on historical patterns.	Yes ☐ No ☐	Vol: Section: Page#:
3985	The Contractor shall specify in writing the number of hours each item of CWS/Web system requires per month for Preventive Maintenance and the frequency and duration of such Preventive Maintenance. From this contractor-supplied information, CWS/Web shall develop and provide to the Contractor in writing the schedule within which the Contractor shall provide Preventive Maintenance. The purpose is to allow the CWS/Web Division Office to communicate maintenance downtimes to stakeholders. This schedule may be modified as mutually agreed to in writing.	Yes ☐ No ☐	Vol: Section: Page#:
4161	The Contractor shall include in the Function Delivery Plan SS003 for the Availability Management Function the following additional detail that explains how the Availability Management	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Function will work closely with the: • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Availability Management Function. • Performance Measures and Oversight – Internal Operations Functions to track and report on CWS/Web Solution availability against contractual requirements. • Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution. • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements. • Change Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and implemented to meet CWS/Web availability requirements. • Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	allow CWS/Web Solution processing to be resumed at an alternate site. • Proposal Development Function to provide the availability requirements and costs associated with work request assessments. • Operations Function to assess and remediate any availability issues being experienced in the CWS/Web Solution production environment.		
4162	The Contractor's supplied Availability Management Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Availability Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4163	The Contractor's supplied Availability Management Function solution shall integrate with the Performance Measures and Oversight – Internal Operations Functions to track and report on CWS/Web Solution availability against contractual requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4164	The Contractor's supplied Availability Management Function solution shall integrate with the Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4165	The Contractor's supplied Availability Management Function solution shall integrate with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	requirements.		
4166	The Contractor's supplied Availability Management Function solution shall integrate with the Change Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested, implemented to meet CWS/Web availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4167	The Contractor's supplied Availability Management Function solution shall integrate with the Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4168	The Contractor's supplied Availability Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4169	The Contractor's supplied Availability Management Function solution shall integrate with the Proposal Development Function to provide the availability requirements and costs associated with work request assessments.	Yes ☐ No ☐	Vol: Section: Page#:
4170	The Contractor's supplied Availability Management Function solution shall integrate with the Incident Management, Problem Management, Service Desk and Operations Functions to assess and remediate any availability issues being experienced in the CWS/Web Solution	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	production environment.		
4700	The Contractor staff performing in the Service and Support lead role must have 5 years experience implementing and using ITIL frameworks and guidelines in a production environment and must also be certified in ITIL in at least ITIL V2.	Yes ☐ No ☐	Vol: Section: Page#:
4792	The Contractor shall perform all non-emergency unscheduled system maintenance that would impact system availability to be performed during non-business hours when the least usage is expected based on historical patterns unless otherwise agreed to by the State.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.2. CAPACITY MANAGEMENT

The Capacity Management Function is responsible for maintaining and managing the mechanisms that ensure the CWS/Web Solution technology components have the necessary capacity and performance to meet CWS/Web Solution usage requirements.

Capacity Management is the function that monitors the usage and performance of all IT assets. This enables assets with sufficient excess capacity to be leveraged for new workload demands, as well as minimizes the costs associated with the provision of those assets (just in time capacity purchases). More importantly, Capacity Management's primary role is the avoidance of any service provision outage due to the capacity of an asset being exceeded and ceasing to function as required by CWS/Web Solution service level requirements.

Capacity Management provides the necessary information on current and planned resource utilization of individual components to enable CWS/Web Division Office to decide, with confidence:

- Which components to upgrade (i.e., more memory, faster storage devices, faster processors, greater bandwidth).
- When to upgrade
- How much the upgrade will cost

The Capacity Management Function's purpose is to ensure that cost justifiable CWS/Web capacity always exists and that it is matched to the current and future identified needs of the CWS Program.

The Capacity Management Function should be the focal point for all CWS/Web Solution performance and capacity issues. Other functions, such as Network (Connectivity), may carry out the bulk of the relevant daily duties but overall responsibility lies with the Capacity Management Function. The Capacity Management Function addresses all CWS/Web Solution environments and the hardware and software that comprise those environments including:

- All hardware – from PCs, through file servers, up to mainframes and super-computers.
- All networking equipment (LANs, WANs, bridges, routers, etc.).
- All peripherals (bulk storage devices, printers, etc.).
- All software – operating system and network software, in-house developments and purchased packages.

The Capacity Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Capacity Management Function
- Performance Measures and Oversight – Internal Operations Functions to track and report on CWS/Web Solution performance against contractual requirements
- Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, implemented and maintained to meet CWS/Web capacity and performance requirements
- Change Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested, implemented to meet CWS/Web capacity and performance requirements
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Proposal Development Function to provide the capacity and performance requirements and costs associated with work request assessments
- Operations Function to assess and remediate any capacity or performance issues being experienced in the CWS/Web Solution production environment

Table VI-52 Capacity Management Requirements lists the requirements for the Capacity Management solution to be delivered by the Contractor.

Table VI-52 Capacity Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1950	The Contractor shall conduct quarterly capacity planning meetings with the State.	Yes ☐ No ☐	Vol: Section: Page#:
3971	The Contractor shall employ test methodologies and tools that benchmark end-to-end processing performance for all releases during the CWS/Web Solution production phase in a testing environment that simulates performance of the production environment.	Yes ☐ No ☐	Vol: Section: Page#:
3973	The Contractor shall provide tools for load modeling and stress/load testing to test the capacity and forecast needs of future enhancements and expansions of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3986	The Contractor shall design, build, implement and maintain all Capacity Management Products and Materials in conformance with ITIL best practice frameworks.	Yes ☐ No ☐	Vol: Section: Page#:
3987	The Contractor shall design, build, implement and maintain the Capacity Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3988	The Contractor shall design, build, implement and maintain a CWS/Web Solution Capacity Management Function that addresses anticipated growth for storage.	Yes ☐ No ☐	Vol: Section: Page#:
3989	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Solution Capacity Management Function that addresses collecting and reporting metrics.	Yes ☐ No ☐	Section: Page#:
3990	The Contractor shall monitor capacity for all CWS/Web solution components (e.g., application components, servers, databases, networks) and propose recommendations to meet capacity needs in support of service level agreements.	Yes ☐ No ☐	Vol: Section: Page#:
4171	The Contractor shall include in the Function Delivery Plan SS003 for the Capacity Management Function the following additional detail that explains how the Capacity Management Function will work closely with the: • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Capacity Management Function. • Performance Measures and Oversight – Internal Operations Functions to track and report on CWS/Web Solution performance against contractual requirements. • Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution. • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, implemented and maintained to meet CWS/Web capacity and performance requirements. • Change Management, Configuration	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested, and implemented to meet CWS/Web capacity and performance requirements. • Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site. • Proposal Development Function to provide the capacity and performance requirements and costs associated with work request assessments. • Operations Function to assess and remediate any capacity or performance issues being experienced in the CWS/Web Solution production environment.		
4172	The Contractor's supplied Capacity Management Function solution shall integrate with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Capacity Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4173	The Contractor's supplied Capacity Management Function solution shall integrate with the Performance	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Measures and Oversight - Internal Operations Functions to track and report on CWS/Web Solution performance against contractual requirements.		Page#:
4174	The Contractor's supplied Capacity Management Function solution shall integrate with the Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4175	The Contractor's supplied Capacity Management Function solution shall integrate with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, implemented and maintained to meet CWS/Web capacity and performance requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4176	The Contractor's supplied Capacity Management Function solution shall integrate with the Change Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web capacity and performance requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4177	The Contractor's supplied Capacity Management Function solution shall integrate with the Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4178	The Contractor's supplied Capacity		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Section: Page#:
4179	The Contractor's supplied Capacity Management Function solution shall integrate with the Proposal Development Function to provide the capacity and performance requirements and costs associated with work request assessments.	Yes ☐ No ☐	Vol: Section: Page#:
4180	The Contractor's supplied Capacity Management Function solution shall integrate with the Operations Function to assess and remediate any capacity or performance issues being experienced in the CWS/Web Solution production environment.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.3. CHANGE MANAGEMENT

The Change Management Function is responsible for maintaining and managing the mechanisms that ensure standardized methods and procedures are used for:

- Efficient, prompt handling of all changes
- Reducing the chances of causing negative impact on service quality when implementing a change
- Ensuring that all CWS/Web Solution components affected by the proposed change are involved in the development and validation of the change prior to its introduction into the CWS/Web Solution environments.

The purpose of Change Management Planning is to establish and maintain processes, procedures, plans, roles, and responsibilities for introducing changes to the CWS/Web Solution.

The Change Management Function maintains and manages the processes that assess the readiness of a change being slated for introduction into the production environment by:

- Evaluating the change for Solution Architecture compliance
- Evaluating the impact on the capacity, availability and service continuity makeup of the production environment
- Evaluating readiness of production support functions to support the change once in production
- Scheduling the introduction of the change into the desired environment

The Change Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Change Management Function
- Oversight – Internal Operations Function for authorizing, prioritizing, and scheduling of resources to develop the solution for a work request
- Communications and Customer Relationship Management Functions to communicate the forward schedule of changes planned for the CWS/Web Solution
- Operations and Service Desk Functions to provide the forward schedule of changes planned for the CWS/Web Solution
- Proposal Development Function for determining risks, impacts, schedules, and costs of requests for change in order to determine whether they should be approved and when they should be scheduled
- Release Management Function for implementing an approved, developed, and tested request for change to the CWS/Web Solution
- Service Desk, Work Request Receipt and Customer Relationship Management Functions to report on requests for change, their current state in the change management process, and any details associated with the changes including cost and schedule
- Service Continuity Management Function to ensure service continuity needs are accounted for and included in all CWS/Web Solution releases to meet recovery point and time requirements for the CWS/Web Solution
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements

- Release Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-53 Change Management Requirements lists the requirements for the Change Management solution to be delivered by the Contractor.

Table VI-53 Change Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1970	The Contractor shall provide justified resource and timeframe estimates for software design, development, testing, and deployment of all application maintenance, enhancements and upgrade requests within the following constraints: • Major requests: 15 days • Minor requests: 10 days • Urgent requests: 1 day	Yes ☐ No ☐	Vol: Section: Page#:
1993	The Contractor shall implement planned changes to the CWS/Web Application Solution production environment during normal business hours (4 AM to Midnight 7 days a week) only with written approval of the CWS/Web Division Office after the impact evaluation for all hardware and software upgrades are developed and reviewed and approved by applicable CWS/Web Application Solution change management processes prior to production implementation.	Yes ☐ No ☐	Vol: Section: Page#:
2004	The Contractor shall describe how interim and emergency releases are handled and how this approach differs	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	from standard maintenance and enhancement production releases.		Page#:
3991	The Contractor shall design, build, implement and maintain change management methods and tools used to control configuration items as a result of maintenance activities.	Yes ☐ No ☐	Vol: Section: Page#:
3992	The Contractor shall identify specific needs for information, materials, and decisions from the CWS/Web Division Office prior to the start of enhancements, changes and projects in writing.	Yes ☐ No ☐	Vol: Section: Page#:
3996	The Contractor shall design, build, implement and maintain a forward schedule of changes process.	Yes ☐ No ☐	Vol: Section: Page#:
3997	The Contractor shall design, build, implement and maintain a readiness checklist and validation process to allow advancement to the Release Management process.	Yes ☐ No ☐	Vol: Section: Page#:
3999	The Contractor shall integrate CWS/Web Solution change management processes with the OTech change management processes for OTech-housed equipment.	Yes ☐ No ☐	Vol: Section: Page#:
4000	The Contractor shall provide processes by which interim and emergency releases are introduced into the CWS/Web Solution production environment and how this approach differs from standard maintenance and enhancement production releases.	Yes ☐ No ☐	Vol: Section: Page#:
4001	The Contractor shall provide automated toolsets to monitor change requests.	Yes ☐ No ☐	Vol: Section: Page#:
4002	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain all Change Management Products and Materials in conformance with ITIL best practice frameworks.	Yes ☐ No ☐	Section: Page#:
4003	The Contractor shall design, build, implement and maintain the Change Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4181	The Contractor shall include in the Function Delivery Plan SS003 for the Change Management Function the following additional detail that explains how the Change Management Function will work closely with the: 1. Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Change Management Function. 2. Oversight – Internal Operations Function for authorizing, prioritizing, and scheduling of resources to develop the solution for a work request. 3. Communications and Customer Relationship Management Functions to communicate the forward schedule of changes planned for the CWS/Web Solution. 4. Operations and Service Desk Functions to provide the forward schedule of changes planned for the CWS/Web Solution. 5. Proposal Development Function for determining risks, impacts, schedules, and costs of requests for change in order to determine whether they should be approved and when they should be scheduled. 6. Release Management Function for implementing an approved, developed, and tested request for change to the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	CWS/Web solution. 7. Service Desk, Work Request Receipt and Customer Relationship Management Functions to report on requests for change, their current state in the change management process, and any details associated with the changes including cost and schedule. 8. Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders. 9. Release Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders. 10. Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4182	The Contractor's supplied Change Management Function solution shall integrate with the Oversight - Internal Operations Function for authorizing, prioritizing, and scheduling of resources to develop the solution for a work request.	Yes ☐ No ☐	Vol: Section: Page#:
4183	The Contractor's supplied Change Management Function solution shall integrate with the Communications and	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Customer Relationship Management Functions to communicate the forward schedule of changes planned for the CWS/Web Solution.		Page#:
4184	The Contractor's supplied Change Management Function solution shall integrate with the Operations and Service Desk Functions to provide the forward schedule of changes planned for the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4185	The Contractor's supplied Change Management Function solution shall integrate with the Proposal Development Function for determining risks, impacts, schedules, and costs of requests for change in order to determine whether they should be approved and when they should be scheduled.	Yes ☐ No ☐	Vol: Section: Page#:
4186	The Contractor's supplied Change Management Function solution shall integrate with the Release Management Function for implementing an approved, developed, and tested request for change to the CWS/Web solution.	Yes ☐ No ☐	Vol: Section: Page#:
4187	The Contractor's supplied Change Management Function solution shall integrate with the Service Desk, Work Request Receipt and Customer Relationship Management Functions to report on requests for change, their current state in the change management process, and any details associated with the changes including cost and schedule.	Yes ☐ No ☐	Vol: Section: Page#:
4188	The Contractor's supplied Change Management Function solution shall integrate with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built,	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.		
4189	The Contractor's supplied Change Management Function solution shall integrate with the Release Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4190	The Contractor's supplied Change Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4376	The Contractor's supplied Change Management Function solution shall integrate with the Service Continuity Management Function to ensure service continuity needs are accounted for and included in all CWS/Web Solution releases to meet recovery point and time.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.4. CONFIGURATION MANAGEMENT

The Configuration Management Function is responsible for maintaining and managing the mechanisms that ensure that the CWS/Web Solution Service and Support functions have sufficient current, historical and accurate information necessary to rebuild any component to its production state. This function ensures the information is collected and maintained. Configuration Management is also pivotal to the Change Management Function for impact analysis and testing configuration changes impact on the production environment.

The Configuration Management process provides a mapping of the CWS/Web Solution by identifying, controlling, maintaining and verifying the versions of configuration items in existence. Configuration Management maintains a Configuration Management Database (CMDB) of all the information about all CWS/Web Solution environments and the configuration items that comprise each individual environment. The CMDB contains detailed information about a configuration item that allows:

- The configuration item to be rebuilt from scratch, in the case of a component failure
- Enables assessments about how requested changes will impact the intended purpose of that configuration item in relationship to the services to which that component is a part
- Tracked through the change process lifecycle (status accounting)

Configuration Management coordinates with each line of business to ensure that the CMDB always reflects the production environments that the IT organization supports.

A Configuration Management Database requires the use of support tools including a database structure to serve as the central control repository. The Configuration Management Database is a repository of data regarding configuration items and their relationships. Physical and electronic libraries are needed along with the Configuration Management Database to hold definitive copies of software and documentation. A few examples of its potential use are to track:

- Release contents, including component configuration items and their version numbers
- Component configuration items and their version numbers in the test and live environments
- Configuration items affected by a scheduled (authorized) change
- All Requests for Change relating to one particular configuration item
- Configuration items purchased from a particular supplier within a specific period
- Configuration item history
- Equipment and software at a given location (for example to assist in an audit)
- Configuration items that are scheduled to be upgraded, replaced or decommissioned
- Changes and problem records associated with a configuration item
- The relationships between all system components and their lifecycle status which includes incidents, problems, known errors, changes, and releases.

The Configuration Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Configuration Management Function
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements
- Proposal Development Function for determining risks and impacts of a change on all configuration items
- Release Management Function for updating the configuration management database
- Service Desk, Incident Management and Problem Management Functions to provide disruption history about configuration items that are experiencing or have experienced degraded performance
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Release Management, Change Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-54 Configuration Management Requirements lists the requirements for the Configuration Management solution to be delivered by the Contractor.

Table VI-54 Configuration Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1999	The Contractor shall develop and submit a Hardware and Software Configuration Report SS024 on hardware and software baselines, configurations and relationships in accordance with the accepted Configuration Management Plan	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	PM016.		
4004	The Contractor shall verify and audit the physical existence of all CWS/Web Solution configuration items under the control of the CWS/Web Division Office and check that they are correctly recorded in the configuration management database.	Yes ☐ No ☐	Vol: Section: Page#:
4005	The Contractor shall select, identify and document the configuration information for all of the infrastructures configuration items, including their 'owner', their interrelationships and configuration documentation, allocating identifiers and version numbers for CI's, labeling each item, and entering it on the configuration management database.	Yes ☐ No ☐	Vol: Section: Page#:
4006	The Contractor shall store and manage COTS software and licenses as configuration items according to the approved Configuration Management Plan PM016.	Yes ☐ No ☐	Vol: Section: Page#:
4007	The Contractor shall provide to the CWS/Web Division Office the configuration documentation for any CWS/Web solution environments located in a State facility and place that information in the configuration management database.	Yes ☐ No ☐	Vol: Section: Page#:
4008	The Contractor shall design, build, implement and maintain all version control methods and tools used to control configuration items as a result of maintenance activities.	Yes ☐ No ☐	Vol: Section: Page#:
4009	The Contractor shall provide and maintain a reporting mechanism for all current and historical data concerned with each configuration item throughout its life cycle. This enables Changes to configurations items and their records to be traceable, e.g., tracking the status of a configuration item as it changes from	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	one state to another (e.g., 'under development,' 'being tested,' 'live,' or 'withdrawn').		
4010	The Contractor shall provide and maintain an automated configuration management database for the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4012	The Contractor shall establish and maintain configuration item input templates.	Yes ☐ No ☐	Vol: Section: Page#:
4013	The Contractor shall design, build, implement and maintain all Configuration Management Products and Materials in conformance with ITIL best practice frameworks.	Yes ☐ No ☐	Vol: Section: Page#:
4014	The Contractor shall design, build, implement and maintain the Configuration Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4191	The Contractor shall include in the Function Delivery Plan SS003 for the Configuration Management Function the following additional detail that explains how the Configuration Management Function will work closely with the: • Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Configuration Management Function. • Proposal Development Function for determining risks and impacts of a change on all configuration items. • Release Management Function for updating the configuration management database.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Service Desk, Incident Management and Problem Management Functions to provide disruption history about configuration items that are experiencing or have experienced degraded performance. • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders. • Release Management, Change Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
4192	The Contractor's supplied Configuration Management Function solution shall integrate with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Configuration Management function.	Yes ☐ No ☐	Vol: Section: Page#:
4193	The Contractor's supplied Configuration		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Proposal Development Function for determining risks and impacts of a change on all configuration items.	Yes ☐ No ☐	Section: Page#:
4194	The Contractor's supplied Configuration Management Function solution shall integrate with the Release Management Function for updating the configuration management database.	Yes ☐ No ☐	Vol: Section: Page#:
4195	The Contractor's supplied Configuration Management Function solution shall integrate with the Service Desk, Incident Management and Problem Management Functions to provide disruption history about configuration items that are experiencing or have experienced degraded performance.	Yes ☐ No ☐	Vol: Section: Page#:
4196	The Contractor's supplied Configuration Management function solution shall integrate with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4197	The Contractor's supplied Configuration Management Function solution shall integrate with the Release Management, Change Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4198	The Contractor's supplied Configuration		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Section: Page#:
4377	The Contractor's supplied Configuration Management Function solution shall integrate with the Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.5. CUSTOMER TRAINING

The Customer Training Function is responsible for maintaining and managing the mechanisms to deliver training to CWS Solution stakeholders. Additionally, this function is responsible for ensuring that all training materials and media are maintained and enhanced to reflect the current and/or planned CWS/Web Solution production environment.

Typical duties of the Customer Training Function are:

- Maintenance of training materials to reflect the CWS/Web production environment
- Updating and/or creating training materials to reflect the changes being introduced into the CWS/Web production environment
- Tracking and reporting of User training metrics
- Providing User training on CWS/Web Solution functionality
- Maintaining and enhancing CWS/Web Solution training tools
- Supporting the usability of CWS/Web Solution training environment in support of providing User training sessions

The Customer Training Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Training Function

- Application Maintenance & Support Function to maintain and enhance automated training tools
- Change Management and Release Management Functions to ensure all training materials are updated to reflect the change being developed so training can be provided in advance of the change being implemented into production
- Communications Function to announce training events
- Customer Relationship Management Function to provide stakeholders with details about training events and secure feedback on training performance for process improvement
- Service Desk, Incident Management and Problem Management Functions to identify patterns of calls that might be eliminated if additional training was provided or training updated to address the problem areas in greater depth
- Servers (Hosting) & Storage, Information Management and Operations Functions to prepare the CWS/Web Solution training environment to be used during training events
- Technical Writing Function to assist in the finalization of written training materials

Table VI-55 Customer Training Requirements lists the requirements for the Customer Training solution to be delivered by the Contractor.

Table VI-55 Customer Training Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2006	The Contractor shall collaborate with the CWS Division Office and the training vendor to describe the methodology and approach for training Service Desk staff and End Users on changes included in each release.	Yes ☐ No ☐	Vol: Section: Page#:
2020	The Contractor shall collaborate with the CWS Division Office and the training vendor to provide ongoing training (e.g., training on new functionality, retraining, training new managers, etc.) for State and county staff as required.	Yes ☐ No ☐	Vol: Section: Page#:
4015	The Contractor shall design, build, implement and maintain the Customer Training Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Requirements.		
4016	The Contractor shall collaborate with the CWS Division Office and the training vendor to design, build, implement and maintain a CWS/Web Customer Training Function solution that addresses the maintenance and upkeep of all CWS/Web Solution training materials.	Yes ☐ No ☐	Vol: Section: Page#:
4017	The Contractor shall collaborate with the CWS Division Office and the training vendor to design, build, implement and maintain a CWS/Web Customer Training Function solution that addresses the maintenance and upkeep of training metrics.	Yes ☐ No ☐	Vol: Section: Page#:
4018	The Contractor shall collaborate with the CWS Division Office and the training vendor to design, build, implement and maintain a CWS/Web Customer Training Function solution that addresses the maintenance and upkeep of CWS/Web solution training tools.	Yes ☐ No ☐	Vol: Section: Page#:
4019	The Contractor shall design, build, implement and maintain a CWS/Web Customer Training Function solution that addresses the maintenance and upkeep of the training environment from a training class provision perspective.	Yes ☐ No ☐	Vol: Section: Page#:
4136	The Contractor shall include in the Function Delivery Plan SS003 for the Customer Training Function the following additional detail that explains how the Customer Training Function will work closely with the: 1. Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Training Function. 2. Application Maintenance & Support Function to maintain and enhance automated training tools.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	3. Change Management and Release Management Functions to ensure all training materials are updated to reflect the change being developed so training can be provided in advance of the change being implemented into production. 4. Communications Function to announce training events. 5. Customer Relationship Management Function to provide stakeholders with details about training events and secure feedback on training performance for process improvement. 6. Service Desk, Incident Management and Problem Management Functions to identify patterns of calls that might be eliminated if additional training was provided or training updated to address the problem areas in greater depth. 7. Servers (Hosting) & Storage, Information Management and Operations Functions to prepare the CWS/Web Solution training environment to be used during training events. 8. Technical Writing Function to assist in the finalization of written training materials.		
4137	The Contractor's supplied Customer Training Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Training Function.	Yes ☐ No ☐	Vol: Section: Page#:
4138	The Contractor's supplied Customer Training Function solution shall integrate with the Application Maintenance & Support Function to maintain and enhance automated training tools.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4139	The Contractor's supplied Customer Training Function solution shall integrate with the Change Management and Release Management Functions to ensure all training materials are updated to reflect the change being developed so training can be provided in advance of the change being implemented into production.	Yes ☐ No ☐	Vol: Section: Page#:
4140	The Contractor's supplied Customer Training Function solution shall integrate with the Communications function to announce training events.	Yes ☐ No ☐	Vol: Section: Page#:
4141	The Contractor's supplied Customer Training Function solution shall integrate with the Customer Relationship Management Function to provide stakeholders with details about training events and secure feedback on training performance for process improvement.	Yes ☐ No ☐	Vol: Section: Page#:
4142	The Contractor's supplied Customer Training Function solution shall integrate with the Service Desk, Incident Management and Problem Management Functions to identify patterns of calls that might be eliminated if additional training was provided or training updated to address the problem areas in greater depth.	Yes ☐ No ☐	Vol: Section: Page#:
4143	The Contractor's supplied Customer Training Function solution shall integrate with the Servers (Hosting) & Storage, Information Management and Operations Functions to prepare the CWS/Web Solution training environment to be used during training events.	Yes ☐ No ☐	Vol: Section: Page#:
4144	The Contractor's supplied Customer Training Function solution shall integrate with the Technical Writing Function to assist in the finalization of written training materials.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.6. FACILITIES MANAGEMENT

Facilities Management ensures that the facilities housing CWS/Web Solution information technology infrastructure are designed, maintained and supported from a security, electrical, and HVAC perspective to support availability and service continuity requirements.

The State envisions that while a majority of the CWS/Web Solution information technology infrastructure will be housed at OTech that the development environment will be housed at an OSI facility. OSI will be responsible for all tenant improvements necessary to house the development environment. To enable the State to be ready to house the development environment and avoid any schedule delays the State is requesting that the Bidder provide a draft of the environment needs for the development environment in their Final Proposal, so OSI can have the required tenant improvements completed upon award of the contract.

The Facilities Management Function will coordinate the installation of the required HVAC and electrical environment at the OSI provided facility to accommodate the installation of the CWS/Web Solution development environment based on the specifications received in the Bidder's proposal to the State.

Table VI-56 Facilities Management Requirements lists the requirements for the Facilities Management solution to be delivered by the Bidder and Contractor.

Table VI-56 Facilities Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4223	The Contractor shall within 10 days of Contract award submit the final detailed environmental specifications (HVAC, electrical, floor space) associated with their proposed development environment.	Yes ☐ No ☐	Vol: Section: Page#:
4224	The Contractor shall include in its development environment all racks and housing apparatus that incorporate security features that limit physical access to the development environment to authorized personnel only.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.7. INCIDENT MANAGEMENT

The Incident Management Function is responsible for maintaining and managing the mechanisms utilized to ensure that unexpected CWS/Web Solution production events are identified, tracked and resolved in a timely manner and communicated to the CWS/Web Solution stakeholders.

The Service Desk Function and the Incident Management Function are tightly coupled. The Service Desk Function acts as the central point of coordination where unexpected CWS/Web Solution production events are recorded, initially classified and diagnosed, and resolved (if possible). For unexpected CWS/Web Solution production events that require escalation to bring resolution to the event, the Service Desk Function invokes the Incident Management Function. The Incident Management Function keeps the Service Desk Function apprised of resolution activities throughout the duration of the unexpected CWS/Web Solution production event to facilitate communication to impacted CWS/Web Solution stakeholders.

The relationship between incidents, problems and known errors should be understood:

- Incidents are the result of any deviation from the standard operation of a service that causes, or may cause, an interruption to, or a reduction in the quality of CWS/Web Solution functionality.
- When the underlying cause of the incident is not identifiable, and the incident reoccurs or is reproducible, then it may be appropriate to initiate a problem record. A problem is indicative of an unknown error within the CWS/Web Solution.
- A known error is a problem that has been successfully diagnosed and for which a temporary work-around or a permanent alternative is identified. During the incident resolution process, the incident is matched against the known error database to enable the deployment of a work-around that allows the impacted CWS/Web Solution stakeholder to resume conducting their responsibilities.

Typical duties of the Incident Management Function are:

- Incident collaboration to develop and maintain channels with appropriate 3rd parties in order to efficiently communicate incident and problem information, stakeholder communication, and incident resolution information
- Incident management planning to maintain and enhance processes, plans, systems and procedures to track, monitor, and resolve service desk incidents
- Incident reporting which includes the systems, reports and procedures used to report help desk tickets, associated analyses, resolutions, and related statistics
- Incident response which involves responding to calls regarding unplanned disruptions in the CWS/Web Solution by tracking, evaluating, categorizing, escalating, reporting, and monitoring service tickets and taking appropriate action according to Incident Management plans.

- Incident tracking which involves appropriately documenting and monitoring CWS/Web Solution interruptions in the incident tracking system

The Incident Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Incident Management Function
- Personal Device Support Function for training and materials on how to provide resolution to stakeholder calls to the Service Desk related to personal device (i.e., PDA, laptops, scanners) issues
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions for severity level 1 and 2 escalation to resolve an incident and restore service to the impacted stakeholder(s)
- Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment
- Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management
- Problem Management Function to ensure Incident Management processes result the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented
- Service Desk Function as it is the agent by which the Incident Management Function is typically performed
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site

Table VI-57 Incident Management Requirements lists the requirements for the Incident Management solution to be delivered by the Contractor.

Table VI-57 Incident Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1864	The Contractor shall restore any lost or		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	corrupted data within 6 hours of identification of the data being lost or corrupted.	Yes ☐ No ☐	Section: Page#:
1873	The Contractor shall develop, submit and maintain upon completion of any maintenance call deliver a Maintenance Activity Report SS015 (as agreed with the approval and acceptance of the Function Delivery Plan SS003 for the Incident Management Function) to the CWS/Web Division Office within 24 hours, which shall include, at a minimum, the following: • Date and time notified • Date and time of arrival. • If hardware, type and serial number(s) of machine(s) • If software, module or component name of the affected software code. • Time spent for repair • List of parts replaced and/or actions taken. • Description of malfunction or defect.	Yes ☐ No ☐	Vol: Section: Page#:
1876	The Contractor shall furnish a Maintenance Activity Report SS015 in accordance with its product definition to the State within five (5) working days of an unscheduled maintenance activity of the CWS/Web System that includes: • Description of the root cause, analysis and reason for maintenance activity. • Detailed description of the steps to be taken to avoid future reoccurrence.	Yes ☐ No ☐	Vol: Section: Page#:
1974	The Contractor shall provide ongoing management, escalation, resolution, root cause analysis, and reporting of CWS/Web Application Solution incidents in all OTech housed	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	CWS/Web Application Solution environments.		
2038	The Contractor shall include in its Service and Support Service Desk solution the procedures and software tools to maintain and utilize a Known Error database for use by Service Desk personnel to facilitate first call resolution.	Yes ☐ No ☐	Vol: Section: Page#:
2043	The Contractor shall ensure in its Service and Support Service Desk solution that responses to Service Requests are based on priority and impact rather than the method used to notify the Service Desk (e.g., telephone, e-mail, fax, direct input to Service Request system by end-users).	Yes ☐ No ☐	Vol: Section: Page#:
2045	The Contractor shall include in its Service and Support Service Desk solution the procedures for interacting with local county help desks and OTech Service Desk for incident management, problem resolution and reporting.	Yes ☐ No ☐	Vol: Section: Page#:
2052	The Contractor shall include in its Service and Support Service Desk solution procedures resolving incidents related to external partner/system interfaces.	Yes ☐ No ☐	Vol: Section: Page#:
3644	The Contractor shall provide ongoing management, escalation, resolution, root cause analysis, and reporting of CWS/Web Solution problems in the CWS/Web Solution development environment.	Yes ☐ No ☐	Vol: Section: Page#:
3647	The Contractor shall provide end-user or manager online/portal access to Incident reports.	Yes ☐ No ☐	Vol: Section: Page#:
4020	The Contractor shall design, build, implement and maintain procedures with interface partners for handling	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	incidents and problems.		Page#:
4021	The Contractor shall work with OTech to support analysis and remediation as a result of network security breaches related to the CWS/Web System.	Yes ☐ No ☐	Vol: Section: Page#:
4022	The Contractor shall design, build, implement and maintain ongoing management, escalation, resolution, root cause analysis, and reporting of application problems.	Yes ☐ No ☐	Vol: Section: Page#:
4023	The Contractor shall design, build, implement and maintain escalation contact list(s) for Contractor contacts (including Third Parties such as vendors and service providers).	Yes ☐ No ☐	Vol: Section: Page#:
4024	The Contractor shall provide automated monitoring of network and system services, accessibility and transaction volumes in real time and immediately alert the Service Desk and CWS/Web Division Office of any network and/or system problems.	Yes ☐ No ☐	Vol: Section: Page#:
4025	The Contractor shall design, build, implement and maintain procedures and software tools to receive, log, manage, escalate, and resolve incidents and problems identified by CWS/Web System users, supporting both County and OTech issue identification and resolution activities related to the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4026	The Contractor shall design, build, implement and maintain procedures for interacting with local county's individual IT Service Desks for incident management, problem resolution and reporting.	Yes ☐ No ☐	Vol: Section: Page#:
4027	The Contractor shall answer and respond to calls from internal and external CWS/Web Solution	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	stakeholders regarding unplanned disruptions to the CWS/Web Solution.		Page#:
4028	The Contractor shall manage the resolution of incidents at the lowest level possible, using qualified staff as appropriate, to facilitate first call resolution.	Yes ☐ No ☐	Vol: Section: Page#:
4029	The Contractor shall interpret incident information and create work orders for service and support functions or service delivery partnerships to resolve incidents.	Yes ☐ No ☐	Vol: Section: Page#:
4030	The Contractor shall follow-up with CWS/Web Solution stakeholders to ensure incident was resolved satisfactorily.	Yes ☐ No ☐	Vol: Section: Page#:
4031	The Contractor shall ensure that incidents are communicated appropriately to impacted CWS/Web Solution stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4032	The Contractor shall identify, escalate (e.g., severity level 2 and severity level 3 escalation), manage Incident Resolution and close incidents service requests including those escalated to third party service delivery partnerships.	Yes ☐ No ☐	Vol: Section: Page#:
4034	The Contractor shall install and manage a single Incident, Problem and Defect Integrated Tracking System TM032 that the Contractor and the CWS/Web Division Office shall use collaboratively for the tracking of system defects, security, and system issues.	Yes ☐ No ☐	Vol: Section: Page#:
4035	The Contractor shall allow the CWS/Web Division Office access to the entire Incident, Problem and Defect Integrated Tracking System TM032 used by the Contractor.	Yes ☐ No ☐	Vol: Section: Page#:
4036	The Contractor shall provide to the		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	State all Incident, Problem and Defect Integrated Tracking System TM032 content from in an agreed upon format within 30 calendar days of completion of the contract.	Yes ☐ No ☐	Section: Page#:
4037	The Contractor shall maintain information on incidents and problems or events, including but not limited to, description, start and end dates/times, actual or potential cause(s), corrective action taken, and future action required in an automated incident management tool.	Yes ☐ No ☐	Vol: Section: Page#:
4038	The Contractor shall design, build, implement and maintain all Incident Management Products and Materials in conformance with ITIL best practice frameworks.	Yes ☐ No ☐	Vol: Section: Page#:
4039	The Contractor shall design, build, implement and maintain the Incident Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4041	The Contractor shall develop, submit and maintain a Service Partner Performance Agreement SS017 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4042	The Contractor shall develop and maintain an Incident Resolution solution that is based on the severity definitions described in requirements 4043, 4044, and 4045.	Yes ☐ No ☐	Vol: Section: Page#:
4043	The Contractor shall resolve Severity Level One Outages (defined as a complete or severe loss of service in at least one critical business function, the system business operations cannot reasonably continue or can continue only in a restricted fashion, and service	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	delivery to Users is disrupted) within 8 hours of initial call being received. The Contractor shall manage Severity Level One Outages as follows: • Initial call – incident/problem reported and ticket issued: Ticket issued by Contractor either by notification from OSI, or upon receipt of automated alarm/error notification at Contractor's operations center. The clock starts with initial call. • 30 minutes from initial call/contact – remote diagnostics initiated: Qualified technician assigned for remote diagnosis. Notify OSI to advise on the status. • 2 hours from initial call/contact – onsite response: If the incident cannot be resolved remotely, technician arrives on site and informs State staff of their arrival. • 4 hours from initial call/contact – resolution plan determined: Diagnosis, resolution plan, and estimated fix time given. Contractor initiates a conference call with the OSI Project Manager or designee on an hourly basis. • 6 hours from initial call/contact – component and/or technical augmentation. Required component(s) shipped in most expedient way and/or additional technical support called in. Contractor initiates conference call to OSI Project Manager. The Project Manager is informed hourly of status. • 8 hours from initial call/contact – problem resolved – the Project Manager is informed hourly of status. Contractor initiates conference call(s) per mutual agreement with OSI.		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4044	The Contractor shall resolve Severity Level Two Outages (defined as a minor loss of service meaning the impact is an inconvenience and critical business functions are not significantly impaired and the system business operations can continue with minimal disruption to Users.) within 48 hours of initial call being received. The Contractor shall manage Severity Level Two Outages as follows: • Initial call/contact - problem reported and ticket issued: Ticket issued by Contractor either by from user, county service desk, OSI, or upon receipt of automated alarm/error notification at Contractor's Operations Center. • 2 hours from initial call/contact - technician assigned: Qualified technician assigned for remote diagnosis. Notify OSI Project Manager to advise on status. • 8 hours from initial call/contact - onsite response: If the problem is not resolved remotely, technician arrives on site and informs State staff of their arrival. • 12 hours from initial call/contact - resolution plan determined: Diagnosis, resolution plan, and estimated fix time given. Contractor initiates conference call with the OSI Project Manager or designee each business day. • 16 hours from initial call/contact - component and/or technical augmentation: Required component(s) shipped in most expedient way and/or additional technical support called in. Contractor initiates conference call with Project Manager each day on status.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• 48 hours from initial call/contact - problem resolved: The Project Manager must be informed each business day of status. Contractor initiates conference call(s) per mutual agreement with OSI.		
4045	The Contractor shall resolve Severity Level Three Outages (defined as a deviation from the standard of performance that causes no loss of service. This may be a minor error, incorrect behavior, or a documentation error that does not impede the operation of a system or effect the system business operations and has minimal impact on Users) within 80 business hours of initial call being received. The Contractor shall manage Severity Level Three Outages as follows: • Initial call/contact - problem reported and ticket issued: Ticket issued by Contractor either by notification from user, county service desk, CWS/Web Division Office Manager, or upon receipt of automated alarm/error notification at Contractor Operations Center. • 8 hours from initial call/contact - Contractor assigns staff: Contractor assigns qualified technician(s) to begin resolution and notifies CWS/Web Division Office Manager to advise on status. • 16 hours from initial call/contact - Contractor contacts OSI: Call made to OSI Project Manager to advise on status; If incident cannot be resolved remotely, technician arrives on site and informs State staff of their arrival. • 36 hours from initial call/contact - resolution plan determined: Diagnosis, resolution plan, and	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	estimated fix time given. The Project Manager informed of status. • 52 hours from initial call/contact – component and/or technical augmentation. Required component(s) shipped in most expedient way and/or additional technical support called in. • 80 hours from the initial call/contact - problem resolved: Work shall be continuous without interruption until problem is resolved. The Project Manager must be informed each business day of status.		
4046	The Contractor shall provide an integrated Service Desk (manage, coordinate, and follow through to resolution with OTech and the Counties in performing their activities) that will be structured and maintained to consistently meet or exceed the following performance levels: • Service Desk Call Answer - 90% of calls will be answered in less than 60 seconds by live person. • First Call Resolution Rate - 70% of calls are resolved at “First Call” point, excluding scheduled outages for maintenance and support. • Incident Closure Notice (via e-mail) - 95% of all incidents have closure notices sent within 30 minutes of closure. • No Service Desk Lines Available - Zero occurrences.	Yes ☐ No ☐	Vol: Section: Page#:
4047	The Contractor shall coordinate with OTech and Counties to build, implement and maintain a solution to resolve network outages (includes response to and resolution of network availability problems that result from disruption or	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response

	degradation of WAN, MAN, VPN, data center or other data networks that support the system) that will be structured and delivered to consistently meet or exceed the following performance levels:
	• Response
	  • Severity Level 1: 95% within 30 minutes
	  • Severity Level 2: 95% within 1 hour
	  • Severity Level 3: 95% within 2 hours
	• Resolution
	  • Severity Level 1: 90% within 4 hours
	  • Severity Level 2: 90% within 8 hours
	  • Severity Level 3: 85% within 24 hours		

4048	The Contractor shall build, implement, and maintain a Corrective Application Maintenance solution that will be structured and delivered to consistently meet or exceed the following performance levels: • Severity Level 1: 90% within 6 hours • Severity Level 2: 90% within 16 hours • Severity Level 3: 90% within 40 hours	Yes ☐ No ☐	Vol: Section: Page#:
4049	The Contractor shall develop and submit an Incident Management Performance Report SS014 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
4234	The Contractor shall include in the Function Delivery Plan SS003 for the Incident Management Function the	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	following additional detail that explains how the Incident Management Function will work closely with the: 1. Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Incident Management Function. 2. Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions for severity level 2 and 3 escalation to resolve an incident and restore service to the impacted stakeholder(s). 3. Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment. 4. Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management. 5. Problem Management Function to ensure Incident Management processes result the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented. 6. Service Desk Function as it is the agent by which the Incident Management Function is typically performed. 7. Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4235	The Contractor's supplied Incident Management Function solution shall integrate with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Incident Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
4236	The Contractor's supplied Incident Management Function solution shall integrate with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions for severity level 2 and 3 escalation to resolve an incident and restore service to the impacted stakeholder(s).	Yes ☐ No ☐	Vol: Section: Page#:
4237	The Contractor's supplied Incident Management Function solution shall integrate with the Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment.	Yes ☐ No ☐	Vol: Section: Page#:
4238	The Contractor's supplied Incident Management Function solution shall integrate with the Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management.	Yes ☐ No ☐	Vol: Section: Page#:
4239	The Contractor's supplied Incident Management Function solution shall integrate with the Problem Management Function to ensure Incident Management processes result in the necessary detail being placed in the incident tracking system to allow the identification of trends so that	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	permanent fix remedies can be identified and implemented.		
4240	The Contractor's supplied Incident Management Function solution shall integrate with the Service Desk Function as it is the agent by which the Incident Management Function is typically performed.	Yes ☐ No ☐	Vol: Section: Page#:
4241	The Contractor's supplied Incident Management Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4378	The Contractor's supplied Incident Management Function solution shall integrate with the Personal Device Support Function for training and materials on how to provide resolution to stakeholder calls to the Service Desk related to personal device (e.g., PDA, laptops, scanners) issues.	Yes ☐ No ☐	Vol: Section: Page#:
4705	The Contractor staff shall have experience in managing an Incident Management Function in a production environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.8. NETWORK (CONNECTIVITY)

The Network (Connectivity) Function is responsible for maintaining and managing the mechanisms that provide secure network connectivity to the CWS/Web Solution, as well as supporting voice solutions utilized in the CWS/Web Solution.

Typical duties of the Network (Connectivity) Function are:

- Monitoring and maintaining formal agreement based working relationships with the CWS/Web Solution data network partners (OTech, Counties, federal agencies) to ensure the capacity needed to support CWS/Web Solution data related transmissions (i.e., transactional, images, reports)

- Monitoring, maintaining, enhancing and managing the interactive voice response solution that will be used by the Service Desk Function to ensure capacity is adequate for callers to never receive a busy signal
- Ensuring the network security requirements are monitored and maintained
- Monitoring, maintaining, enhancing and managing the data network for those environments that the CWS/Web Solution is solely responsible for (i.e., the development environment), which might include such activities as:
    - Providing internal, external, and neutral zone network support
    - Providing router, switch, and other network equipment administration and support
    - Providing port/interface management support
    - Providing network circuit monitoring and support
    - Providing wireless network support
    - Providing Remote Access Server (RAS) appliance administration and support
- Providing incident resolution support for CWS/Web Solution data and voice network environments
- Providing periodic performance reports to the CWS/Web Division Office in regards to such areas as transactional volumes, capacity thresholds versus usage, call patterns, and costs

The Network (Connectivity) Function works closely with the:

- Application Maintenance & Support Function for any data transmission changes necessary to support the application changes being developed and deployed
- Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution network environment
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches
- Customer Training Function to provide access to the training environment
- Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment
- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for information related to the network environment configurations under the direct control of the Contractor or CWS/Web Division Office
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office

in support of other stakeholder requests (such as the need to assess legislative or regulation changes)

- Information Management Function to ensure the network has the capacity to support current and future data mart and data warehouse queries
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution
- Solution Architecture Function to ensure the network layer remains in conformance and compliance with the overall CWS/Web Solution Architecture
- Operations Function to plan for and assist in the recovery of data after a failure
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Network (Connectivity) Function
- Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Network (Connectivity) Function
- Personal Device Support Function to develop and publish CWS/Web Solution policies in regards to personal device security, configuration and currency requirements
- Service Continuity Management Function to ensure that connectivity can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution network components
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements
- Capacity Management Function to ensure changes are designed, built, implemented and maintained to meet CWS/Web capacity and performance requirements
- Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders

- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Security Function to identify and implement any security changes necessary to support the network changes being developed and deployed

Table VI-58 Network (Connectivity) Requirements lists the requirements for the Network (Connectivity) solution to be delivered by the Contractor.

Table VI-58 Network (Connectivity) Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1886	The Contractor shall perform system integration and coordination responsibilities with OTech for OTech network connectivity hardware and software installation, upgrade, and maintenance activities associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
1889	The Contractor shall provide monthly reporting on network utilization and capacity, network traffic patterns, network availability, and any plans for network changes to the State to demonstrate that the network continues and will continue meeting CWS/Web System user demand and performance requirements.	Yes ☐ No ☐	Vol: Section: Page#:
1946	The Contractor shall coordinate with OTech any changes to network or OTech -managed components, or any other components that might have an impact on the performance of OTech managed components or services.	Yes ☐ No ☐	Vol: Section: Page#:
3641	The Contractor shall be responsible for network upgrades as required to meet service level requirements of the Development Environment associated with the CWS/Web Solution with oversight being provided by the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	CWS/Web Division Office.		
3649	The Contractor shall perform system integration and coordination responsibilities for the Development Environment network connectivity hardware and software installation, upgrade, and maintenance activities associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
4051	The Contractor shall design, build, implement and maintain the Network (Connectivity) Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4052	The Contractor shall monitor and maintain formal Agreement based working relationships with the CWS/Web data network partners (OTecj, Counties, governmental agencies) to ensure the capacity needed to support CWS/Web Solution network related transmissions (i.e. transactional, images, video, reports, etc.) used in the delivery of CWS/Web and SAWS Solutions is delivered.	Yes ☐ No ☐	Vol: Section: Page#:
4053	The Contractor shall monitor, maintain, enhance and manage the Automated Voice Response solution voice network that will be used in the delivery of CWS/Web Solution Service Desk to ensure capacity is adequate for callers to never receive a busy signal.	Yes ☐ No ☐	Vol: Section: Page#:
4054	The Contractor shall monitor and maintain formal Agreement based working relationships with the CWS/Web network partners (OTech, Counties, governmental agencies, Telco's) to ensure the security and network design requirements in Appendix B - System Requirements are	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	maintained to support CWS/Web Solution network related transmissions (i.e. transactional, images, video, reports, etc.) used in the delivery of CWS/Web and SAWS Solutions is delivered.		
4055	The Contractor shall monitor, maintain, enhance and manage the data network for those environments that it is solely responsible for (i.e. the development server and storage environment) that will be used in the support of CWS/Web Solutions.	Yes ☐ No ☐	Vol: Section: Page#:
4056	The Contractor shall monitor and maintain formal Agreement based working relationships with the CWS/Web Solution network service delivery partnership (OTech, Counties, governmental agencies) to ensure the availability needed to support CWS/Web Solution network related transmissions (e.g. transactions, images, video, reports).	Yes ☐ No ☐	Vol: Section: Page#:
4274	The Contractor shall include in the Function Delivery Plan SS003 for the Network (Connectivity) Function the following additional detail that explains how the Network (Connectivity) Function will work closely with the: 1. Application Maintenance & Support Function for any data transmission changes necessary to support the application changes being developed and deployed. 2. Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution network environment. 3. Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches. 4. Customer Training Function to	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	provide access to the training environment. 5. Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment. 6. Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for information related to the network environment configurations under the control of the Contractor or CWS/Web Division Office. 7. Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes). 8. Information Management Function to ensure the network has the capacity to support current and future data mart and data warehouse queries. 9. Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution. 10. Solution Architecture Function to ensure the network layer remains in conformance and compliance with the overall CWS/Web Solution Architecture. 11. Operations Function to plan for and assist in the recovery of data after a failure. 12. Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Network (Connectivity) Function. 13. Service Desk, Incident and/or Problem Management Functions to		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Network (Connectivity) Function. 14. Service Continuity Management Function to ensure that connectivity can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders.		
4275	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Application Maintenance & Support Function for any data transmission changes necessary to support the application changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:
4276	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution network environment.	Yes ☐ No ☐	Vol: Section: Page#:
4277	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.	Yes ☐ No ☐	Vol: Section: Page#:
4278	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Customer Training Function to provide access to the training environment.	Yes ☐ No ☐	Vol: Section: Page#:
4279	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Project Management	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.		Page#:
4280	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Configuration Management Function to maintain the Definitive Software Library (and any related libraries) for information related to the network environment configurations under the control of the Contractor's supplied or CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
4281	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).	Yes ☐ No ☐	Vol: Section: Page#:
4282	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Information Management Function to ensure the network has the capacity to support current and future data mart and data warehouse queries.	Yes ☐ No ☐	Vol: Section: Page#:
4283	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
4284	The Contractor's supplied Network		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	(Connectivity) Function solution shall integrate with the Solution Architecture Function to ensure the network layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.	Yes ☐ No ☐	Section: Page#:
4285	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Operations Function to plan for and assist in the recovery of data after a failure.	Yes ☐ No ☐	Vol: Section: Page#:
4286	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Network (Connectivity) Function.	Yes ☐ No ☐	Vol: Section: Page#:
4287	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Service Desk, Incident and/or Problem Management Functions to provide 2nd and 3rd level support for incidents or problems being assigned to the Network (Connectivity) Function.	Yes ☐ No ☐	Vol: Section: Page#:
4288	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Service Continuity Management Function to ensure that connectivity can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4289	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution network	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	components.		
4290	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4357	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4360	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Capacity Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web capacity and performance requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4361	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Change Management Function Change Management function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4370	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4374	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Security Function to identify and implement any security changes necessary to support the network changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:
4379	The Contractor's supplied Network (Connectivity) Function solution shall integrate with the Personal Device Support Function to develop and publish CWS/Web Solution policies in regards to personal device security, configuration and currency requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4706	The Contractor staff shall have experience managing the provision and upkeep of a telecommunications environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4793	The Contractor shall include OTech-supplied data in network performance reports and work collaboratively with OTech to plan network changes and resolve network performance issues.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.9. OPERATIONS

The Operations Function is responsible for maintaining and managing the daily production job processing to:

- Provide CWS/Web Solution stakeholders with the information they need to perform their programmatic responsibilities
- Safeguard data resources
- Ensure CWS/Web Solution availability

The Operations Function provides the daily management and operation to store, secure, and process CWS/Web Solution data to ensure that CWS Program business needs are met. This function is typically staffed to reflect its 24x7 nature.

The Operations Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Operations Function
- Availability Management Function to ensure changes are designed, built, tested, implemented to meet CWS/Web availability requirements
- Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Configuration Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Incident Management and Service Desk Functions for severity level 2 and severity level 3 escalation to resolve an incident and restore service to the impacted stakeholder(s)
- Problem Management Function to do root cause analysis and identify temporary and permanent fixes to known problems
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will facilitate CWS/Web Solution recovery at an alternate site
- Service Desk and Incident Management Functions for escalation of incidents per requirements in the CWS/Web Contract
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Applications Maintenance & Support Function to:
    - Create and maintain production job processing scripts
    - Provide print operations and distribution
    - Schedule and monitor CWS/Web Solution batch or offline processes
- Information Management and Service Continuity Management Functions to:
    - Provide recovery processing
    - Perform data backup
    - Manage off site tape storage and retrieval

- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to:
    - Coordinate production outage resolutions
    - Provide CWS/Web Solution monitoring
    - Provide operational consulting to CWS/Web Solution developers

Table VI-59 Operations Requirements lists the requirements for the Operations solution to be delivered by the Contractor.

Table VI-59 Operations Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1839	The Contractor shall schedule all non-emergency system maintenance that makes the system unavailable to be performed between midnight and 4 AM Pacific Time.	Yes ☐ No ☐	Vol: Section: Page#:
1853	The Contractor shall work collaboratively with OTech to provide an integrated set of maintenance and operations services to CDSS and OSI.	Yes ☐ No ☐	Vol: Section: Page#:
1856	The Contractor shall ensure that all Service and Support activities are successfully executed to meet service levels based on the division of labor as agreed with the approval and acceptance of the Function Delivery Plan SS003 for all the Service and Support functions.	Yes ☐ No ☐	Vol: Section: Page#:
1860	The Contractor shall provide administration of all technology components related to the CWS/Web Application Solution on behalf of the OSI CWS/Web Division Office as agreed with the approval and acceptance of the CWS/Web Solution Management Guide.	Yes ☐ No ☐	Vol: Section: Page#:
1861	The Contractor shall provide routine system upgrades and fixes at no additional cost for those CWS/Web	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Application Solution components under their direct control, for the duration of the contract.		Page#:
1862	The Contractor shall fix problems, optimize and implement changes to the components of the CWS/Web Application Solution directly under its control per the approved Function Delivery Plan SS003 for all Service and Support functions.	Yes ☐ No ☐	Vol: Section: Page#:
1865	The Contractor shall perform all routine scheduled system maintenance during non-business hours when the least usage is expected based on historical patterns.	Yes ☐ No ☐	Vol: Section: Page#:
1867	The Contractor shall perform all non-emergency unscheduled system maintenance that would impact system availability to be performed during non-business hours when the least usage is expected based on historical patterns unless otherwise agreed to by the State.	Yes ☐ No ☐	Vol: Section: Page#:
1868	The Contractor shall implement planned changes to the CWS/Web Application Solution production environment during normal business hours (4 AM to Midnight 7 days a week) only with written approval of the CWS/Web Division Office after the application/system changes that are developed are reviewed and approved by applicable CWS/Web Application Solution change management processes prior to production implementation.	Yes ☐ No ☐	Vol: Section: Page#:
1869	The Contractor shall ensure that performance of remote diagnostics, reviewing log files and conducting troubleshooting procedures during business hours do not impact the performance or availability of the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	system.		
1872	The Contractor shall provide assistance to CWS/Web Application Solution co-deliverers (OTech, Counties, OSI, and other OSI Contractors) to establish and maintain procedures for maintenance of the CWS/Web Application Solution production environment as agreed to with the approval and acceptance the CWS/Web Service and Support Function Delivery Plan SS003 for the Operations Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
1875	The Contractor shall develop, submit and maintain the Preventive Maintenance Schedule SS019 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1880	The Contractor shall proactively perform periodic system operation checks during business hours including but not limited to: • System status to verify the condition of system and subsystem components • System availability and performance	Yes ☐ No ☐	Vol: Section: Page#:
1888	The Contractor shall provide 24 hour, 7 days per week monitoring of application availability and performance (e.g., response time).	Yes ☐ No ☐	Vol: Section: Page#:
1895	The Contractor shall coordinate with OTech to ensure a formally documented backup and recovery solution for all CWS/Web environments nstalled at OTech is implemented and maintained that will be structured and maintained to consistently meet or exceed the following performance levels: • Recovery Point Objective = Zero Data Loss. • 100% Daily incremental backups, stored onsite & offsite.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• 100% Weekly full backups, stored onsite & offsite. • 100% Monthly full backups, stored offsite.		
1900	The Bidder shall ensure database backup activities are performed in accordance with the approved Backup and Recovery Plan SS018.	Yes ☐ No ☐	Vol: Section: Page#:
1906	The Contractor shall implement, maintain and operate all batch-processing that run uninterrupted and on-schedule, except during system failures. If failure occurs, the Contractor shall re-run all batch-processing until it successfully completes.	Yes ☐ No ☐	Vol: Section: Page#:
1909	The Contractor is responsible for managing and conducting successful extracts of data to external stakeholders and counties on a scheduled basis.	Yes ☐ No ☐	Vol: Section: Page#:
1912	The Contractor is responsible to notify the State and counties when there is a batch exception or failure prior to the start of the next business day.	Yes ☐ No ☐	Vol: Section: Page#:
1951	OTech shall be responsible for hosting the CWS/Web System and providing backup and recovery services, but the Contractor is expected to manage and coordinate Backup and Recovery activities with OTech on behalf of CWS/Web Project Office.	Yes ☐ No ☐	Vol: Section: Page#:
1952	The Contractor shall develop, submit and maintain a Backup and Recovery Plan SS018 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
1953	The Contractor shall be responsible with		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	OTech for recovering and restoring the application environment from OTech provided back-ups of the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Section: Page#:
1954	The Contractor shall provide the ability for both full and incremental backup.	Yes ☐ No ☐	Vol: Section: Page#:
1955	The Contractor is responsible for testing the backup and recovery solution with OTech for OTech housed components of the CWS/Web Application Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3624	The Contractor shall provide field/technical services bulletins within 72 hours of receipt from OTech, subcontractors, manufacturers and other third parties to the CWS/Web Division Office for the purpose of determining whether any action is required in response to the bulletins.	Yes ☐ No ☐	Vol: Section: Page#:
3625	The Contractor shall provide assistance to CWS/Web Solution co-deliverers (OTech, Counties, CDSS, OSI, and other OSI Contractor's) to fix problems, optimize and implement changes as agreed with the approval and acceptance of the Function Delivery Plan SS003 for all Service and Support functions.	Yes ☐ No ☐	Vol: Section: Page#:
3626	The Contractor shall provide a schedule of all maintenance activities planned for the next calendar month by the 10th working day of the current month to the CWS/Web Division Office for approval and subsequent publication to the Counties.	Yes ☐ No ☐	Vol: Section: Page#:
3627	The Contractor shall be authorized to		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	conduct remote diagnostics, review log files and conduct troubleshooting procedures for components that are under a delivery partner's (OTech, Counties, Interfaces) control as agreed to by that delivery partner with approval and acceptance of their service/operational level agreement unless actions will negatively impact delivery of the CWS/Web Solution for the term of the Contractor's contract.	Yes ☐ No ☐	Section: Page#:
3630	The Contractor shall ensure a backup and recovery solution for the CWS/Web Development Environment is implemented and maintained that will be structured and maintained to consistently meet or exceed the following performance levels: • 100% Daily incremental backups, stored onsite & offsite • 100% Weekly full backups, stored onsite & offsite • 100% Monthly full backups, stored offsite.	Yes ☐ No ☐	Vol: Section: Page#:
3632	The Contractor shall implement, maintain and operate all batch-processing in a manner that: - accomplishes zero data loss consistently; - has no impact to business flow or system performance; - establishes a methodology to coordinate with OTech and counties to ensure that data files are accurately transferred between CWS/Web System and other agency and county systems; monitor batch program performance to ensure execution within allowed batch windows.	Yes ☐ No ☐	Vol: Section: Page#:
3642	The Contractor shall be responsible for recovering and restoring the application environment from Contractor provided back-ups of the Development Environment associated with the CWS/Web Solution with oversight being	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	provided by the CWS/Web Division Office.		
3643	The Contractor is responsible for testing the backup and recovery solution for the Development Environment of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3651	The Contractor shall be responsible for developing and maintaining the procedures and tools for automatic execution of scheduled batch programs.	Yes ☐ No ☐	Vol: Section: Page#:
3715	The Contractor shall coordinate with OTech for the design, build, implement and maintenance of the backup and recovery solution that addresses operational and disaster recovery needs for CWS/Web Solution components housed at OTech.	Yes ☐ No ☐	Vol: Section: Page#:
3716	The Contractor shall design, build, implement and maintain a backup and recovery solution that addresses operational and disaster recovery needs for CWS/Web Solution components under the control of the CWS/Web Division Office or Contractor.	Yes ☐ No ☐	Vol: Section: Page#:
4057	The Contractor shall design, build, implement and maintain all Operations Function Products and Materials in conformance with ISO Standards-OMB Circular A (ISO 27002); IEEE Standards 1219-1998, Annex C 1362-1998, EIA/IEEE J-Std 016-1995, 1490-2003 1058-1998; ITIL V2 or V3; and NIST Standards 800-18.	Yes ☐ No ☐	Vol: Section: Page#:
4058	The Contractor shall design, build, integrate, test, and implement a comprehensive and cohesive Operations Management Service and Support Function that meets the requirements in Appendix B -System Requirements and Section VI - Solution Requirements CWS/Web Service and	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Support Requirements.		
4059	The Contractor is responsible for all aspects of CWS/Web Solution job processing across all CWS/Web environments contained within Section VI - Solution Requirements Servers (Hosting) and Storage Function.	Yes ☐ No ☐	Vol: Section: Page#:
4060	The Contractor is responsible for all aspects of CWS/Web Solution backup/recovery processing across all CWS/Web environments contained within Section VI - Solution Requirements Servers (Hosting) and Storage Function.	Yes ☐ No ☐	Vol: Section: Page#:
4062	The Contractor shall design, build, implement and maintain Preventive Maintenance requirements and planned maintenance schedules for each of the CWS/Web environments contained within Section VI - Solution Requirements Servers (Hosting) and Storage Function.	Yes ☐ No ☐	Vol: Section: Page#:
4063	The Contractor shall monitor and report on all aspects of CWS/Web Solution system performance, availability and capacity across all CWS/Web environments contained within Section VI - Solution Requirements Servers (Hosting) and Storage Function.	Yes ☐ No ☐	Vol: Section: Page#:
4064	The Contractor shall be responsible for 24X7 monitoring of the interfaces and recovery and synchronization in case of failure.	Yes ☐ No ☐	Vol: Section: Page#:
4106	The Contractor shall implement, maintain and operate all batch-processing that run uninterrupted and on-schedule, except during system failures. If failure occurs, the Contractor shall re-run all batch-processing until it successfully completes.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4107	The Contractor shall implement, maintain and operate all batch-processing in a manner that accomplishes zero data loss consistently.	Yes ☐ No ☐	Vol: Section: Page#:

4291	The Contractor shall include in the Function Delivery Plan SS003 for the Operations Function the following additional detail that explains how the Operations Function will work closely with the:
	• Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Operations Function.
	• Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.
	• Applications Maintenance & Support Function to:
	  • Create and maintain production job processing scripts
	  • Provide print operations and distribution
	  • Schedule and monitor CWS/Web Solution batch or offline processes.
	• Information Management and Service Continuity Management Functions to
	  • Provide recovery processing
	  • Perform data backup
	  • Manage off site tape storage and retrieval
	• Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal
		Yes ☐ No ☐	Vol:
			Section:
			Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Device Support and Servers (Hosting) & Storage Functions to • Coordinate production outage resolutions • Provide CWS/Web Solution monitoring. • Provide operational consulting to CWS/Web Solution developers.		
4292	The Contractor's supplied Operations Function solution shall integrate with the Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Operations Function.	Yes ☐ No ☐	Vol: Section: Page#:
4293	The Contractor's supplied Operations Function solution shall integrate with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4294	The Contractor's supplied Operations Function solution shall integrate with the Applications Maintenance & Support Function to: • Create and maintain production job processing scripts • Provide print operations and distribution • Schedule and monitor CWS/Web Solution batch or offline processes.	Yes ☐ No ☐	Vol: Section: Page#:
4295	The Contractor's supplied Operations Function solution shall integrate with the Information Management and Service Continuity Management Functions to: • Provide recovery processing	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Perform data backup • Manage off site tape storage and retrieval.		
4296	The Contractor's supplied Operations Function solution shall integrate with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to: 1. Coordinate production outage resolutions 2. Provide CWS/Web Solution monitoring	Yes ☐ No ☐	Vol: Section: Page#:
4297	The Contractor's supplied Operations Function solution shall provide operational consulting to CWS/Web Solution developers.	Yes ☐ No ☐	Vol: Section: Page#:
4355	The Contractor's supplied Operations Function solution shall integrate with the Availability Management Function to ensure changes are designed, built, tested, and implemented to meet CWS/Web availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4363	The Contractor's supplied Operations Function solution shall integrate with the Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4365	The Contractor's supplied Operations Function solution shall integrate with the Configuration Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	stakeholders.		
4367	The Contractor's supplied Operations Function solution shall integrate with the Incident Management and Service Desk Functions for severity level 2 and severity level 3 escalation to resolve an incident and restore service to the impacted stakeholder(s).	Yes ☐ No ☐	Vol: Section: Page#:
4368	The Contractor's supplied Operations Function solution shall integrate with the Problem Management Function to do root cause analysis and identify temporary and permanent fixes to known problems.	Yes ☐ No ☐	Vol: Section: Page#:
4372	The Contractor's supplied Operations Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4373	The Contractor's supplied Service Continuity Management Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will facilitate CWS/Web Solution recovery at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4380	The Contractor's supplied Operations Function solution shall integrate with the Service Desk and Incident Management Functions for escalation of incidents per requirements in the CWS/Web Solution contract.	Yes ☐ No ☐	Vol: Section: Page#:
4707	The Contractor staff shall have experience managing the provision and upkeep of a production operations environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4791	The Contractor shall provide the State with a copy of the maintenance schedule at least 30 days in advance of all scheduled maintenance dates for approval.	Yes ☐ No ☐	Vol: Section: Page#:
4794	The Contractor shall maintain awareness, monitoring, and support as needed related to any OTech changes to OTech managed components or services that might impact system operation, performance, or availability.	Yes ☐ No ☐	Vol: Section: Page#:
4810	The Contractor shall be responsible for supporting the proposed solution including those computer operations services that cannot be provided by OTech.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.10. PERSONAL DEVICE SUPPORT

The Personal Device Support Function is responsible for maintaining and managing the mechanisms that enable CWS/Web Solution End User devices (e.g., PDAs, laptops, scanners) to access and use the CWS/Web Solution.

Typical duties of the Personal Device Support Function are:

- Provide stakeholder access device technical support (mobile devices and scanners)
- Provide access administration
- Provide CWS/Web Solution policies and standards for personal device utilization with the CWS/Web Solution
- Track assistance requests for trends and problems to identify potential enhancement requirements to the CWS/Web Solution or stakeholder infrastructure
- Test and make recommendations on suitability of new stakeholder personal devices use with the CWS/Web Solution

The CWS/Web Division Office will have a separate contract with an infrastructure vendor to provide infrastructure support to county stakeholders. The Personal Device Support Function solution will need to account for that relationship.

The Personal Device Support Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Personal Device Support Function
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site
- Service Desk and Incident Management Functions for training and materials on how to provide resolution to stakeholder calls to the Service Desk related to personal device (i.e., PDA, laptops, scanners) issues
- Policy, Security and Network (Connectivity) Functions to develop and publish CWS/Web Solution policies in regards to personal device security, configuration and currency requirements
- Service Continuity Management Function to ensure that the CWS/Web Solution can be recovered at an alternate site and still allow personal device usage by stakeholders to securely access the CWS/Web Solution
- Problem Management Function to analyze assistance requests for trends and problems to identify potential fixes or enhancement requirements to the CWS/Web Solution or stakeholder infrastructure
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements

Table VI-60 Personal Device Support Requirements lists the requirements for the Personal Device Support solution to be delivered by the Contractor.

Table VI-60 Personal Device Support Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3691	The Contractor shall design, build, implement and maintain the Personal Device Support Function as per the final	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.		Page#:
3692	The Contractor shall facilitate establishing, maintaining and delivering the CWS/Web Solution Personal Device Support policies and standards needed to access and use the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3693	The Contractor shall design, build, integrate, test, and implement a Personal Device Support Function solution, as well as the delivery associated with testing and making recommendations regarding proposed mobile devices from the Counties and CWS/Web Solution Users to assess compatibility with the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3694	The Contractor shall design, build, integrate, test, and implement the Personal Device Support Function solution, as well as the delivery associated with testing and making recommendations regarding proposed scanning devices from the Counties and CWS/Web Solution Users to assess compatibility with the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3695	The Contractor shall design, build, integrate, test, and implement the Personal Device Support Function solution, as well as the delivery associated with providing assistance to Counties and CWS/Web Solution Users desiring to use mobile devices or scanning devices to utilize the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3696	The Contractor shall include in the Function Delivery Plan SS003 for the Policy Function the following additional	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	detail: • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Personal Device Support Function. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site • Service Desk and Incident Management Functions for training and materials on how to provide resolution to stakeholder calls to the Service Desk related to personal device (i.e. PDA, laptops, scanners) issues • Policy, Security and Network (Connectivity) Functions to develop and publish CWS/Web Solution policies in regards to personal device security, configuration and currency requirements • Service Continuity Management Function to ensure that the CWS/Web Solution can be recovered at an alternate site and still allow personal device usage by stakeholders to securely access the CWS/Web Solution • Problem Management Function to analyze assistance requests for trends and problems to identify potential fixes or enhancement requirements to the CWS/Web Solution or stakeholder infrastructure • Technical Writing Function to ensure all documentation is created in a common format and level of detail to		Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site • Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements • Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.		
3697	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Personal Device Support Function.	Yes ☐ No ☐	Vol: Section: Page#:
3698	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
3699	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Service Desk and Incident Management Functions for training and materials on how to provide resolution to stakeholder calls to the Service Desk related to personal device	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	(i.e. PDA, laptops, scanners) issues.		
3700	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Policy, Security and Network (Connectivity) Functions to develop and publish CWS/Web Solution policies in regards to personal device security, configuration and currency requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3701	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Service Continuity Management Function to ensure that the CWS/Web Solution can be recovered at an alternate site and still allow personal device usage by stakeholders to securely access the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3702	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Problem Management Function to analyze assistance requests for trends and problems to identify potential fixes or enhancement requirements to the CWS/Web Solution or stakeholder infrastructure.	Yes ☐ No ☐	Vol: Section: Page#:
3703	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
3704	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Personal Device Support Function that works closely with the Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.	Yes ☐ No ☐	Section: Page#:
3705	The Contractor shall design, build, implement and maintain a CWS/Web Personal Device Support Function that works closely with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4371	The Contractor's supplied Personal Device Support Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.11. PROBLEM MANAGEMENT

The Problem Management Function is responsible for maintaining and managing the mechanisms that enable:

- Trend analysis of disruption events
- Identification of temporary remedies while permanent fixes are put in place by the appropriate function
- Identification of permanent fixes to avoid future disruptions of service
- The Problem Management Function taking responsibility for leading the resolution of a major disruption event.

The Problem Management Function differs from the Incident Management Function in that Problem Management's main goal is the detection of the underlying causes of

an incident and subsequent resolution and prevention versus swift restoration of service.

Typical duties of the Problem Management Function are:

- Reviewing unexpected events identified by the Service Desk and Incident Management Functions to analyze those events for trends to identify permanent fixes that will eliminate those unexpected events in the future.
- Seeking permanent resolutions for structural improvements needed in the CWS/Web Solution to prevent as many future incidents as possible
- Providing the Service Desk and Incident Management Function a knowledge base in the form of an up-to-date known error database to provide for resolutions via identified quick fix and work-around temporary solutions
- Conducting root cause analysis on incident trends and major problems
- Assuming the leadership role to restore CWS/Web Solution availability and usability to stakeholders when a major service disruption event occurs

The Problem Management Function works closely with the:

- Communications Function to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes
- Customer Relationship Management Function to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Problem Management Function
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to do root cause analysis and identify temporary and permanent fixes to known problems
- Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management
- Incident Management Function to ensure Incident Management processes result the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented
- Service Desk Function to establish criteria (i.e., major outage) that would trigger the Problem Management Function to be activated to lead the resolution and

restoration of the CWS/Web Solution rather than utilizing normal escalation processes to address the incident

Table VI-61 Problem Management Requirements lists the requirements for the Problem Management solution to be delivered by the Contractor.

Table VI-61 Problem Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1878	The Contractor shall provide trend reports of CWS/Web system errors to the State on a quarterly basis for the preceding quarter and previous twelve (12) months.	Yes ☐ No ☐	Vol: Section: Page#:
2031	The Contractor shall coordinate with OTech, other CWS/Web Division Office contractors and the counties on the root cause analysis process on recurring incidents and all Severity Level 1 and 2 incidents.	Yes ☐ No ☐	Vol: Section: Page#:
3746	The Contractor shall design, build, integrate, test, and implement a CWS/Web Solution problem management solution in alignment with ITIL frameworks and guidelines.	Yes ☐ No ☐	Vol: Section: Page#:
3747	The Contractor shall design, build, implement and maintain the Problem Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3748	The Contractor shall design, build, integrate, test, and implement a CWS/Web Problem Management Function that addresses the maintenance and upkeep of the requirements needed to support reporting for transactions/records which didn't execute/process.	Yes ☐ No ☐	Vol: Section: Page#:
3749	The Contractor shall design, build, integrate, test, and implement a CWS/Web Problem Management	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Function that addresses the maintenance and upkeep of the problem management requirements needed to support event logging.		Page#:
3750	The Contractor shall include in the Function Delivery Plan SS003 for the Problem Communications Function to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes • Customer Relationship Management Function to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Problem Management Function. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site. • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to do root cause analysis and identify temporary and permanent fixes to known problems. • Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management. • Incident Management Function to ensure Incident Management processes result the necessary	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented. • Service Desk Function to establish criteria (i.e. major outage) that would trigger the Problem Management Function to be activated to lead the resolution and restoration of the CWS/Web Solution rather than utilizing normal escalation processes to address the incident.		
3751	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that works closely with the Communications Function to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes.	Yes ☐ No ☐	Vol: Section: Page#:
3752	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that works closely with the Proposal Development Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy.	Yes ☐ No ☐	Vol: Section: Page#:
3753	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Problem Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
3754	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		Page#:
3755	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that works closely with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to do root cause analysis and identify temporary and permanent fixes to known problems.	Yes ☐ No ☐	Vol: Section: Page#:
3756	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that works closely with the Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management.	Yes ☐ No ☐	Vol: Section: Page#:
3757	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that works closely with the Incident Management Function to ensure Incident Management processes result in the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented.	Yes ☐ No ☐	Vol: Section: Page#:
3758	The Contractor shall design, build, implement and maintain a CWS/Web Problem Management Function that	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	works closely with the Service Desk Function to establish criteria (i.e. major outage) that would trigger the Problem Management Function to be activated to lead the resolution and restoration of the CWS/Web Solution rather than utilizing normal escalation processes to address the incident.		Page#:
4678	The Contractor staff shall have experience performing trend analysis and permanent fix identification on recurring incidences in order to eliminate those unexpected events in the future in a production environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.12. RELEASE MANAGEMENT

The Release Management Function is responsible for maintaining and managing the mechanisms that control how change is introduced into the CWS/Web Solution environments. Release Management is intended to:

- Ensure that only tested and approved changes (e.g., applications, hardware, software, firmware, documents, training) are installed trouble-free and on schedule
- Ensure that a new production baseline is created in the Configuration Management Database to allow recovery to be accomplished in the shortest period possible free of specific staff availability

The Release Management Function works closely with the Change Management and Configuration Management Functions but their purposes differ. The Release Management Function is concerned with implementation of changes into the production environment, whereas the Change Management Function is concerned with preparation of changes for the production environment. Configuration Management is concerned with maintaining and verifying versions of configuration items as a result of changes in the production environment.

Typical duties of the Release Management Function are:

- Determine the most appropriate release approach, depending on the size and nature of the systems, the number and frequency of releases required, and any special needs of the stakeholders

- Determine criteria that trigger the cancellation and removal of a release to the target environment, and detailing the steps essential to cleanly remove all traces of the failed release so that the targeted environment is able to operate exactly the same as it had before the attempted release
- Ensure that stakeholders are fully trained and prepared for change release to the production environment
- Manage the implementation of a change into a production environment in a fully tested and coordinated way, minimizing any defects or outages that may be released into the production environment
- Ensure that the testing done for a proposed change release was conducted (if possible) in a pre-production environment that operates over similar or identical infrastructure as the production environment and was validated with a sampling of CWS/Web stakeholders through the same access devices they would use to access the production environment
- Determine what criteria a change release needs to meet prior to its eligibility for promotion to the production environment
- Maintain the repositories for software, documentation, validation tests and environments essential to the release process
- Ensure notification of the changes to the affected stakeholders
- Release policy and planning
- Sign-off of the release for implementation
- Audits of hardware and software prior to and following the implementation of changes
- Installation of the change into the target environment

The Release Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Release Management Function
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Oversight – Internal Operations Function for authorizing, prioritizing, and scheduling releases to the CWS/Web Solution
- Communications and Customer Relationship Management Functions to communicate the schedule of releases planned for the CWS/Web Solution
- Operations and Service Desk Functions to provide them the schedule of releases planned for the CWS/Web Solution

- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders

Table VI-62 Release Management Requirements lists the requirements for the Release Management solution to be delivered by the Contractor.

Table VI-62 Release Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1990	The Contractor shall use well defined change management processes, including pre-defined migration processes for software releases, operating system upgrades, layered software upgrades, and hardware configuration changes. The Contractor shall describe the approach for managing changes to software, hardware and networks.	Yes ☐ No ☐	Vol: Section: Page#:
2002	The Contractor must participate in verification audit activities prior to transition of a production baseline.	Yes ☐ No ☐	Vol: Section: Page#:
2005	The Contractor shall provide, implement and maintain tools for software distribution and automated testing to validate each release to the different CWS/Web Application Solution environments.	Yes ☐ No ☐	Vol: Section: Page#:
2008	The Contractor shall develop and submit a Production Release Package SS020 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2009	The Contractor shall include the provision of formal written production release notification to the CWS/Web Division Office into their Service and Support Release Management solution.	Yes ☐ No ☐	Vol: Section: Page#:
3759	The Contractor shall design the release and perform tests for accreditation to ensure the change can be pulled out if test results in outages, as well as to ensure that the production baseline can be recreated in case of a failure.	Yes ☐ No ☐	Vol: Section: Page#:
3760	The Contractor shall be responsible for rollback in case of a failed release to production.	Yes ☐ No ☐	Vol: Section: Page#:
3761	The Contractor shall provide, install and configure all required automated tools for testing, data conversion and application development.	Yes ☐ No ☐	Vol: Section: Page#:
3762	The Contractor shall be responsible for establishing the development environment and installing and configuring all tools and utilities necessary for development and staging.	Yes ☐ No ☐	Vol: Section: Page#:
3763	The Contractor shall provide the option to release functionality to the CWS/Web System Training Environment prior to release to the production environment.	Yes ☐ No ☐	Vol: Section: Page#:
3764	The Contractor shall audit the components of the change, both before and after the implementation.	Yes ☐ No ☐	Vol: Section: Page#:
3765	The Contractor shall conduct or oversee the installation or roll-out install or roll out.	Yes ☐ No ☐	Vol: Section: Page#:
3766	The Contractor shall plan the release of		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	a change into the production environment.	Yes ☐ No ☐	Section: Page#:
3767	The Contractor shall plan the rollout, as appropriate if change is to occur incrementally, based on functionality or locale.	Yes ☐ No ☐	Vol: Section: Page#:
3768	The Contractor shall provide a description of approach for production release.	Yes ☐ No ☐	Vol: Section: Page#:
3769	The Contractor shall work with appropriate stakeholders to sign off on the release for implementation.	Yes ☐ No ☐	Vol: Section: Page#:
3770	The Contractor shall use methods, processes and tools including a release readiness review and development of a back-out plan for each change in accordance with the Production Release Package SS020.	Yes ☐ No ☐	Vol: Section: Page#:
3772	The Contractor shall define and maintain all version control methods and tools used to control configuration items as a result of maintenance activities.	Yes ☐ No ☐	Vol: Section: Page#:
3774	The Contractor shall ensure that prospective users are informed and trained prior to the introduction of the change into production.	Yes ☐ No ☐	Vol: Section: Page#:
3775	The Contractor shall provide updated testing tools and test configurations with each release that modifies the existing production environment.	Yes ☐ No ☐	Vol: Section: Page#:
3776	The Contractor shall design, build, integrate, test, and implement the CWS/Web Solution Release	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Function in alignment with ITIL frameworks and guidelines.		Page#:
3777	The Contractor shall design, build, implement and maintain the Release Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3778	The Contractor shall include in the Function Delivery Plan SS003 for the Release Management Function the following additional detail: • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Release Management Function • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site • Oversight – Internal Operations Function for authorizing, prioritizing, and scheduling releases to the CWS/Web Solution • Communications and Customer Relationship Management Functions to communicate the schedule of releases planned for the CWS/Web Solution • Operations and Service Desk Functions to provide them the schedule of releases planned for the CWS/Web Solution • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	(Hosting) & Storage Functions to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders • Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders		
3779	The Contractor shall design, build, implement and maintain a CWS/Web Release Management Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Release Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
3780	The Contractor shall design, build, implement and maintain a CWS/Web Release Management Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
3781	The Contractor shall design, build, implement and maintain a CWS/Web Release Management Function that works closely with the Oversight – Internal Operations Function for authorizing, prioritizing, and scheduling releases to the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3782	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Release Management Function that works closely with the Communications and Customer Relationship Management Functions to communicate the schedule of releases planned for the CWS/Web Solution.	Yes ☐ No ☐	Section: Page#:
3783	The Contractor shall design, build, implement and maintain a CWS/Web Release Management Function that works closely with the Operations and Service Desk Functions to provide them the schedule of releases planned for the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3784	The Contractor shall design, build, implement and maintain a CWS/Web Release Management Function that works closely with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
3785	The Contractor shall design, build, implement and maintain a CWS/Web Release Management Function that works closely with the Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4679	The Contractor staff shall have experience in introducing change into a production multi-tiered distributed system environment.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.13. SECURITY

The Security Function is responsible for maintaining and managing the mechanisms that safeguard the CWS/Web Solution information assets housed in its technology environments to ensure data confidentiality, integrity and availability are maintained.

The Security Function addresses:

- All technology based layers of the CWS/Web Solution environment ranging from the stakeholder access devices to the data repositories and all the layers of technology in between
- The people and organizations that participate in the maintenance, support and delivery of the CWS/Web Solution to stakeholders

The CWS/Web Security environment is challenging in that multiple organizational entities will be participating in the delivery of the CWS/Web Solution. This complexity requires a Security Function that can ensure alignment and cooperation between those organizations. The following provides examples of the types of complexity the Security Function solution will have to address:

- Security Administration
    - Providing centralized oversight for the security of the CWS/Web Solution
    - Maintaining distributed delegations and accountabilities for the security components that the various organizational entities involved in maintaining, supporting and enabling the CWS/Web Solution to be available for stakeholder use, for example:
        - OTech
        - Counties
        - CWS County Program Managers
        - CDSS
        - Interfacing California State Departments
        - OSI
        - Other contractors associated with the delivery and support of the CWS/Web Solution
- Connectivity Security
    - Ensuring state level Wide Area Network connectivity is supplied and managed by OTech securely
    - Ensuring county level Wide Area Network connectivity will be supplied and managed by the County securely
    - Ensuring Local Area Network access will be supplied and managed by those entities that own those securely
- End User Devices

- Ensuring fixed location stakeholders are able to access the CWS/Web Solution securely
- Ensuring mobile stakeholders are able to access the CWS/Web Solution via handheld and other portable access devices securely

- Hosting
  - Ensuring OTech will provide the physical and technology oriented security solutions for CWS/Web Solution environments housed at OTech
  - Ensuring the physical and technology oriented security solutions for the CWS/Web Solution development environment are in place and maintained
- Information
  - Ensuring OTech provides full/incremental backup and restore and offsite storage arrangements for all OTech housed CWS/Web Solution data
  - Ensuring that the data encryption implemented for the CWS/Web Solution for data housed at OTech is maintained and enhanced as necessary
  - Ensuring the CWS/Web Solution adheres to requirements that data transmitted or received is transmitted and stored in an encrypted manner that requires authentication and authorization credentials to de-encrypt
- Application
  - Ensuring that the CWS/Web Solution application component continues to provide the following security related functionality:
    - § Confidential information delivery between participants (stakeholders, deliverers, etc.)
    - § Authentication to services and information (down to the individual Case)
    - § Authorization to services and information (down to the individual Case)
    - § Electronic Signature capabilities

The Security Function is responsible for ensuring that each organization involved in the maintenance, delivery, support and usage of the CWS/Web Solution provide and maintain:

- The audit solutions needed to support stakeholders needs for access to information
- The authentication solutions needed to support stakeholders needs for access to information

- The authorization solutions needed to support stakeholders needs for access to information
- The electronic signature solutions needed to support the stakeholders needs to electronically sign a variety of documents, reports, and forms
- The external network security solutions
- The solutions that allow the CWS/Web Solution to exchange information with its interfaces, SOA services, shared service provided by its federal, State, and county partners
- The network security solutions that restrict access to the CWS/Web Solution to only authorized stakeholders
- Data protection solutions that guard against data loss and corruption
- Data encryption solutions that protect data at rest, as well as during transmittal
- The mobile device security standards required to permit mobile stakeholders access to the CWS/Web Solution
- The security mechanisms necessary for facilitate system recovery and/or disaster recovery if CWS/Web Solution staff are unavailable

The Security Function works closely with the:

- Application Maintenance & Support Function to identify and implement any security changes necessary to support the application changes being developed and deployed
- Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution security
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches
- Project Management to ensure alignment between those Functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment
- Configuration Management Function to maintain the Definitive Software Library or related Security Function controlled libraries for security related information for the CWS/Web Solution under the direct control of the Contractor or CWS/Web Division Office
- Personal Device Support Function to develop and publish CWS/Web Solution policies in regards to personal device security
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders

- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes)
- Information Management Function to ensure data is secured to ensure confidentiality, integrity and availability
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution
- Solution Architecture Function to ensure the security layer remains in conformance and compliance with the overall CWS/Web Solution Architecture
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Security Function
- Service Desk, Incident and/or Problem Management Functions to provide support for security incidents
- Service Continuity Management Function to ensure that security can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders
- Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements
- Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Servers (Hosting) & Storage Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution server and storage components

Table VI-63 Security Requirements lists the requirements for the Security solution to be delivered by the Contractor.

Table VI-63 Security Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1871	The Contractor shall establish an automated maintenance routine that shall backup the user IDs and password data. The Contractor shall also, as a regular maintenance routine, delete or move to an archive file expired IDs and related data.	Yes ☐ No ☐	Vol: Section: Page#:
1907	The Contractor shall provide security with OTech for OTech housed data warehouses associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office to ensure the security of the data within the warehouse from penetration attempts, vulnerability exposures, or data corruption based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
1924	The Contractor shall ensure that host and server network security are monitored in conjunction with OTech and the counties.	Yes ☐ No ☐	Vol: Section: Page#:
1928	The Contractor shall monitor and take whatever action necessary to preserve the application security and report (within 24 hours) any security incidents, including but not limited to: • Unauthorized Login attempts • Unauthorized access to services applications, network, and data. • Unauthorized review of log files. • Penetration attempts • Vulnerability exposures • Data corruption • Denial of service attacks	Yes ☐ No ☐	Vol: Section: Page#:
1929	The Contractor shall provide security administration of databases and servers with OTech for OTech housed data and	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	servers associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.		Page#:
1930	The Contractor shall provide analysis and remediation with OTech for network security breaches associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
1931	The Contractor shall be responsible with OTech for firewall requirements and specifications, firewall architecture, engineering, management, security patches and configurations of state-owned and CWS/Web System firewalls associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
1933	The Contractor shall monitor and take whatever action necessary based on NIST/Industry Standards to preserve the security of the CWS/Web Application Solution with OTech for OTech housed CWS/Web Application Solution components as a result of Network Intrusion Monitoring and Detection Services, Vulnerability assessments and Security Audits with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
1935	The Contractor shall work with the CWS/Web Division Office and its Infrastructure Vendor to develop policy and specifications that will be issued to all CWS/Web Application Solution user organizations and partners for implementation on their mobile devices before accessing the CWS/Web	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Application Solution.		
1936	The Contractor shall be responsible with OTech for managing, coordinating, implementing, and maintaining awareness of the most current industry standards and security patches to secure the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
1956	Security shall be provided for all security assets utilized for system recovery.	Yes ☐ No ☐	Vol: Section: Page#:
1966	Security must be provided for all security assets utilized for disaster recovery.	Yes ☐ No ☐	Vol: Section: Page#:
3633	The Contractor shall provide security for the Development Environment housed data warehouses associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office to ensure the security of the data within the warehouse from penetration attempts, vulnerability exposures, or data corruption based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
3635	The Contractor shall monitor and take whatever action necessary to preserve the security of the CWS/Web Development Environment applications and data with oversight being provided by the CWS/Web Division Office including but not limited to: • Login attempts • Unauthorized access to services applications, network, and data • Review of log files • IT security • Penetration attempts	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Vulnerability exposures • Data corruption based on NIST/Industry Standards.		
3636	The Contractor shall provide security administration of databases and servers for the Development Environment associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
3637	The Contractor shall provide analysis and remediation network security breaches related to the Development Environment associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
3638	The Contractor shall be responsible for firewall requirements and specifications, firewall architecture, engineering, management, security patches and configurations of state-owned and CWS/Web System firewalls related to the Development Environment associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.	Yes ☐ No ☐	Vol: Section: Page#:
3639	The Contractor shall monitor and take whatever action necessary based on NIST/Industry Standards to preserve the security of the CWS/Web Development Environment as a result of Network Intrusion Monitoring and Detection Services, Vulnerability assessments and Security Audits with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
3640	The Contractor shall be responsible for		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	managing, coordinating, implementing, and maintaining awareness of the most current industry standards and security patches to secure the Development Environment associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office based on NIST/Industry Standards.	Yes ☐ No ☐	Section: Page#:
3786	The Contractor shall design, build, integrate, test, and implement a security Service and Support solution that supports Oasis, W3C and IETF security recommendations.	Yes ☐ No ☐	Vol: Section: Page#:
3787	The Contractor shall design, build, integrate, test, and implement a security Service and Support solution that complies with the Federal Information Security Management Act (FISMA) OMB Circular A 130 Appendix III security requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3788	The Contractor shall design, build, integrate, test, and implement a security Service and Support solution that complies with the California State Information Security Policies, as prescribed in the State Administrative Manual, Sections 5300 through 5399, and the CWS Information Security Policy, contained in the Bidders Library.	Yes ☐ No ☐	Vol: Section: Page#:
3789	The Contractor shall design, build, implement and maintain the Security Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3791	The Contractor shall design, build, implement and maintain a CWS/Web security Service and Support solution that addresses the maintenance and upkeep of the audit requirements needed to support security audits.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3792	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of the authentication requirements needed to support multiple users' needs for access to information.	Yes ☐ No ☐	Vol: Section: Page#:
3793	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of the authorization requirements needed to support multiple users' needs for access to information.	Yes ☐ No ☐	Vol: Section: Page#:
3794	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of the electronic signature requirements needed to support the multiple users' needs to electronically sign a variety of documents, reports, and forms.	Yes ☐ No ☐	Vol: Section: Page#:
3795	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of the external network security Service and Support solutions to ensure collaboration between the contractor, OTech, and the Counties.	Yes ☐ No ☐	Vol: Section: Page#:
3796	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of host/application security Service and Support solutions to ensure collaboration between the contractor, OTech, interface partners, SOA partners, shared service partners, federal government and the Counties.	Yes ☐ No ☐	Vol: Section: Page#:
3797	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of Internal Network Security activities needed to provide the Service and Support processes and activities that support collaboration between the contractor and the Counties.	Yes ☐ No ☐	Section: Page#:
3798	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of the network security activities needed to provide the Service and Support processes and activities that support collaboration between the contractor, OTech, and the Counties.	Yes ☐ No ☐	Vol: Section: Page#:
3799	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of Perimeter Security activities needed to provide the Service and Support processes and activities that support collaboration between the contractor, OTech, and the Counties.	Yes ☐ No ☐	Vol: Section: Page#:
3800	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of the data encryption requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3801	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that addresses the maintenance and upkeep of the mobile device requirements needed to support multiple users' needs for access to information.	Yes ☐ No ☐	Vol: Section: Page#:
3802	The Contractor shall address the maintenance and upkeep of security assets utilized for disaster recovery in the SS013 Service Continuity	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Management Disaster Recovery Plan.		
3803	The Contractor shall develop and submit a User Account Administration Performance Report SS021 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3804	The Contractor shall include in the Function Delivery Plan SS003 for the Security Function the following additional detail: • Application Maintenance & Support Function to identify and implement any security changes necessary to support the application changes being developed and deployed. • Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution security. • Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches. • Personal Device Support Function to develop and publish CWS/Web Solution policies in regards to personal device security. • Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders. • Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment. • Configuration Management Function to maintain the Definitive Software Library or related Security Function	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	controlled libraries for security related information for the CWS/Web Solution under the responsibility of the Contractor or CWS/Web Division Office. • Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes). • Information Management Function to ensure data is secured to ensure confidentiality, integrity and availability. • Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution. • Solution Architecture Function to ensure the security layer remains in conformance and compliance with the overall CWS/Web Solution Architecture. • Performance Measures, Governance and Oversight - Internal Operations Functions to assess and adjust as necessary the performance of the Security Function. • Service Desk, Incident and/or Problem Management Functions to provide support for security incidents. • Service Continuity Management Function to ensure that security can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	accessible for use by CWS/Web Solution stakeholders. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site. • Servers (Hosting) & Storage Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution server and storage components.		
3805	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Application Maintenance & Support Function identify and implement any security changes necessary to support the application changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:
3806	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution security.	Yes ☐ No ☐	Vol: Section: Page#:
3807	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.	Yes ☐ No ☐	Vol: Section: Page#:
3808	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Personal Device Support Function to develop and publish CWS/Web Solution policies in regards	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	to personal device security.		
3809	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
3810	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.	Yes ☐ No ☐	Vol: Section: Page#:
3811	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Configuration Management Function to maintain the Definitive Software Library or related Security Function controlled libraries for security related information for the CWS/Web Solution under the control of the Contractor or CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
3812	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).	Yes ☐ No ☐	Vol: Section: Page#:
3813	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	with the Information Management Function to ensure data is secured to ensure confidentiality, integrity and availability.		Page#:
3814	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3815	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Solution Architecture Function to ensure the security layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.	Yes ☐ No ☐	Vol: Section: Page#:
3816	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Security Function.	Yes ☐ No ☐	Vol: Section: Page#:
3817	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Service Desk, Incident and/or Problem Management Functions to provide support for security incidents.	Yes ☐ No ☐	Vol: Section: Page#:
3818	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Service Continuity Management Function to ensure that security can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	use by CWS/Web Solution stakeholders.		
3819	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
3820	The Contractor shall design, build, implement and maintain a CWS/Web Security Function that works closely with the Servers (Hosting) & Storage Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution server and storage components.	Yes ☐ No ☐	Vol: Section: Page#:
4358	The Contractor's supplied Security Function solution shall integrate with the Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4362	The Contractor's supplied Security Function solution shall integrate with the Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4369	The Contractor's supplied Security Function solution shall integrate with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	stakeholders.		

VI.6.4.14. SERVERS (HOSTING) & STORAGE

The Servers (Hosting) & Storage Function is responsible for maintaining and managing the mechanisms that ensure all CWS/Web Solution server and storage environments (e.g., production, testing, and training) are available for their intended use.

Typical duties of the Servers (Hosting) & Storage Function are:

- Configure, install, maintain and support all server hardware meeting availability, capacity, disaster recovery and performance requirements
- Configure, install, maintain and support all system software meeting availability, capacity, disaster recovery and performance requirements
- Configure, install, maintain and support all storage hardware meeting availability, capacity, disaster recovery and performance requirements
- Configure, install, maintain and support all storage software meeting availability, capacity, disaster recovery and performance requirements
- Provide severity level 2 and severity level 3 incident response and resolution to ensure that CWS/Web Solution performance and availability requirements are consistently met
- Act as liaison to hardware and system software vendor support organizations
- Design, build, test, implement, and support all Operations Functions processes and procedures as they relate to server and storage hardware and system software.

The CWS/Web Solution server and storage environments that will be installed at and supported by OTech include:

- Knowledge Transfer Environment solution that will be used in educating State staff in the CWS/Web Solution and its Service and Support functions responsibilities
- Test Environments (System and Acceptance) solution that will be used to test CWS/Web Solution modifications prior to those changes being introduced to the training and production environments
- Training Environment solution that will be used in the delivery of User training
- Pilot Environment solution that will be used to house CWS/Web Solution modifications that require incremental deployment throughout the State

- Production Environment solution that will be accessed by all authorized CWS/Web Solution stakeholders to conduct their daily business

The CWS/Web Solution server and storage environments that will be installed at the OSI site include:

- Development Environment solution that will be used to develop and unit test CWS/Web Solution modifications prior to those changes being introduced to the Test environments for system and acceptance testing

The CWS/Web Solution server and storage environments that will be installed at the Contractor site include:

- Integrated Voice Response solution that will be used by stakeholders as one method of contacting the Service Desk

The Servers (Hosting) & Storage Function works closely with the:

- Application Maintenance & Support Function for any server or storage changes necessary to support the application changes being developed and deployed
- Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution server and storage environments
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches
- Customer Training Function to ensure the training environment is available for use in delivering training
- Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment
- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for information for server and storage environment configurations under the direct control of the Contractor or CWS/Web Division Office
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes)
- Information Management Function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary server and storage environments needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution
- Solution Architecture Function to ensure the server and storage layer remains in conformance and compliance with the overall CWS/Web Solution Architecture

- Operations Function to plan for and assist in the recovery of servers and storage environments after a failure
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Servers (Hosting) & Storage Function
- Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Servers (Hosting) & Storage Function
- Service Continuity Management Function to ensure that servers and storage can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution server and storage components
- Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements
- Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders
- Security Function to identify and implement any security changes necessary to support the servers and storage changes being developed and deployed
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders

Table VI-64 Servers (Hosting) and Storage Requirements lists the requirements for the Servers (Hosting) & Storage solution to be delivered by the Contractor.

Table VI-64 Servers (Hosting) and Storage Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
946	For all environments to be housed at		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	OTech, the Contractor shall adhere to the guidelines and the infrastructure management and security requirements as identified by OTech and CWS/Web Project Office.	Yes ☐ No ☐	Section: Page#:
1881	The Contractor shall perform system integration and coordination responsibilities with OTech for OTech managed server and other hardware component installation, upgrade, and maintenance activities associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
1890	The Contractor shall perform system integration and coordination responsibilities with OTech for OTech system software installation, upgrade, and maintenance activities associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
1893	The Contractor shall perform system integration and coordination responsibilities with OTech for the upgrade of OTech managed system related software (e.g., OS software, Business Objects, DBMS, application solution software) associated with the CWS/Web Application Solution with oversight being provided by the CWS/Web Division Office to ensure that the version used is supported by the vendor / manufacturer.	Yes ☐ No ☐	Vol: Section: Page#:
1971	The Contractor shall work with the CWS/Web Division Office and its Infrastructure Vendor to build, implement and maintain an automated software distribution process.	Yes ☐ No ☐	Vol: Section: Page#:
3628	The Contractor shall perform system integration and coordination responsibilities for the Development	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Environment server and other hardware component installation, upgrade, and maintenance activities associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office.		Page#:
3629	The Contractor shall perform system integration and coordination responsibilities with OTech for OTech system software installation, upgrade, and maintenance activities associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
3650	The Contractor shall perform system integration and coordination responsibilities for the upgrade of the Development Environment system related software (e.g., OS software, Business Objects, DBMS, Application Solution software) associated with the CWS/Web Solution with oversight being provided by the CWS/Web Division Office to ensure that the version used is supported by the vendor / manufacturer.	Yes ☐ No ☐	Vol: Section: Page#:
3821	The Contractor shall design, build, implement and maintain the Servers (Hosting) & Storage Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3822	The Contractor shall collaborate with OTech to build, test, implement, maintain, operate and manage the Test Environments (System and Acceptance) solution that will be used in the delivery of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3823	The Contractor shall collaborate with OTech to build, test, implement, maintain, operate and manage the Training Environment solution that will be used in the delivery of the CWS/Web	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	and SAWS Solutions.		
3824	The Contractor shall collaborate with OTech to build, test, implement, maintain, operate and manage the Pilot Environment solution that will be used in the delivery of WS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3825	The Contractor shall collaborate with OTech to build, test, implement, maintain, operate and manage the Production Environment (TM037) solution that will be used in the delivery of CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3827	The Contractor shall collaborate with OTech to build, test, implement, maintain, operate and manage the storage environment solution that will be used in the delivery of the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3828	The Contractor shall include in the Function Delivery Plan SS003 for the Security Function the following additional detail: 1. Application Maintenance & Support Function for any server or storage changes necessary to support the application changes being developed and deployed. 2. Requirements Management Function to develop CWS/Web Solution requirements documentation as those requirements pertain to CWS/Web Solution server and storage environments. 3. Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches. 4. Customer Training Function to ensure the training environment is available for use in delivering training. 5. Project Management to ensure alignment between those functions necessary to successfully deploy a	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	change into the targeted CWS/Web Solution environment. 6. Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for information for server and storage environment configurations under the control of the Contractor or CWS/Web Division Office. 7. Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes). 8. Information Management Function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs. 9. Interface Management Function to maintain the confidentiality, integrity and availability of all necessary server and storage environments needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution. 10. Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders. 11. Solution Architecture Function to ensure the server and storage layer remains in conformance and compliance with the overall CWS/Web Solution Architecture. 12. Operations Function to plan for and assist in the recovery of servers and storage environments after a failure. 13. Performance Measures, Governance and Oversight - Internal Operations Functions to assess and		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	adjust as necessary the performance of the Servers (Hosting) & Storage Function. 14. Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Servers (Hosting) & Storage Function. 15. Service Continuity Management Function to ensure that servers and storage can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders. 16. Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution server and storage components. 17. Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.		
3829	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Application Maintenance & Support Function for any server or storage changes necessary to support the application changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:
3830	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Requirements Management Function to develop CWS/Web Solution	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	requirements documentation as those requirements pertain to CWS/Web Solution server and storage environments.		
3831	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.	Yes ☐ No ☐	Vol: Section: Page#:
3832	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Customer Training Function to ensure the training environment is available for use in delivering training.	Yes ☐ No ☐	Vol: Section: Page#:
3833	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Project Management to ensure alignment between those functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.	Yes ☐ No ☐	Vol: Section: Page#:
3834	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for information for server and storage environment configurations under the control of the Contractor or CWS/Web Division Office.	Yes ☐ No ☐	Vol: Section: Page#:
3835	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Proposal Development Function to provide impact analysis for work requests received via	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).		
3836	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Information Management Function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs.	Yes ☐ No ☐	Vol: Section: Page#:
3837	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Interface Management Function to maintain the confidentiality, integrity and availability of all necessary server and storage environments needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.	Yes ☐ No ☐	Vol: Section: Page#:
3838	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Release Management Function to ensure releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
3839	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Solution Architecture Function to ensure the server and storage layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.	Yes ☐ No ☐	Vol: Section: Page#:
3840	The Contractor shall design, build,		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Operations Function to plan for and assist in the recovery of servers and storage environments after a failure.	Yes ☐ No ☐	Section: Page#:
3841	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Servers (Hosting) & Storage Function.	Yes ☐ No ☐	Vol: Section: Page#:
3842	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Service Desk, Incident and/or Problem Management Functions to provide severity level 2 and severity level 3 support for incidents or problems being assigned to the Servers (Hosting) & Storage Function.	Yes ☐ No ☐	Vol: Section: Page#:
3843	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Service Continuity Management Function to ensure that servers and storage can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
3844	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Security Function to ensure data integrity and confidentiality solutions are monitored	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	and maintained for all CWS/Web Solution server and storage components.		
3845	The Contractor shall design, build, implement and maintain a CWS/Web Servers (Hosting) & Storage Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
4359	The Contractor's supplied Servers (Hosting) & Storage Function solution shall integrate with the Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4364	The Contractor's supplied Servers (Hosting) & Storage Function solution shall integrate with the Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
4375	The Contractor's supplied Servers (Hosting) & Storage Function solution shall integrate with the Security Function to identify and implement any security changes necessary to support the servers and storage changes being developed and deployed.	Yes ☐ No ☐	Vol: Section: Page#:
4381	The Contractor's supplied Servers (Hosting) & Storage Function solution shall integrate with the Release Management for any server or storage changes necessary to support the application changes being developed	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	and deployed.		
4683	The Contractor staff shall have experience managing the provision and upkeep of a production server and storage environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.15. SERVICE CONTINUITY MANAGEMENT

The Service Continuity Management Function is responsible for maintaining and managing those mechanisms that enable the CWS/Web Solution production and training environments to be restored within agreed upon recovery time and point objectives and made available to CWS/Web Solution stakeholders.

The Service Continuity Management Function provides the planning and design associated with the resumption of a service after or during a catastrophic failure.

The goal for Service Continuity Management is to ensure that the required CWS/Web Solution technical and Service and Support functions (including computer systems, networks, applications, telecommunications, technical support and Service Desk) can be recovered within required, and agreed upon, recovery point and time objectives.

The Service Continuity Management Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Continuity Management Function
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site
- Change Management and Release Management Functions to ensure service continuity needs are accounted for and included in all CWS/Web Solution releases to meet recovery point and time requirements for the CWS/Web Solution
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions to conduct annual service continuity testing to validate that continuity plans have been correctly constructed to ensure to the ability to recover the CWS/Web Solution at an alternate site in the case of a disaster

- Information Management and Operations Functions to ensure data backup and recovery and offsite storage arrangements meet the requirements for CWS/Web Solution recovery at an alternate site in the case of a disaster
- Availability Management Function to ensure changes are designed, built, tested, implemented to meet CWS/Web availability requirements
- Configuration Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that enables recovery of the CWS/Web Solution at an alternate site
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements
- All other functions in the three Service and Support dimensions annually update the CWS/Web Division Office and CWS/Web Solution disaster recovery plans ensuring all organizations that play a role in the delivery of the CWS/Web Solution are included in the plan
- OSI Information Security Office to ensure CWS/Web Division Office and CWS/Web Solution needs are addressed in the OSI Continuity of Government and Continuity of Operations and Disaster Recovery plans

Table VI-65 Service Continuity Management Requirements lists the requirements for the Service Continuity Management solution to be delivered by the Contractor.

Table VI-65 Service Continuity Management Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1957	The Contractor shall ensure the entire CWS/Web System can be recovered at an alternate data center/site as designated by the State in accordance with the accepted Service Continuity Management Disaster Recovery Plan SS013.	Yes ☐ No ☐	Vol: Section: Page#:
1961	The Contractor shall implement procedures that support a recovery point objective (RPO) of zero data loss and a recover time objective (RTO) of 48-72 hours in the event of a system failure or disaster.	Yes ☐ No ☐	Vol: Section: Page#:
1963	The Contractor shall participate in an		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	annual disaster recovery test to recover the entire application at an alternate data center/site.	Yes ☐ No ☐	Section: Page#:
1965	The Contractor is responsible for ensuring that the Service Continuity Management Disaster Recovery Plan SS013 is tested and performs according to the accepted plan.	Yes ☐ No ☐	Vol: Section: Page#:
3706	The Contractor shall participate in an annual disaster recovery exercise to recover the entire application at an alternate data center / site.	Yes ☐ No ☐	Vol: Section: Page#:
3708	The Contractor shall negotiate and manage contracts with providers of third party business recovery services for facilities that are not managed by OTech.	Yes ☐ No ☐	Vol: Section: Page#:
3709	The Contractor shall manage the IT service delivery during times of crisis including: Coordination with the crisis control team.	Yes ☐ No ☐	Vol: Section: Page#:
3710	The Contractor shall manage the IT service delivery during times of crisis including: Invocation of the appropriate recovery facilities for facilities that are not managed by OTech.	Yes ☐ No ☐	Vol: Section: Page#:
3711	The Contractor shall manage the IT service delivery during times of crisis including: Resource management, direction and arbitration for facilities that are not managed by OTech.	Yes ☐ No ☐	Vol: Section: Page#:
3712	The Contractor shall manage the IT service delivery during times of crisis including: Recovery site management for facilities that are not managed by OTech.	Yes ☐ No ☐	Vol: Section: Page#:
3713	The Contractor shall develop and maintain backup and recovery capability	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	to meet the Service Level Agreement.		Page#:
3714	The Contractor shall protect archived data in the event of equipment failure and/or disaster.	Yes ☐ No ☐	Vol: Section: Page#:
3717	The Contractor shall recover and restore the application environment from the OTech provided back-ups.	Yes ☐ No ☐	Vol: Section: Page#:
3718	The Contractor shall provide the ability for both full and incremental backup.	Yes ☐ No ☐	Vol: Section: Page#:
3719	The Contractor shall ensure that the Backup and Recovery Plan SS018 is tested according to the plan.	Yes ☐ No ☐	Vol: Section: Page#:
3720	The Contractor shall provide and maintain detailed application data and recovery scripts.	Yes ☐ No ☐	Vol: Section: Page#:
3721	The Contractor shall collaborate with OTech to ensure that production databases are fault tolerant and support failover to meet the Service Level Agreement.	Yes ☐ No ☐	Vol: Section: Page#:
3723	The Contractor shall develop, submit and maintain a Service Continuity Management Disaster Recovery Plan SS013 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3724	The Contractor shall include and maintain current names, contact information, roles and responsibilities for all staff to be involved in recovery in the SS013 Service Continuity Management Disaster Recovery Plan.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3725	In the case of a disaster, the Contractor must provide previously identified staff to assist in the recovery of CWS/Web System.	Yes ☐ No ☐	Vol: Section: Page#:
3726	The Contractor shall undertake regular quality reviews of all procedures and ensure that these are incorporated into the testing schedule for Service Continuity Management.	Yes ☐ No ☐	Vol: Section: Page#:
3727	The Contractor shall communicate and maintain awareness of Service Continuity Management objectives within the Users' business areas that it supports.	Yes ☐ No ☐	Vol: Section: Page#:
3728	The Contractor shall design, build, implement and maintain the CWS/Web Solution Service Continuity Management Function in alignment with ITIL frameworks and guidelines and applicable California State Policies and Regulations such as SIMM 65a.	Yes ☐ No ☐	Vol: Section: Page#:
3729	The Contractor shall design, build, implement and maintain the Service Continuity Management Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3730	The Contractor shall develop and submit the Annual Disaster Recovery Exercise Results SS012 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:
3731	The Contractor shall include in the Function Delivery Plan (SS003) for the Service Continuity Management Function the following additional detail: • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	performance of the Service Continuity Management Function. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site. • Change Management and Release Management Functions to ensure service continuity needs are accounted for and included in all CWS/Web Solution releases to meet recovery point and time requirements for the CWS/Web Solution. • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions to conduct annual service continuity testing to validate that continuity plans have been correctly constructed to ensure to the ability to recover the CWS/Web solution at an alternate site in the case of a disaster. • Information Management and Operations Functions to ensure data backup and recovery and offsite storage arrangements meet the requirements for CWS/Web Solution recovery at an alternate site in the case of a disaster. • Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements. • All other functions in the three Service and Support dimensions		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	annually update the CWS/Web Division Office and CWS/Web Solution disaster recovery plans ensuring all organizations that play a role in the delivery of the CWS/Web Solution are included in the plan. • OSI Information Security Office to ensure CWS/Web Division Office and CWS/Web Solution needs are addressed in the OSI Continuity of Government and Continuity of Operations and Disaster Recovery plans.		
3732	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Continuity Management Function.	Yes ☐ No ☐	Vol: Section: Page#:
3733	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
3734	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with the Change Management and Release Management Functions to ensure service continuity needs are accounted for and included in all CWS/Web Solution releases to meet recovery point	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	and time requirements for the CWS/Web Solution.		
3735	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with the Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions to conduct annual service continuity testing to validate that continuity plans have been correctly constructed to ensure to the ability to recover the CWS/Web solution at an alternate site in the case of a disaster.	Yes ☐ No ☐	Vol: Section: Page#:
3736	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with the Information Management and Operations Functions to ensure data backup and recovery and offsite storage arrangements meet the requirements for CWS/Web Solution recovery at an alternate site in the case of a disaster.	Yes ☐ No ☐	Vol: Section: Page#:
3737	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with the Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3738	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with all other functions in the three Service and Support dimensions to annually update	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	the disaster recovery plans ensuring all organizations that play a role in the delivery of the CWS/Web Solution are included in the plan.		
3739	The Contractor shall design, build, implement and maintain a CWS/Web Service Continuity Management Function that works closely with the OSI Information Security Office to ensure CWS/Web Division Office and CWS/Web Solution needs are addressed in the OSI continuity of government, continuity of operations and disaster recovery plans.	Yes ☐ No ☐	Vol: Section: Page#:
4356	The Contractor's supplied Service Continuity Management Function solution shall integrate with the Availability Management Function to ensure changes are designed, built, tested, and implemented to meet CWS/Web availability requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4366	The Contractor's supplied Service Continuity Management Function solution shall integrate with the Configuration Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that enables recovery of the CWS/Web Solution at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.16. SERVICE DESK

The Service Desk Function is responsible for maintaining and managing the mechanisms through which:

- Requests for CWS/Web Solution services are received, recorded and tracked for resolution
- Service disruptions are reported, logged and tracked for resolution
- Service disruption events or requests for CWS/Web Solution services are resolved at initial point of contact if possible

The Service Desk is the Function through which all requests for CWS/Web Solution assistance are received, recorded and tracked for closure. This includes:

- Provide Tier 1 enterprise incident management support responsible for bringing disruption events to closure so the stakeholder can resume using the CWS/Web Solution to fulfill their work responsibilities
- Serve as an agent for the Work Request Receipt Function
- Access to the Known Error Database (provided by the Problem Management Function) to assist Service Desk staff in recognizing and giving advice on identifying the cause of the disruption and restoring service
- Escalate incidents that require Tier 2 and Tier 3 assistance through the processes maintained by the Incident Management Function
- Update service outage tickets for third-party organizations that do not have access to allow them to update the Service Desk support records
- Update service outage tickets on behalf of a support person working at a partner service desk (such as a county service desk) that do not have access to allow them to update the Service Desk support records
- Provide incident response and tracking
- Provide support to stakeholders that require authentication and authorization assistance to access the CWS/Web Solution
- Provide reporting of service desk utilization and performance against contractual requirements
- Provide notifications of planned and unplanned events until event is closed
- Receive, log, track and provide ongoing feedback on work requests submitted by CWS/Web Solution stakeholders

The Service Desk Function works closely with the:

- Incident Management Function and the:
    - Communications Function to announce events that will disrupt service that are out of the normal maintenance windows
    - Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions for escalation of incidents per requirements in the CWS/Web Contract
    - Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment
    - Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management

  - Problem Management Function to ensure Incident Management processes result in the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented

- Work Request Receipt, Proposal Development, Customer Relationship Management and Change Management Functions to receive, log, track and provide ongoing feedback on work requests submitted by CWS/Web Solution stakeholders
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Desk Function

Table VI-66 Service Desk Requirements lists the requirements for the Service Desk solution to be delivered by the Contractor.

Table VI-66 Service Desk Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2022	The Contractor shall coordinate with OTech, counties and the infrastructure support vendor to provide Tier 1, Tier 2, and Tier 3 levels of service desk support to CWS/Web System users (State and County staff). Specific expertise and escalation criteria for moving between service desk Tiers shall be decided upon by the State with input from the Contractor during development of the Function Delivery Plan SS003 for the Service Desk Function. However, the Contractor shall provide expertise to cover all technical issues arising from service desk calls as well as updated status.	Yes ☐ No ☐	Vol: Section: Page#:
2025	The Contractor shall include in its Service and Support Service Desk solution the procedures and software tools to receive, log, manage, escalate, and resolve incidents and problems	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	identified by CWS/Web System users, supporting both County and OTech issue identification and resolution activities related to CWS/Web Application Solution.		
2027	The Contractor shall include in its Service and Support Service Desk solution multiple alternative Service Desk communication channels, including voice messages, e-mail and internet. In the case of Voice Communications Services, any IVR system must allow for immediate exit from the system and live communication with a Service Desk agent.	Yes ☐ No ☐	Vol: Section: Page#:
2028	The Contractor shall receive, track, answer and resolve, or monitor to closure, end-user and technical staff calls.	Yes ☐ No ☐	Vol: Section: Page#:
2030	The Contractor shall include in its Service and Support solution that the Contractor is responsible for incident tracking (e.g., receiving, routing, follow-up, and reporting) on OTech related problems and incidents.	Yes ☐ No ☐	Vol: Section: Page#:
2033	The Contractor shall provide additional Service Desk and/or technical resources as needed during planned and unplanned critical events that will naturally warrant a heavier than normal workload.	Yes ☐ No ☐	Vol: Section: Page#:
2034	The Contractor shall track, manage and report the following Service Desk service level objectives - Measure Monthly, Report quarterly: • Service Desk Call Answer: 90% < 60 seconds. • First Call Resolution Rate: 70%. • No Service Desk Lines Available: zero occurrences. • Incident Closure Notice: 95% within	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	30 minutes of closure via e-mail. • Root Cause Analysis: 100% of severity level 1 & 2 incidents within 30 days.		
2036	The Contractor shall include in its Service and Support Service Desk solution that the Contractor shall issue broadcasts or other notices to provide status updates as required for planned and unplanned events.	Yes ☐ No ☐	Vol: Section: Page#:
2041	The Contractor shall include in its Service and Support Service Desk solution the procedures to utilize Service Desk metrics to identify and implement service delivery improvements on an ongoing basis.	Yes ☐ No ☐	Vol: Section: Page#:
2042	The Contractor shall include in its Service and Support Service Desk solution the procedures to State and County operational and technical staff to identify solutions that minimize the need to call the Service Desk (e.g., additional End-User training, self-help support opportunities, root cause analysis).	Yes ☐ No ☐	Vol: Section: Page#:
2044	The Contractor's delivered software tool licenses purchased for service delivery, including the service desk, belong to the State and shall remain the State's Property at the end of the contract.	Yes ☐ No ☐	Vol: Section: Page#:
2046	The Contractor shall include in its Service and Support Service Desk solution procedures that ensure all trouble tickets for incidents/problem related to CWS/Web System are created in the central service desk tools.	Yes ☐ No ☐	Vol: Section: Page#:
2047	The Contractor shall include in its Service Desk Solution the ability to create a trouble ticket based on an online web-based request from an User.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2053	The Contractor shall include in its Service and Support Service Desk solution procedures for directing policy and regulatory calls or questions to the State and the counties that have dedicated staff for answering policy-related questions.	Yes ☐ No ☐	Vol: Section: Page#:
2054	The Contractor shall provide, in its Service and Support Service Desk solution, access to the service desk tool via the web so that staff responsible for policy related question can log them in.	Yes ☐ No ☐	Vol: Section: Page#:
2055	The Contractor's Service Desk solution shall provide automated Service Desk support to Users accessing the system through the Internet that will include, at a minimum, email support and FAQ's and known error database for users and support staff.	Yes ☐ No ☐	Vol: Section: Page#:
2056	The Contractor's Service Desk solution shall provide toll-free telephone and Web-based Service Desk support for CWS/Web System users and CWS staff for problem resolution and troubleshooting.	Yes ☐ No ☐	Vol: Section: Page#:
2057	The Contractor shall provide dedicated service desk staff that specializes in the CWS/Web Application Solution.	Yes ☐ No ☐	Vol: Section: Page#:
2058	The Contractor shall coordinate with the infrastructure support vendor to train Service Desk personnel on End User devices as well as the CWS/Web System and COTS software used with the CWS/Web System.	Yes ☐ No ☐	Vol: Section: Page#:
2060	The Contractor's service desk service shall meet all service desk service level objectives	Yes ☐ No ☐	Vol: Section: Page#:
2061	The Contractor shall develop and		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	provide to the State standard service desk reports, including monthly operational statistical reports and weekly incident reports to ensure the Contractor has met service desk service level objectives.	Yes ☐ No ☐	Section: Page#:
2062	The Contractor shall develop and provide historical trend analysis reports on incidents reported and problem resolution, including the following monthly levels: • New incidents reported. • Problem aging (e.g., < 1 month, 3 months, > 3 months). • Incidents closed. • Open at end of month (backlog).	Yes ☐ No ☐	Vol: Section: Page#:
3645	The Contractor shall include in the Service and Support Service Desk solution the methodology and approach for handling potential call volume increases as a result of a new release.	Yes ☐ No ☐	Vol: Section: Page#:
3646	The Contractor must provide expertise to cover all technical issues arising from service desk calls as well as updated status.	Yes ☐ No ☐	Vol: Section: Page#:
3648	The Contractor shall provide User or manager online/portal access to service desk ticket status.	Yes ☐ No ☐	Vol: Section: Page#:
3846	The Contractor shall design, build, implement and maintain the Service Desk Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 between the State and the Contractor related to CWS/Web Solution Production Phase Service Desk Function responsibilities and Table VI.6.1 - General Service and Support	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Requirements.		
3847	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that addresses the maintenance and upkeep of the service desk activities needed to provide the Service and Support processes and activities that support collaboration between the Contractor, OTech, and the Counties.	Yes ☐ No ☐	Vol: Section: Page#:
3850	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that addresses the maintenance and upkeep of the processes and toolsets needed to support incident response and tracking.	Yes ☐ No ☐	Vol: Section: Page#:
3851	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that addresses the maintenance and upkeep of the processes and toolsets needed to support multiple users' needs for access to information.	Yes ☐ No ☐	Vol: Section: Page#:
3852	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that addresses the maintenance and upkeep of the processes and toolsets needed for tracking and reporting on Service Desk utilization.	Yes ☐ No ☐	Vol: Section: Page#:
3853	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that addresses the maintenance and upkeep of the processes and toolsets needed to support notification of planned and unplanned events.	Yes ☐ No ☐	Vol: Section: Page#:
3854	The Contractor shall include in the Function Delivery Plan SS003 for the Service Desk Function the following additional detail: • Incident Management Function and	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	the: • Communications Function to announce events that will disrupt service that are out of the normal maintenance windows. • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions for escalation of incidents per requirements in the CWS/Web Solution contract. • Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment. • Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management. • Problem Management Function to ensure Incident Management processes result in the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented. • Work Request Receipt, Proposal Development, Customer Relationship Management and Change Management Functions to receive, log, track and provide ongoing feedback on work requests submitted by CWS/Web Solution		

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	stakeholders. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site. • Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Desk Function.		
3855	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that works closely with the Incident Management Function and the: • Communications Function to announce events that will disrupt service that are out of the normal maintenance windows. • Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions for escalation of incidents per requirements in the CWS/Web Solution contract. • Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment. • Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	• Problem Management Function to ensure Incident Management processes result in the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented.		
3856	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that works closely with the Work Request Receipt, Proposal Development, Customer Relationship Management and Change Management Functions to receive, log, track and provide ongoing feedback on work requests submitted by CWS/Web Solution stakeholders.	Yes ☐ No ☐	Vol: Section: Page#:
3857	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:
3858	The Contractor shall design, build, implement and maintain a CWS/Web Service Desk Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Desk Function.	Yes ☐ No ☐	Vol: Section: Page#:
4684	The Contractor staff shall have dedicated service desk staff that	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	specialize in the CWS/Web System.		Page#:
4686	The Contractor staff shall have experience managing help desk services supporting a high transaction, mission critical system similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4892	The Contractor shall install, deliver and maintain a Service Desk Solution SS025.	Yes ☐ No ☐	Vol: Section: Page#:
4893	The Contractor shall develop, submit and maintain a Service Desk Solution Description SS026 in accordance with its product definition document.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.4.17. TRAINING (INTERNAL)

The Training (Internal) Function is responsible for maintaining and managing the mechanisms through which CWS/Web Division Office staff acquire the knowledge and skill sets required to perform the Service and Support activities of the CWS/Web Solution.

To promote an environment that is conducive to successfully recruiting and retaining staff to meet the challenges of maintaining and supporting the CWS/Web Solution, the CWS/Web Division Office must invest in a staff training program to realize that goal. The Training (Internal) Function is based on the premise that the CWS/Web Division Office will continually have a demand to recruit and train new hires as normal attrition in the CWS/Web Division Office occurs throughout the CWS/Web Solution Production Phase.

Typical duties of the Training (Internal) Function are:

- Maintaining and enhancing CWS/Web Solution Service and Support oriented training plans, curriculums and materials to reflect the state of the CWS/Web Solution during the CWS/Web Solution Production Phase
- Providing CWS/Web Solution Service and Support knowledge transfer and ongoing training
- Identification of additional or foundational training CWS/Web Division Office staff may need to perform their CWS/Web Solution responsibilities

The Training (Internal) Function works closely with the:

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Training (Internal) Function
- Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site
- All other functions in the three Service and Support dimensions to identify the training needs of the individuals that have delivery or management responsibilities for a function
- All other functions in the three Service and Support dimensions to provide or secure the training identified for the individuals that have delivery or management responsibilities for a function

Table VI-67 Training (Internal) Requirements lists the requirements for the Training (Internal) solution to be delivered by the Contractor.

Table VI-67 Training (Internal) Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2007	The Contractor shall provide training to CWS/Web Division Office and OTech staff on the changes included in each release.	Yes ☐ No ☐	Vol: Section: Page#:
2021	Additional required application training support will be provided by the Contractor on separate T&M (Time and Materials) or Fixed Price Task orders negotiated by the State.	Yes ☐ No ☐	Vol: Section: Page#:
3740	The Contractor shall design, build, implement and maintain the Training (Internal) Function as per the final agreement on the scope and content of the Function Delivery Plan SS003 and the General Service and Support Requirements.	Yes ☐ No ☐	Vol: Section: Page#:
3741	The Contractor shall include in the Function Delivery Plan SS003 for the Training (Internal) Function the following additional detail: • Performance Measures,	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Training (Internal) Function. • Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site. • All other functions in the three Service and Support dimensions to identify the training needs of the individuals that have delivery or management responsibilities for a function. • All other functions in the three Service and Support dimensions to provide or secure the training identified for the individuals that have delivery or management responsibilities for a function.		
3742	The Contractor shall design, build, implement and maintain a CWS/Web Training (Internal) Function that works closely with the Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Training (Internal) Function.	Yes ☐ No ☐	Vol: Section: Page#:
3743	The Contractor shall design, build, implement and maintain a CWS/Web Training (Internal) Function that works closely with the Technical Writing Function to ensure all documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3744	The Contractor shall design, build, implement and maintain a CWS/Web Training (Internal) Function that works closely with all other functions in the three Service and Support dimensions to identify the training needs of the individuals that have delivery or management responsibilities for a function.	Yes ☐ No ☐	Vol: Section: Page#:
3745	The Contractor shall design, build, implement and maintain a CWS/Web Training (Internal) Function that works closely with all other functions in the three Service and Support dimensions to provide or secure the training identified for the individuals that have delivery or management responsibilities for a function.	Yes ☐ No ☐	Vol: Section: Page#:
4677	The Contractor staff shall have experience building and managing training and development programs for internal support and delivery staff.	Yes ☐ No ☐	Vol: Section: Page#:

VI.6.5. TRANSITION OUT

As explained in RFP Section IV.9.2 – Sourcing Strategy, the State intends, through the implementation of the CWS/Web Application Service solution, to position itself to:

- Assume full delivery responsibility for functions provided by vendor partners; or,
- Solicit new vendor partnerships to ensure cost competitiveness and quality levels.

In the situation where a vendor partnership is being discontinued, the continuity of quality CWS/Web Application Service delivery is paramount. As such, the State envisions Transition Out contractual arrangements being put in place that cover those activities that must be completed to ensure the new delivery-responsible entity can assume full delivery responsibilities with no disruption or degradation of service to CWS/Web Users and partners.

The State will be solely responsible for the creation of the bid, conducting the competitive procurement and contract negotiations and award. (Bid to include

transition approach agreed to, and requirements for the Bidder to explain how that transition approach will be accomplished in a manner that allows the CWS/Web Project Office to feel certain that the previous Contractor can be released permanently).

It is expected that timing for accomplishing a transition of different delivery responsibilities will vary based on the complexity and size of the function being transitioned.

Table VI-68 Transition Out Requirements lists the requirements for the Transition Out solution to be delivered by the Contractor.

Table VI-68 Transition Out Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3683	The Contractor shall work with the CWS/Web Division Office three (3) years in advance of the conclusion of the Contract to begin transition planning to determine if the State desires to issue and award a new contract for equivalent (or modified) services that would commence the new sourcing arrangement immediately following the conclusion of the existing Contract.	Yes ☐ No ☐	Vol: Section: Page#:
3684	The Contractor shall work with the CWS/Web Division Office three (3) years in advance of the conclusion of the Contract to determine what the State requires from the Contractor to allow the State to issue and award a new contract for equivalent (or modified) services that would commence the new sourcing arrangement immediately following the conclusion of the existing Contract.	Yes ☐ No ☐	Vol: Section: Page#:
3685	The Contractor shall provide the CWS/Web Division Office (and any other State designated personnel) walkthroughs and training on all Sourcing Strategy Products including their content, how that content is used in the maintenance and delivery of that function and identify the function's most	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	critical components within 30 days of being notified that the State intends to bid for continued function maintenance and delivery.		
3686	The Contractor shall provide the CWS/Web Division Office information about the steps and durations (including new contractor readiness criteria and on-demand post transition assistance) that will likely be required to transition responsibility to a new Contractor in a fashion that will not disrupt CWS/Web Solution delivery to its Users, within 60 days of being notified that the State intends to bid for continued function maintenance and delivery.	Yes ☐ No ☐	Vol: Section: Page#:
3687	The Contractor shall work with the CWS/Web Division Office to agree on the steps and durations that will likely be required to transition responsibility to a new Contractor in a fashion that will not disrupt CWS/Web Solution delivery to its Users, within 75 days of being notified that the State intends to issue a new contract for continued function maintenance and delivery.	Yes ☐ No ☐	Vol: Section: Page#:
3688	The Contractor shall provide clarifications and answers about the function's Sourcing Strategy products, walkthrough and training materials within 5 working days of the CWS/Web Division Office making the request to the Contractor for transition planning assistance.	Yes ☐ No ☐	Vol: Section: Page#:
3689	The Contractor shall conduct the agreed upon transition activities with the new Contractor and the CWS/Web Division Office (and partners) until new contractor readiness acceptance criteria has been met to the satisfaction of the State.	Yes ☐ No ☐	Vol: Section: Page#:
3690	The Contractor shall provide post		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	transition support on an on-demand basis for a period of 90 days. Requests for assistance will be responded to within 8 working hours. Requests of a critical nature that is impacting CWS/Web Solution delivery will be responded to within 2 hours of the request for assistance.	Yes ☐ No ☐	Section: Page#:

VI.7. SYSTEM REQUIREMENTS

This section describes the functional and technical requirements for the CWS/Web System. The system requirements define the business function support to be provided by the system, in addition to technical features, constraints, and performance requirements. These requirements are the basis of the CWS/Web System solution to be delivered. An overview description of the system requirements are introduced and discussed in this section with the complete list of detailed system requirements presented in RFP Appendix B, System Requirements. The system requirements have been classified into various functional and technical groupings to facilitate understanding and organization of the requirements. The classifications are not intended to define a business process or a design structure to which the CWS/Web must comply. The requirements must be achieved by the CWS/Web System; however, the analysis of the systems requirements that will occur during the system development activities is expected to alter these initial classifications.

The system requirements in Appendix B are also classified into two categories corresponding to the planned implementation of the CWS/Web System using two major releases:

- Initial Release (IR) - the development and implementation of the CWS/Web Initial Release requirements resulting in a compliant SACWIS.
- Future Release (FR) – the development and implementation of the CWS/Web Future Release requirements to add improved business process functionality. The requirements for this release have been identified by the stakeholders to improve business processes, but are not necessary for SACWIS compliance. Future Release requirements will be implemented at the State's discretion

VI.7.1. FUNCTIONAL REQUIREMENTS

The CWS/Web Functional Requirements are system requirements that directly support business activities of the State's Child Welfare Services and the day to day operations of county child welfare services activities. These system requirements will provide the foundation for the functional use of the CWS/Web by all users. The classification of the Functional Requirements is based on the federal SACWIS

requirement areas. An association of the functional requirements to the SACWIS requirement areas is intended to be maintained throughout the project life cycle to ensure that all SACWIS requirements are identified and traced to the CWS/Web Solution.

The Functional Requirements have been categorized into a “General Capabilities” section as well as sections for each of the federal SACWIS requirement areas listed below:

- Intake Management
- Eligibility
- Case Management
- Resource Management
- Court Processing
- Financial Management
- Administration
- Interfaces
- Quality Assurance
- Other Functionality

For each of the Functional Requirement categories associated to the federal SACWIS requirements, the mandatory and those optional requirements selected by the State have been listed as reference for the Bidder. Each federal SACWIS requirement listed identifies the associated Functional Requirement subcategory of this RFP. Refer to RFP Appendix B, System Requirements for the specific detailed requirements for the General Capabilities and the SACWIS requirement areas. The grouping of the requirements in Appendix B correlates to the classification of the requirements in this section.

VI.7.1.1 GENERAL CAPABILITIES

General Capabilities are those functional system requirements and capabilities that support multiple SACWIS requirement areas. If a requirement cannot be directly attributable to a single, specific SACWIS requirement area, it is classified as part of General Capabilities. Examples include system functionality such as advanced search, view, navigation, profile creation, and print capabilities that support many different SACWIS requirement areas. The General Capabilities Requirements include the following subcategories:

- Approvals
- General
- Transition

VI.7.1.2 INTAKE MANAGEMENT

Intake Management consists of those functional system requirements and capabilities that support the SACWIS requirement area for Intake Management. The Intake Management Requirements include the following subcategories:

- Intake
- Screening
- Investigation
- Assessment

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Intake Management are identified in the following table.

Table VI-69 Intake Management SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
1	(Intake) Record contact/referral
2	(Intake) Collect intake / referral information
3	(Intake) Search for prior history (persons/incidents)
4	(Intake) Record “information only” requests
5	(Screening) Evaluate intake information
6	(Screening) Record the results of the screening evaluation
7	(Screening) Establish case record
8	(Screening) Assign case to worker

SACWIS Requirement Number	SACWIS Category Description
9	(Screening) Refer for investigation and/or services, as appropriate
10	(Investigation) Collect and record investigation information
11	(Investigation) Record investigation decision
12	(Investigation) Generate documents as needed in response to investigation
13	(Assessment) Determine and record risk assessment
14	(Assessment) Perform risk assessment
15	(Assessment) Collect and record special needs/problems
16	(Assessment) Determine and record needed services
17	(Assessment) Record client contacts
18	(Assessment) Prepare and record referrals to other agencies
19	(Assessment) Collect and record further case information
20	(Assessment) Generate documents, notices and reports based on review as needed

Intake Management is the initial entry point into child welfare services and includes functionality to facilitate the initial assessment and screening of referrals received from the community. Additionally, Intake Management is inclusive of functionality for the investigation and assessment of reports meeting established criteria requiring a response by CWS county agencies. Automation will support the administration of

these intake functions to better ensure child welfare agencies can properly identify and provide an appropriate level of service to children and families in need.

A referral from the community may consist of concerns that include general, physical, emotional, and sexual abuse. Reports are made through the CWS county agency's phone hotline and the referral information is entered in the system. When an incident of abuse or neglect is reported to a CWS county agency, an initial screening will occur to determine whether a reported incident requires a response and the level of urgency appropriate in responding to the referral. The investigation will assess the level of safety and risk to the child(ren) involved, and will result in an assessment recommending continued CWS involvement, referring a family to community agencies for further assistance, or closing the referral.

Central to the approach of assessing families fairly, and uniformly in California, will be the CWS/Web's integrated Safety Risk Assessment (SRA). At each point of contact with a child and family, the CWS worker will utilize the SRA assessments to validate their evaluation and determination of the child(ren)'s level of safety and risk. The CWS worker will additionally use the SRA to assist them in determining the optimal plan of action for services delivered to the child(ren) and their family, and to continually evaluate the safety and risk of a child while under CWS and/or court supervision.

Initially, all reports of suspected child abuse/neglect are assessed, to determine the need for response. Integral to this process is the SRA which must include an intake assessment to assist the CWS worker in their determination of a referral. Once a report has been determined to require some response, the CWS worker must determine the appropriate level of response. California utilizes the response approach of Differential Response, which suggests one of the following three "paths" be used in response given the level of risk to a child's safety determined by the CWS worker. Path 1, the referral is closed, and the family is referred to community agency for services with no response by CWS. Path 2, the referral is assessed by CWS (a community service agency partner may also assist in the assessment) and family is referred to community services to work with the family. Path 3, the referral is assessed by CWS, and a traditional plan of services is established under CWS and/or court supervision. When Path 2 or 3 is considered, Intake must additionally determine the urgency at which to respond to the reported incident, and can require an "immediate" or a "10-day" response.[1]

The CWS agency will then respond as determined, and initiate their investigation of the reported allegations. The CWS worker will again utilize the SRA in assessing all relevant and available information collected for the child(ren) and family. The CWS worker will make a final determination at the conclusion of their investigation. The result of the CWS worker's assessment will lead to a recommendation of continued CWS involvement with the family, or closure of the referral. If continued involvement is determined to be warranted, services can be provided either voluntarily or by

[1] ***Note:*** The actual response time may very; "immediate" in one county may be 24 hrs, and in another within 2 hrs. Likewise, "10-day" response may be 10 days in one county, and 5 or 3 days in another county.

order of the court, either within the home or with the child in placement. When a family is not successful in completing services, or otherwise unable to safely maintain a child at home, the child must receive placement services.

VI.7.1.3 ELIGIBILITY

Eligibility consists of those functional system requirements and capabilities that support the SACWIS requirement area for Eligibility. The Eligibility Requirements include the following subcategories:

- Initial Eligibility Determination
- Changes in Eligibility

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Eligibility are identified in the following table.

Table VI-70 Eligibility SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
21	(Initial Eligibility Determination)[2] Determine title IV-E eligibility
24	(Initial Eligibility Determination) Verify eligibility for other programs
25	(Initial Eligibility Determination) Record authorization decisions
26	(Initial Eligibility Determination) Generate documents related to eligibility determinations
27	(Changes in Eligibility) Re-determinations
28	(Changes in Eligibility) Generate documents related to eligibility determinations

[2] For evaluation purposes, the ACF asks two questions about how Requirement 21 is implemented. These questions are numbered as part of the requirements list. Questions 22 and 23 are not relevant to the current planning effort and thus are not included in this list.

Eligibility is the identification and qualification of children for Benefits. Eligibility determination is initiated by the receipt of required data on behalf of a child. Eligibility data may include supporting documentation (e.g., court documents, birth certificates). The application data will be used to determine if the child meets the eligibility criteria for specific programs such as Foster Care, Emergency Assistance, Adoption Assistance Program, and Kin-GAP. Eligibility also involves the redetermination process to continue Benefits after a specified period has expired.

Changes in client status will also trigger changes in eligibility (e.g., placement changes, reunification with parents, child AWOL status). New information that affects eligibility will be recorded in the CWS/Web. The eligibility will be redetermined in the CWS/Web based upon the modified data.

Medi-Cal eligibility application data will be completed in the CWS/Web and transmitted to the SAWS. The Medi-Cal eligibility determination will be completed in the SAWS and the results will be transmitted to CWS/Web.

VI.7.1.4 CASE MANAGEMENT

Case Management consists of those functional system requirements and capabilities that support the SACWIS requirement area for Case Management. The Case Management Requirements include the following subcategories:

- Service / Case Plan
- Case Review / Evaluation
- Monitoring Service / Case Plan Services

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Case Management are identified in the following table.

Table VI-71 Case Management SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
29	(Service / Case Plan) Prepare and document service/case plan
a	Adoption
b	Family Preservation

SACWIS Requirement Number	SACWIS Category Description
c	Foster care
d	Independent living
e	Interstate compact
30	(Service / Case Plan) Identify and match services to meet client's case plan needs
31	(Service / Case Plan) Record contact with and acquisition of needed resources/services
32	(Service / Case Plan) Track and update service/case plan
33	(Service / Case Plan) Match client to placement alternatives, if needed
34	(Service / Case Plan) Generate documents as needed
35	(Service / Case Plan) Request and record supervisory approval of plan, if needed
37	(Service / Case Plan) Identify program outcome measures
38	(Case Review / Evaluation) Generate alerts/ticklers to conduct case review/evaluation as needed
39	(Case Review / Evaluation) Conduct and record results of case review
40	(Case Review / Evaluation) Generate documents, notices and reports based on review as needed
41	(Case Review / Evaluation) Record collateral contacts
42	(Monitoring Services / Case Plan Services) Track and record services identified in the service/case plan
43	(Monitoring Services / Case Plan Services)

SACWIS Requirement Number	SACWIS Category Description
	Generate documents, notices and reports

Case Management is the use of automation to prepare case plans, to identify services, to authorize the provision of services and to manage the delivery of those services to prevent abuse or neglect. Case management is also the administration and tracking of the processes necessary to ensure that the child welfare agency identifies, communicates, evaluates, and monitors the services which are provided to the child(ren) and their family to improve the conditions that necessitated agency involvement.

Case management services are provided to a family on the child's behalf, whether the child remains at home or is placed out of the home. Services can be provided to the child(ren) and their family either voluntarily or by court order. Whether voluntary or court ordered, Family Maintenance services are provided for children who reside with their parent or guardian, whereas Family Reunification services are provided when children are in out of home placement. The ultimate objective for case management is to assure the safety of the child(ren) and to assist, educate, and empower families to care for their child(ren).

A case plan is developed at the opening of the case. When a Case is opened, the CWS worker utilizes assessments in the SRA to identify each family member's strengths and needs relative to the issues leading to CWS involvement with the family and to assure an appropriate level of services are provided to the child(ren). As early as possible, the CWS worker then convenes a multidisciplinary meeting with the family and other professionals to discuss services to remediate the situation(s) leading to CWS involvement. To the degree possible, the family is involved in the process of identifying issues and solutions, and developing a plan to address each problem area focusing on those most critical to the child's welfare and/or reunification.

If it is determined that the child cannot be reunified with the parent(s) or guardian, case management services will focus on permanency plan options that can involve adoption, legal guardianship, or long term placement. When reunification is not possible a Concurrent Plan must be implemented to expeditiously provide the child with the most appropriate permanency placement option. Concurrent Planning is the careful planning of a child's future in the event that reunification with the parent(s) or guardian is no longer a safe option. The CWS worker begins evaluating options for a child's Concurrent Plan when a child is removed or at risk of removal from the home. The task for the CWS worker is to identify a suitable and appropriate person early who may provide the most stable living situation for a child, while also meeting the needs of the child.

Case Management includes adoptive placement services and post adoptive services. Functionality related to adoption services will provide the automation that facilitates and assists the CWS worker in placing a child in the home of an adoptive family. A CWS worker will assess prospective adoptive caregivers and the needs of a child to determine if the adoptive placement is appropriate while providing supportive services during the adoption process, as well as following the completion of the adoption process.

VI.7.1.5 RESOURCE MANAGEMENT

Resource Management consists of those functional system requirements and capabilities that support the SACWIS requirement area for Resource Management. The Resource Management Requirements include the following subcategories:

- Facilities Support
- Foster / Adoptive Home Support
- Resource Directory

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Resource Management are identified in the following table.

Table VI-72 Resource Management SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
44	(Facilities Support) Record and update provider information
45	(Facilities Support) Generate alerts/action items on licensing status changes
46	(Facilities Support) Generate reconciliation and evaluation reports as needed
47	(Facilities Support) Record and track provider training
48	(Foster / Adoptive Homes Support) Maintain and update foster care and adoptive home information as needed
49	(Foster / Adoptive Homes Support)

SACWIS Requirement Number	SACWIS Category Description
	Record foster care home abuse/neglect allegations and investigation results
51	(Foster / Adoptive Homes Support) Generate alerts/action items as needed if a foster care license is revoked
52	(Resource Directory) Maintain directory
53	(Resource Directory) Generate reports
54	(Contract Support) Process contracts and contract changes
56	(Contract Support) Generate alerts/action items as needed
57	(Contract Support) Generate documents as needed

Contract Support Resource Management requirements facilitate the management of processes involved in the determination of appropriate service providers and/or placement resources necessary to accomplish the goals of the case plan. CWS/Web requirements in resource management include facilities support, foster/adoptive home support, resource directory, and the generation of alerts and action items. Facilities support is the collection and maintenance of provider information such as license/certification status, types of services, level of care provided, level of care compliance, and cost of care. Requirements also support the collection and maintenance of Foster Care and Adoptive Home information including licensing decisions, violations and revocations, and required Adoption Foster Care Analysis and Reporting System (AFCARS) information. The resource directory is an inventory of available resources and services and the ability to generate management reports related to resource availability. CWS/Web System requirements will support identification and tracking of cases that require a review or other action as a result of monitoring activities.

VI.7.1.6 COURT PROCESSING

Court Processing consists of those functional system requirements and capabilities that support the SACWIS requirement area for Court Processing. The Court Processing Requirements include the following subcategories:

- Court Documents
- Notifications
- Tracking
- Indian Child Welfare Act

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Court Processing are identified in the following table.

Table VI-73 Court Processing SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
58	Court Documents
59	Notifications
60	Tracking
61	Indian Child Welfare Act

Court Processing requirements address the preparation of documents for the courts, such as petitions, letters, attorney approvals, and supervisory approvals, and how the system notifies relevant parties of impending court actions. There are a wide range of documents that are submitted to court throughout the life of a referral and case. Court documents consist of a court report generally with a number of attached documents, submitted to the court to either to request legal actions via court orders, or to update the court on progress made in a child's case. Reports to the court fall generally into one of the following categories:

- Request for the court to make a finding on the detention of a child
- Reports to the court to provide updated information on a child's case and progress made in providing services (i.e., family maintenance, family reunification, adoption, or permanency placement) on the child's behalf
- Reports to update the court on progress of specific actions (e.g., Indian Child Welfare Act (ICWA) notification, locating a parent, delivery of specific ordered services to a child or parent, etc.),
- Request the court order specific actions or services on behalf of the child (e.g., Individual Education Plans, medical procedures, psychotropic medications, special services, etc.).

As mentioned, most court reports will have some form of attachment. These attachments generally are documents previously associated to the child (e.g., assessments, due diligence reports, Live Scan results, a child's picture, medical records/reports, the child's case plan, Transitional Independent Living Plans (TILP), police reports, etc).

It is of great importance to the court that these documents be submitted timely to court as it involves proper noticing of parties that attend the hearings (e.g., attorneys, parent/guardian, caregivers, child). CWS workers are also required to submit their due diligence findings to document the search for a parent as required legally when a parent cannot be found. Addresses of last known address need to be searched and paternity may need to be established.

Court processing also involves the proper noticing of a tribal child that has entered the child welfare system to comply with the Indian Child Welfare Act (ICWA). Appropriate court noticing documents are submitted to track that communication between the Child Welfare agency and the correct tribal entity has been initiated. Noticing involves the calendaring of hearings which appropriate parties are required to attend.

Another important aspect of court processing is the information provided from court, such as the calendaring of hearings and the court orders and results from the court. The CWS worker submits the proper court information and the court acknowledges decisions and actions taken by court that becomes available in CWS/Web.

VI.7.1.7 FINANCIAL MANAGEMENT

Financial Management consists of those functional system requirements and capabilities that support the SACWIS requirement area for Financial Management. The Financial Management Requirements include the following subcategories:

- Accounts Payable
- Accounts Receivable
- Claims

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Financial Management are identified in the following table.

Table VI-74 Financial Management SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description

SACWIS Requirement Number	SACWIS Category Description
62	Accounts Payable
63	Accounts Receivable
64	Provider Claims

Financial Management will provide automation to facilitate the processes necessary to ensure accurate and timely authorization, processing and reconciliation of financial records and transactions. Financial transactions, including billing, vouchers, placement payments, and payment of direct provider services will be tracked and managed to improve payment accuracy and allow child welfare agencies to correlate financial information to the child and family. The financial management requirements establish a link (audit trail) between a client, services authorization, service delivery, and payment and will assist the CWS worker in the matching of an invoice with the authorization of the service.

VI.7.1.8 ADMINISTRATION

Administration consists of those functional system requirements and capabilities that support the SACWIS requirement area for Administration. The Administration Requirements include the following subcategories:

- Staff Management
- Reporting
- Administrative Support

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Administration are identified in the following table.

Table VI-75 Administration SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
65	(Staff Management) Record and update employee information

SACWIS Requirement Number	SACWIS Category Description
66	(Staff Management) Record and update employee demographic information
67	(Staff Management) Record and track case assignment
68	(Staff Management) Assist in workload management
71	(Reporting) Produce Adoption and Foster Care Analysis and Reporting System (AFCARS) Report
72	(Reporting) Produce other Federal Reports
73	(Reporting) Produce State reports
74	(Reporting) Produce statistical reports
75	(Administrative Support) Provide hardware and software security (secured system)
76	(Administrative Support) Provide hardware and software security (confidentiality)
77	(Administrative Support) Provide hardware and software security (contingency and disaster recovery)
78	(Administrative Support) Archive and purge
79	(Administrative Support) Provide office automation
80	(Administrative Support) Provide on-line system documentation
81	(Administrative Support)

SACWIS Requirement Number	SACWIS Category Description
	Provide on-line training

Administration functionality provides automation in three areas: Staff management, reporting, and administrative support. CWS/Web will record and maintain employee information such as name, office location and caseload assignment. The system will facilitate case workload management by supporting the decision making process in the assignment of cases to CWS workers that is recorded and tracked.

Reporting requirements describe CWS/Web automation to capture required AFCARS information to AFCARS reports and other federally mandated reports either in paper or electronic formats. Reporting requirements will also provide necessary functionality for State and counties to have the ability to develop ad hoc reports though the use of automated tools, as well as standardized reports from a data warehouse.

Administrative Support requirements provide for CWS/Web hardware and software security and confidentiality requirements granted under the Social Security Act and as applicable under the Child Abuse Prevention and Treatment Act. These requirements address how hardware, software, the telecommunications network and data are protected from damage, destruction and loss, as well as fraud and abuse. CWS/Web record retention and archiving of inactive and closed cases are described as well as system tracking of changes to information.

Administrative Support requirements also address what office automation will be available in addition to the tools available within program functions and on-line system documentation such as policy/procedure manuals, user guides, field help screens, and on-line, computer based training for system users.

VI.7.1.9 INTERFACES

Interfaces consist of those functional system requirements and capabilities that support the SACWIS requirement area for Interfaces. The Interfaces Requirements include the following subcategories:

- Administration
- Case Management (Court Services)
- Case Management (Family Maintenance & Reunification)
- Case Management (Permanency Placement & Adoptions)
- Eligibility
- Eligibility Determination

- Financial Management
- Intake

These subcategories are aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Interfaces are identified in the following table.

Table VI-76 Interfaces SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
82	(Required Interfaces) Provide for an electronic interface with Title IV-A, Title IV-D, and Title XIX
83	(Required Interfaces) Title IV-A (TANF)
84	(Required Interfaces) Title IV-D (Child Support Enforcement)
85	(Required Interfaces) Title XIX (Medicaid)
86	(Required Interfaces) Child abuse and neglect data system
87	(Optional Interfaces) State Central Registry
87	(Optional Interfaces) Social Security Administration for title II and Supplemental Security Income (SSI) information
87	(Optional Interfaces) State financial system
87	(Optional Interfaces) State licensing system
87	(Optional Interfaces) Vital Statistics
87	(Optional Interfaces)

SACWIS Requirement Number	SACWIS Category Description
	Court system
87	(Optional Interfaces) Juvenile Justice
87	(Optional Interfaces) Mental health/retardation
87	(Optional Interfaces) State Department of Education

Interface functionality identifies CWS/Web communication with external systems needed to support CWS business processes. Interfaces will be a reliable and timely data exchange to supply needed information to CWS workers. In constructing interfaces, a balance between facilitating the exchange of information, creating dependencies between separate systems, and interface cost must be considered. While it is advantageous to highly integrate systems, data integrity risks, security concerns, and maintenance issues must also be considered.

VI.7.1.10 QUALITY ASSURANCE

Quality Assurance consists of those functional system requirements and capabilities that support the SACWIS requirement area for Quality Assurance. The Quality Assurance Requirements include the following subcategories:

- Quality Assurance Features

This subcategory is aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Quality Assurance are identified in the following table.

Table VI-77 Quality Assurance SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
88	(Quality Assurance) SACWIS List of Quality Assurance Features

SACWIS Requirement Number	SACWIS Category Description
89	(Quality Assurance) Other quality assurance functions or related features

Quality Assurance will provide automation to facilitate review of case files for accuracy, completeness and compliance with federal requirements and State standards. The requirements will describe how the system assists users in achieving quality through tools and techniques that enforce the specified processes are followed, data quality and integrity are at a high level, and that tasks are completed on time. The system will contain appropriate edits, range checks and prompts for critical or incomplete data to ensure quality data. In addition, the requirements will also describe how reports can be used to identify potential quality issues and provide guidance in adjusting the business processes to improve quality.

VI.7.1.11 OTHER FUNCTIONALITY

Other Functionality consists of those functional system requirements and capabilities that support the SACWIS requirement area for Other Functionality. The Other Functionality Requirements include the following subcategories:

- Additional Functionality

This subcategory is aligned with the SACWIS requirements the solution shall meet for the SACWIS Assessment Review. The mandatory federal SACWIS requirements and those optional SACWIS requirements selected by the State specific to Other Functionality are identified in the following table.

Table VI-78 Other Functionality SACWIS Requirements

SACWIS Requirement Number	SACWIS Category Description
90	Other Functionality

Other Functionality is additional functionality not addressed in the previous SACWIS requirement areas or in General Functions, but is determined necessary to support the business functions for the CWS/Web System.

VI.7.2. TECHNICAL REQUIREMENTS

Technical requirements are system requirements that define or constrain the architecture, infrastructure, network, tools, performance or other technical aspects of the CWS/Web System. The State's needs analysis of mandatory technical requirements include topics such as system environments, presentation environments, business rules, enterprise services, database requirements, and security and authentication. The CWS/Web Technical Requirements are organized into five categories:

- Architectural Solution
- Information Management
- Infrastructure
- Interfaces
- Performance
- System Security

VI.7.2.1 ARCHITECTURAL SOLUTION

The Architectural Solution requirements identify and define the technical aspects to be designed and implemented by the Contractor for the CWS/Web Solution architecture. The Architectural Solution requirements include the following subcategories:

- Application Architectural Layer
- Business Entity Objects
- Integration/Workflow/Business Rules
- Business Service Layer
- Data Access Layer
- Enterprise Services and Reusable Infrastructure Components
- General Architecture
- Presentation Layer
- Request/Response Layer
- System Architecture Communication

VI.7.2.2 INFORMATION MANAGEMENT

The Information Management requirements identify and define the technical aspects to be designed and implemented by the Contractor for the CWS/Web Solution

databases, data marts, data warehouses and all other application data files. Information Management requirements include the following subcategories:

- Business Intelligence and Reporting Architecture
- Database
- Enterprise Services and Reusable Infrastructure Components
- System Archiving

VI.7.2.3 INFRASTRUCTURE

The Infrastructure requirements identify and define the technical aspects to be designed and implemented by the Contractor for the CWS/Web Solution network and environments. The Infrastructure requirements include the following subcategories:

- Environments
- General Infrastructure

VI.7.2.4 INTERFACES

The CWS/Web Solution depends on information that originates in external systems, some of which have shorter hours of availability (than the 24 X 7 availability expected for CWS/Web). The CWS/Web must be able to function even when one or more of these external systems are unavailable.

The Interface requirements are defined as being external to this Project and outside of the Contractor's control. For example, the CWS/Web will need to transfer data to the Data Warehouse, but this is not considered an external interface, as the Data Warehouse is under the Contractor's control. In contrast, retrieving data from the Department of Justice will require an external interface as it is an external system that is not controlled by the CWS/Web Project.

VI.7.2.5 PERFORMANCE

The Performance requirements identify areas for performance metrics that will be measured and reported as Service Level Objectives (SLOs). The technical Performance requirements include the following categories:

- Availability
- Capacity
- Monitoring & Reporting
- Performance

VI.7.2.6 SYSTEM SECURITY

The System Security requirements identify and define the technical aspects to be designed and implemented by the Contractor for the protection of CWS/Web

Solution information from unauthorized access, use, disclosure, disruption, modification or destruction. The System Security requirements include the following subcategories:

- Authentication, Identity Management, and Provisioning
- Authorization
- Confidential Information
- Distributed Security Infrastructure Threat Protection
- General Security
- Identity Provider
- Interactive Voice Response System
- Mobility
- Secure Connectivity
- SOA Security
- System Audit Logging
- System Audit Trail
- Transfer of Security Logs
- Web Access

The CWS/Web Technical Requirements have not been further categorized in this Section. The Bidders are encouraged to review and analyze the detailed requirements in a manner that best suits their methodology and conceptual design. Electronic extracts of the requirements in RFP Appendix B, System Requirements will be made available to the Bidders for analysis.

VI.8. PROPOSAL REQUIREMENTS

The section contains the proposal requirements used to define the information to be provided by the Bidder in its response to the CWS/Web RFP solution requirements presented in the previous sections of Section VI of this RFP. The proposal requirements should also be reviewed in conjunction with the information provided in RFP Section IV, Proposed Future Environment to ensure the Bidder's responses are consistent with the vision for the CWS/Web Solution.

Proposal requirements are designated as either mandatory or desirable. The Bidder must respond to all mandatory requirements and may choose to respond to desirable requirements. Mandatory requirements will be evaluated as pass/fail. Bidders must pass all mandatory requirements to be considered responsive. Desirable proposal requirements will be evaluated and awarded points based on the Bidder's response.

The CWS/Web evaluation team will score the responses to the proposal requirements in accordance with the proposal evaluation methodology identified in RFP Section IX, Proposal Evaluation. Any material deviation from the proposal requirements in the Proposal may be cause for rejection of the proposal as nonresponsive. Points allocated to the proposal requirements are shown in the following sections.

The proposal requirements are organized in this section to describe the State's expectations for Bidder experience and staff qualifications and to align with the solution requirements discussed in the previous sections of Section VI.

- Section VI.8.1, Bidder Qualifications and Staff Qualifications discusses the mandatory and desirable proposal requirements for the Bidder to provide information pertaining to its qualifications and the qualifications of its proposed staff.
- Section VI.8.2, Approaches to Achieving Requirements discusses the proposal requirements for the Bidder to explain the approaches to be used to achieve the solution requirements discussed in Sections VI.2 through VI.6. The Bidder is expected to describe its approach to project management, solution development, Solution Transition, support of the SACWIS review, and ongoing Service and Support of the CWS/Web Solution.
- Section VI.8.3, CWS/Web Conceptual System discusses the proposal requirements for the Bidder to explain its proposed CWS/Web conceptual system and how that system meets the system requirements discussed in Section VI.7, System Requirements. The Bidder is expected to describe its conceptual system from three different views: a business function view that describes how the CWS/Web will meet the functional requirements; an architectural view that describes the physical CWS/Web architecture and components; and an information view that describes the major CWS/Web information components and their interrelationships.

VI.8.1. BIDDER QUALIFICATIONS AND STAFF QUALIFICATIONS

The purpose of this section is to provide information to the State for use in understanding and verifying the Bidder's qualifications and the qualifications of the Bidder's proposed Project staff. The information will be used to evaluate the Bidder's potential to successfully deliver a proposed CWS/Web Solution that meets the State's requirements and expectations, including ongoing Service and Support activities.

VI.8.1.1. BIDDER QUALIFICATIONS

Bidder qualification requirements are separated into sub-categories; client references and Bidder experience. The requirements for both sub-categories include mandatory minimum requirements and proposal requirements. The mandatory minimum requirements will be evaluated on a pass/fail basis and are presented in Table VI-79 Mandatory Client Reference Requirements. The responses

to the proposal requirements will be evaluated and scored. The proposal requirements and the available evaluation points are presented in Table VI-80 Client Reference Proposal Requirement and Table VI-79 Mandatory Client Reference Requirements.

VI.8.1.1.1. CLIENT REFERENCE REQUIREMENTS

For requirement 4409 shown in Table VI-80 Client Reference Proposal Requirement, information in response to the client reference requirements must include references that are prepared using Form 6.1, Bidder Experience Reference Form located in RFP Appendix C, Bid Response Forms. A separate form should be used for each referenced project. Please see the instructions in the Bidder Experience Reference Form for details regarding the completion of the references, including the requirement for responses in sealed envelopes.

Table VI-79 Mandatory Client Reference Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4405	For each project reference, the Bidder must complete and provide a Bidder Experience Reference Form (Form 6.1, Appendix C – Bid Response Forms). For each reference, the Bidder shall identify in Form 6.1 which of the Bidder Experience Requirements (one or more) the reference covers.	Yes ☐ No ☐	Vol: Section: Page#:
4406	The Bidder must supply one (1) reference that verifies that the Bidder (prime Contractor) has designed, developed, tested, and successfully implemented a complete, integrated system similar in scope to the CWS/Web Project within a multilayered and highly distributed environment within the last five (5) years with a contract value over $5 million in one-time costs for a paying customer external to the Bidder's organization. The reference that the Bidder provides should be the one that best matches this Bidder Experience Requirement.	Yes ☐ No ☐	Vol: Section: Page#:
4407	The Bidder must supply one (1) reference that verifies that the Bidder (prime Contractor or subcontractor) has	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	been responsible for the maintenance and operation of a system with a contract value exceeding $2 million per year for a paying customer external to the Bidder's organization. The reference that the Bidder provides should be the one that best matches this Bidder Experience Requirement.		Page#:
4408	The Bidder must supply references from the last three (3) projects, where the Bidder (prime contractor) has designed, developed, and tested an Information Technology system with a contract value exceeding $5 million in one-time costs for a paying customer external to the Bidder's organization. The last three (3) projects includes those successfully completed (i.e., accepted by the client) as well as those terminated by the client. Do not include projects that are currently being implemented. The references the bidder provides must strictly adhere to the conditions set forth in this requirement.	Yes ☐ No ☐	Vol: Section: Page#:

In addition to the mandatory client reference requirements, the State will score client references based on client responses provided in the submitted Client Reference Forms (Form 6.1). Table VI-82 Bidder Experience Proposal Requirements identifies the information to be provided by the Bidder and its respective clients that meet the requirements set forth in Table VI-79 Mandatory Client Reference Requirements.

Table VI-80 Client Reference Proposal Requirement

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4409	The Bidder shall submit four (4) or five (5) completed Client Reference Forms (Form 6.1, Appendix C - Bid Response Forms) under sealed, separate cover in accordance with requirements 4405, 4406, 4407, and 4408 shown above	100	Vol: Section: Page#:

VI.8.1.1.2. BIDDER EXPERIENCE REQUIREMENTS

Bidders must provide information in response to the Bidder experience requirements using Form 6.2, Bidder Experience Reference Form located in RFP Appendix C, Bid Response Forms. Please see the instructions in the Bidder Experience Reference Form for further details.

In addition to the mandatory Bidder experience requirement, Bidders are requested to submit information in their proposals that describes their depth of experience as it relates to the scope of the CWS/Web Project. Table VI-81 Mandatory Bidder Experience Requirements identifies the information to be provided by the Bidder to describe the Bidder's overall past experience relative to the CWS/Web Project.

Table VI-81 Mandatory Bidder Experience Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4895	The Bidder shall submit its responses to the requirements on Form 6.2 Bidder Experience Reference Form located in RFP Appendix C, Bid Response Forms.	Yes ☐ No ☐	Vol: Section: Page#:

For requirements shown in Table VI-82 Bidder Experience Proposal Requirements, Bidder experience requirements must include information using Form 6.2, Bidder Experience Reference Form located in RFP Appendix C, Bid Response Forms. Please see the instructions in the Bidder Experience Reference Form for details.

Table VI-82 Bidder Experience Proposal Requirements

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4410	The Bidder should provide the following information pertaining to the Bidder's overall past experience: It is desirable that the Bidder has ten (10) years of experience applying best practices and industry standards in information technology processes, methods and solutions.	10	Vol: Section: Page#:
4411	The Bidder should provide the following	25	Vol:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	information pertaining to the Bidder's overall past experience: It is desirable that the Bidder has designed, developed and implemented a large health and human services information technology (IT) project.		Section: Page#:
4412	The Bidder should provide the following information pertaining to the Bidder's overall past experience: It is desirable that the Bidder has designed, developed and implemented systems built using a Service Oriented Architecture on two (2) or more IT projects.	20	Vol: Section: Page#:
4413	The Bidder should provide the following information pertaining to the Bidder's overall past experience: It is desirable that the Bidder has designed, developed and implemented systems on three (3) or more public sector IT projects.	15	Vol: Section: Page#:
4414	The Bidder should provide the following information pertaining to the Bidder's overall past experience: It is desirable that the Bidder has designed, developed and implemented data warehouses that interfaced with multiple data sources on four (4) or more IT projects.	10	Vol: Section: Page#:
4415	The Bidder should provide the following information pertaining to the Bidder's overall past experience: It is desirable that the Bidder has ten (10) years of experience providing service and support for large	20	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	applications similar in scope to the Bidder's proposed solution.		

VI.8.1.2. BIDDER STAFF QUALIFICATIONS

The Bidder will be responsible for proposing the staff required to manage, design, develop, implement, and maintain the CWS/Web Solution. The staff must possess the relevant background and experience to undertake this effort.

Notwithstanding the physical hosting of the development environment, CWS requires that all Contractor activities be performed at the following sites for each area:

- Design – State/OTech/CWS offices in Sacramento, CA and County Offices
- Development – Within the United States and/or offshore
- Testing – State/OTech/CWS offices in Sacramento, CA and County Offices
- Training - State/OTech/CWS offices in Sacramento, CA and County Offices; or other sites secured by the Contractor if government facilities are not available

The CWS/Web Project has identified key staffing resources required to be proposed by the Bidder. Bidder staff qualification requirements include mandatory minimum requirements and proposal requirements that request specific information in response to desirable qualifications for Bidder Key Staff roles.

The Bidder Key Staff positions for which there are mandatory requirements and desirable requirements identified and defined in this section are as follows:

- Project Manager
- Functional Manager
- Chief Architect
- Software Architect
- Database Architect
- Infrastructure Architect
- Data Conversion Manager
- Security Architect
- Software Development Manager
- Transition Manager
- Test Manager

- Training Manager
- Quality Assurance Manager
- Service and Support Manager

There are also mandatory general staffing requirements that require the Bidder to provide the designated Key Staff to fill each position. Table VI-83 Mandatory General Staffing Requirements lists these mandatory general staffing requirements.

Table VI-83 Mandatory General Staffing Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
735	The Bidder shall propose one individual per Key Staff position on a full-time basis for the Project.	Yes ☐ No ☐	Vol: Section: Page#:
4780	The Bidder shall co-locate Key Staff at the CWS/Web Project Office.	Yes ☐ No ☐	Vol: Section: Page#:
4896	The Bidder shall submit the requisite Key Staff information on Key Staff Experience Reference Form located in Appendix C, Bid Response Forms.	Yes ☐ No ☐	Vol: Section: Page#:

The following subsections identify the mandatory and desirable staffing requirements that are applicable during the life of the CWS/Web Contract for each of the Key Staff positions. For the selected Bidder, the qualifications of the proposed Key Staff that pertain to the desirable requirements will be included in the CWS/Web Contract as mandatory requirements that must be met by any staff replacements for these positions during the life of the Contract.

As part of its proposal, the Bidder is required to complete and submit a Key Staff Experience Reference Form (Form 6.3) located in RFP Appendix C, Bid Response Forms for each proposed Key Staff member for this Project. At a minimum, the Bidder must identify and complete the form for those individuals who will be filling the Key Staff positions. Within Form 6.3, the Bidder should describe its proposed staff and should highlight relevant areas of experience for each person. Regardless of the position, the State believes that prior successful health and human services system design and implementation experience is important for the project team.

VI.8.1.3. PROJECT MANAGER

The Project Manager is responsible for all aspects of the CWS/Web Project development life cycle. The Project Manager manages the Systems Integrator team and directs technical, functional, support teams through other managers. The Project Manager works with the CWS/Web Project Office, OSI and other agencies involved in the CWS/Web Project. The Project Manager reports directly to the State CWS/Web Project Manager. The Project Manager must be committed to the Project full-time from the Contract origination date through Initial Release Implementation Acceptance.

Table VI-84 Project Manager Mandatory Requirements lists the mandatory staffing requirements for the project manager position.

Table VI-84 Project Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
740	The Project Manager shall have a minimum of five (5) years experience as the project manager on two (2) software development or system implementation projects with a project value of at least $10 million each.	Yes ☐ No ☐	Vol: Section: Page#:
741	The Project Manager shall have successfully completed one (1) project following the proposed project management approach.	Yes ☐ No ☐	Vol: Section: Page#:
4416	The Project Manager shall have a minimum of five (5) years project management experience, defined as managing all of the tasks defined in Appendix F of the Project Management Body of Knowledge (PMBOK ®), performed by a team greater than 50 people.	Yes ☐ No ☐	Vol: Section: Page#:
4417	The Project Manager shall have a minimum of three (3) years experience working as a project manager on public sector Information Technology (IT) projects.	Yes ☐ No ☐	Vol: Section: Page#:
4418	The Project Manager shall have a minimum of two (2) years of project management experience in a service-	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	oriented architecture (SOA) environment.		Page#:
4419	The Project Manager shall have a current project management certification or Master's Degree at an accredited college or university.	Yes ☐ No ☐	Vol: Section: Page#:
4420	The Project Manager shall have a baccalaureate degree from an accredited college/university.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-85 Project Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Project Manager position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-85 Project Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
739	It is desirable that the Project Manager has an active Project Management Institute-Project Management Professional (PMI-PMP®) Credential.	7	Vol: Section: Page#:
4421	It is desirable that the Project Manager has project management experience, (defined as performing all of the tasks defined in Appendix F of the PMBOK®), on three (3) or more projects with a contract value of at least $30 million each.	7	Vol: Section: Page#:
4422	It is desirable that the Project Manager has seven (7) years experience working as a project manager on for three (3) or more public sector IT projects.	7	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4423	It is desirable that the Project Manager has two (2) years experience working as a project manager in public sector social services programs.	7	Vol: Section: Page#:
4424	It is desirable that the Project Manager has a current practitioner's or manager's certificate in Information Technology Infrastructure Library (ITIL) IT service management.	6	Vol: Section: Page#:
4425	It is desirable that the Project Manager has a current Six Sigma Certification.	6	Vol: Section: Page#:

VI.8.1.4. FUNCTIONAL MANAGER

The Functional Manager is responsible for managing and conducting the functional analysis activity for the CWS/Web Project. The Functional Manager is also responsible for leading the requirements validation and functional design phase of the CWS/Web Solution. The Functional Manager works with the technical and functional teams to ensure the business needs are met.

Table VI-86 Functional Manager Mandatory Requirements lists the mandatory staffing requirements for the Functional Manager.

Table VI-86 Functional Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4898	The Functional Manager shall have minimum of three (3) years of experience defining and confirming functional requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4899	The Functional Manager shall have minimum of three (3) years of experience managing high-level and detailed business process design activity.	Yes ☐ No ☐	Vol: Section: Page#:
4900	The Functional Manager shall have		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	minimum of three (3) years of experience translating business requirements into detailed specifications.	Yes ☐ No ☐	Section: Page#:
4901	The Functional Manager shall have minimum of two (2) years experience working with project teams for large health and human services information technology (IT) projects.	Yes ☐ No ☐	Vol: Section: Page#:
4902	The Functional Manager shall have minimum of two (2) years experience working with project teams on a project similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-87 Functional Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Functional Manager position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-87 Functional Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4903	It is desirable that the Functional Manager has experience on three (3) or more public sector projects.	8	Vol: Section: Page#:
4904	It is desirable that the Functional Manager has four (4) years experience working with project teams on a project similar in scope to the Bidder's proposed solution.	8	Vol: Section: Page#:
4905	It is desirable that the Functional Manager has five (5) years experience working with large health and human services information technology (IT) projects.	9	Vol: Section: Page#:

VI.8.1.5. CHIEF ARCHITECT

The Chief Architect is responsible for managing the technical team. The Chief Architect directs other architects in the design of the CWS/Web. The Chief Architect leads the technical development effort, and works with the functional and infrastructure teams to ensure the business needs are met.

Table VI-88 Chief Architect Mandatory Requirements lists the mandatory staffing requirements for the Chief Architect position.

Table VI-88 Chief Architect Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4426	The Chief Architect shall have a minimum of five (5) years of experience leading technology initiatives in a service-oriented design with an understanding of emerging technologies.	Yes ☐ No ☐	Vol: Section: Page#:
4427	The Chief Architect shall have a minimum of five (5) years experience guiding technology teams and designers on projects similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4428	The Chief Architect shall have a minimum of five (5) years experience applying component-based and service-oriented architectures to build flexible systems for public sector.	Yes ☐ No ☐	Vol: Section: Page#:
4429	The Chief Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering, or a technology-related field.	Yes ☐ No ☐	Vol: Section: Page#:
4486	The Chief Architect shall have a minimum of two (2) years of experience leading business intelligence solution implementations.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-89 Chief Architect Desirable Staff Qualifications lists the desirable staff qualifications for the Chief Architect position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-89 Chief Architect Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4430	It is desirable that the Chief Architect has two (2) years experience working with large health and human services Information Technology (IT) projects.	35	Vol: Section: Page#:

VI.8.1.6. SOFTWARE ARCHITECT

The Software Architect is responsible for core software development effort including system design, user Interface design and other design and development activities. The Software Architect provides design inputs to the Database Architect. The Software Architect will work with the Security Architect, Database Architect and Infrastructure Architect to transform business needs into Software design specifications.

Table VI-90 Software Architect Mandatory Requirements lists the mandatory staffing requirements for the Software Architect position.

Table VI-90 Software Architect Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4431	The Software Architect shall have a minimum of six (6) years experience leading software architecture in web software development, with a specialization in web content management solutions and application architectures.	Yes ☐ No ☐	Vol: Section: Page#:
4432	The Software Architect shall have a minimum of six (6) years experience with in-depth exposure in defining the core software architecture of an enterprise web application platform.	Yes ☐ No ☐	Vol: Section: Page#:
4433	The Software Architect shall have a minimum of four (4) years experience in analysis, design, development and	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	implementation of service-oriented web applications similar in scope to the Bidder's proposed solution.		Page#:
4434	The Software Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-91 Software Architect Desirable Staff Qualifications lists the desirable staff qualifications for the Software Architect position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-91 Software Architect Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4435	It is desirable that the Software Architect has five (5) years experience in current and emerging software application platforms and web standards (e.g., XML, SOAP, WSDL, UDDI) on an ESB integration platform.	9	Vol: Section: Page#:
4436	It is desirable that the Software Architect has four (4) years experience in analysis, design, development and implementation on public sector projects.	9	Vol: Section: Page#:
4437	It is desirable that the Software Architect has two (2) years experience working with large health and human services information technology (IT) projects.	9	Vol: Section: Page#:
4438	It is desirable that the Software Architect has one or more technical industry certifications.	8	Vol: Section: Page#:

VI.8.1.7. DATABASE ARCHITECT

The Database Architect is responsible for designing the CWS/Web database. The Database Architect works closely with the Software Architect as well as the Security Architect and designs the enterprise level database and data warehouse. The Database Architect coordinates with the Data Conversion Lead on data merging and data reconciliation efforts.

Table VI-92 Database Architect Mandatory Requirements lists the mandatory staffing requirements for the Database Architect position.

Table VI-92 Database Architect Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4439	The Database Architect shall have a minimum of five (5) years experience in the design and development of relational database management systems (RDBMS) software.	Yes ☐ No ☐	Vol: Section: Page#:
4440	The Database Architect shall have a minimum of four (4) years experience in overseeing the development, programming and maintenance of enterprise level software applications.	Yes ☐ No ☐	Vol: Section: Page#:
4441	The Database Architect shall have a minimum of three (3) years experience in areas database performance and optimization techniques.	Yes ☐ No ☐	Vol: Section: Page#:
4442	The Database Architect shall have a minimum of three (3) years experience in developing and implementing an enterprise data model.	Yes ☐ No ☐	Vol: Section: Page#:
4443	The Database Architect shall have a minimum of three (3) years experience in a multi-layered system architecture.	Yes ☐ No ☐	Vol: Section: Page#:
4444	The Database Architect shall be certified in the database platform proposed by the Bidder.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4445	The Database Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.	Yes ☐ No ☐	Vol: Section: Page#:
4488	The Database Architect shall have minimum of two (2) years of experience with business intelligence and enterprise data warehouse tools.	Yes ☐ No ☐	Vol: Section: Page#:
4779	The Database Architect shall have a minimum of four (4) years experience in developing and implementing an enterprise data warehouse.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-93 Database Architect Desirable Staff Qualifications lists the desirable staff qualifications for the Database Architect position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-93 Database Architect Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4446	It is desirable that the Database Architect has three (3) years experience in managing data migration on projects similar in scope to the Bidder's proposed solution.	12	Vol: Section: Page#:
4447	It is desirable that the Database Architect has five (5) years experience in an object-oriented environment.	12	Vol: Section: Page#:
4448	It is desirable that the Database Architect has two (2) years experience working with large health and human	11	Vol: Section:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	services information technology (IT) projects.		Page#:

VI.8.1.8. INFRASTRUCTURE ARCHITECT

The Infrastructure Architect is responsible for providing all of the Infrastructure related services to the development team. The Infrastructure Architect provides core infrastructure design, and requirements and recommendations to the following teams: Architect, Test and others within the CWS/Web project.

Table VI-94 Infrastructure Architect Mandatory Requirements lists the mandatory staffing requirements for the Infrastructure Architect position.

Table VI-94 Infrastructure Architect Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4449	The Infrastructure Architect shall have a minimum of five (5) years experience managing data center technical infrastructure and operations.	Yes ☐ No ☐	Vol: Section: Page#:
4450	The Infrastructure Architect shall have a minimum of five (5) years experience deploying enterprise information technology (IT) infrastructure components (server, storage, and network) and their operational requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4451	The Infrastructure Architect shall have a minimum of five (5) years experience in disaster recovery and failover systems.	Yes ☐ No ☐	Vol: Section: Page#:
4452	The Infrastructure Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-95 Infrastructure Architect Desirable Staff Qualifications lists the desirable staff qualifications for the Infrastructure Lead position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-95 Infrastructure Architect Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4453	It is desirable that the Infrastructure Architect has four (4) years of experience working with leading industry server technologies.	5	Vol: Section: Page#:
4454	It is desirable that the Infrastructure Architect has four (4) years experience providing technical leadership for enterprise storage and back-up processes.	5	Vol: Section: Page#:
4455	It is desirable that the Infrastructure Architect has four (4) years experience working in the public sector client environment.	5	Vol: Section: Page#:
4456	It is desirable that the Infrastructure Architect has three (3) years experience coordinating infrastructure activities with business and technology teams.	5	Vol: Section: Page#:
4457	It is desirable that the Infrastructure Architect has two (2) years experience working with large health and human services information technology (IT) projects.	5	Vol: Section: Page#:

VI.8.1.9. DATA CONVERSION MANAGER

The Data Conversion Manager is responsible for data transformations from existing systems to the CWS/Web system. The Data Conversion coordinates with the Database Architect and Software Architect during the design and system development phase to ensure that the new database can support the existing data.

Table VI-96 Data Conversion Manager Mandatory Requirements lists the mandatory staffing requirements for the Data Conversion Manager position.

Table VI-96 Data Conversion Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4458	The Data Conversion Manager shall have played a key role in or led a minimum of three (3) data conversion projects involving conversion of legacy databases similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4459	The Data Conversion Manager shall have a minimum of five (5) years managing data migration efforts.	Yes ☐ No ☐	Vol: Section: Page#:
4460	The Data Conversion Manager shall have a minimum of four (4) years managing the design, development, deployment of data conversion tools/utilities.	Yes ☐ No ☐	Vol: Section: Page#:
4461	The Data Conversion Manager shall have a minimum of four (4) years using commercial-off-the-shelf (COTS) conversion tools/utilities and data quality validation processes.	Yes ☐ No ☐	Vol: Section: Page#:
4462	The Data Conversion Manager shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-97 Data Conversion Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Data Conversion Lead position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-97 Data Conversion Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4463	It is desirable that the Data Conversion Manager has four (4) years management experience with database logical and physical design.	7	Vol: Section: Page#:
4464	It is desirable that the Data Conversion Manager has three (3) years experience designing, developing, deploying, and supporting conversion tools, utilities and routines including data quality validation processes.	6	Vol: Section: Page#:
4465	It is desirable that the Data Conversion Manager has two (2) years data conversion experience planning, designing, and developing data conversion products and programs in support of public sector clients.	6	Vol: Section: Page#:
4466	It is desirable that the Data Conversion Manager has two (2) years data conversion experience with large health and human services information technology (IT) projects.	6	Vol: Section: Page#:

VI.8.1.10. SECURITY ARCHITECT

The Security Architect is responsible for providing core security framework technical expertise to the Chief Architect. The Security Architect works with the Software Architect and Database Architect and provides the security best practices and implementation methods.

Table VI-98 Security Architect Mandatory Requirements lists the mandatory staffing requirements for the Security Architect position.

Table VI-98 Security Architect Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4467	The Security Architect shall have a minimum of six (6) years of experience	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	performing responsibilities that include: • Technical security control architecture and design. • Information security solution engineering. • Security technology implementations. • Evaluating new security technologies. • Maintaining and operating at least one (1) system similar in scope to the Bidder's proposed solution.		Page#:
4468	The Security Architect shall have a minimum of five (5) years of experience in a broad range of security technologies (e.g. operating systems, networking, databases, directory services, firewalls, encryption, web services) and applying security principles based on best practices and industry standards.	Yes ☐ No ☐	Vol: Section: Page#:
4469	The Security Architect shall have a minimum of five (5) years of experience: • Managing and monitoring critical security infrastructure components including incident management and responses. • Advising and consulting with internal clients on operational issues impacting security, including assistance on implementing solutions.	Yes ☐ No ☐	Vol: Section: Page#:
4470	The Security Architect shall have a current information security certification.	Yes ☐ No ☐	Vol: Section: Page#:
4471	The Security Architect shall have a		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.	Yes ☐ No ☐	Section: Page#:

Table VI-99 Security Architect Desirable Staff Qualifications lists the desirable staff qualifications for the Security Architect position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-99 Security Architect Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4472	It is desirable that the Security Architect has four (4) years experience developing blueprints for the security standards and policies within large scale public sector client environments.	9	Vol: Section: Page#:
4473	It is desirable that the Security Architect has two (2) years of security architecture exposure in a service-oriented architecture (SOA).	9	Vol: Section: Page#:
4474	It is desirable that the Security Architect has two (2) years of experience working with large health and human services information technology (IT) projects.	9	Vol: Section: Page#:
4475	It is desirable that the Security Architect has an active Certified Information Systems Security Professional (CISSP) certification.	8	Vol: Section: Page#:

VI.8.1.11. SOFTWARE DEVELOPMENT MANAGER

The Software Development Manager is responsible for managing all aspects of the technical and functional groups. The Software Development Manager coordinates with the Quality Assurance Manager for testing and quality assurance activities

during the development phase. The Software Development Manager manages the functional, infrastructure teams and provides direction to the Chief Architect on the software development needs.

Table VI-100 Software Development Manager Mandatory Requirements lists the mandatory staffing requirements for the Software Development Manager position.

Table VI-100 Software Development Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
751	The Software Development Manager shall have a minimum of five (5) years experience with n-tiered distributed systems.	Yes ☐ No ☐	Vol: Section: Page#:
752	The Software Development Manager shall have been responsible for the development of a system similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4476	The Software Development Manager shall have been involved in and led a minimum of two (2) software development projects similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4477	The Software Development Manager shall have a minimum of six (6) years experience managing a development team, with 50 or more members, in a distributed system development environment.	Yes ☐ No ☐	Vol: Section: Page#:
4478	The Software Development Manager shall have a minimum of two (2) years of experience with service-oriented architecture (SOA).	Yes ☐ No ☐	Vol: Section: Page#:
4479	The Software Development Manager shall have a minimum of three (3) years management experience with software development, design, and the System Development Life Cycle (SDLC) methodologies proposed by the Bidder.	Yes ☐ No ☐	Vol: Section: Page#:
4480	The Software Development Manager		Vol:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.	Yes ☐ No ☐	Section: Page#:
4487	The Software Development Manager shall have minimum of two (2) years of experience translating business requirements into business intelligence specifications.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-101 Software Development Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Software Development Manager position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-101 Software Development Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4481	It is desirable that the Software Development Manager has experience on three (3) or more public sector projects.	7	Vol: Section: Page#:
4482	It is desirable that the Software Development Manager has four (4) years experience working with project teams on a project similar in scope to the Bidder's proposed solution.	7	Vol: Section: Page#:
4483	It is desirable that the Software Development Manager has two (2) years experience managing a development team for large health and human services information technology (IT) projects.	7	Vol: Section: Page#:
4484	It is desirable that the Software Development Manager has a current Certified Software Development	7	Vol: Section:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	Professional (CSDP) Certification.		Page#:
4485	It is desirable that the Software Development Manager has an active Project Management Institute-Project Management Professional (PMI-PMP®) Credential.	7	Vol: Section: Page#:

VI.8.1.12. TRANSITION MANAGER

The Transition Manager is responsible for data conversion and migration activities from current CWS/CMS to the new CWS/Web System. The Transition Manager will work with the Database Architect, Data Conversion Manager and Software Development Manager to execute all transition-related activities. The Transition Manager is also responsible for coordinating all knowledge transfer and training activities during the transition period. The Transition Manager provides data conversion support to the development team.

Table VI-102 Transition Manager Mandatory Requirements lists the mandatory staffing requirements for the Transition Manager position.

Table VI-102 Transition Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4493	The Transition Manager shall have a minimum of six (6) years experience managing an Information Technology (IT) implementation or system integration project similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4494	The Transition Manager shall have a minimum of five (5) years experience managing teams of business analysts, systems analysts, developers, testing, and quality assurance staff.	Yes ☐ No ☐	Vol: Section: Page#:
4495	The Transition Manager shall have a minimum of two (2) years experience delivering projects following the Bidder's proposed implementation approach.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4496	The Transition Manager shall have a minimum of two (2) years experience implementing systems in a service-oriented architecture (SOA) environment.	Yes ☐ No ☐	Vol: Section: Page#:
4497	The Transition Manager shall have a current project management certification or degree.	Yes ☐ No ☐	Vol: Section: Page#:
4498	The Transition Manager shall have a baccalaureate degree from an accredited college/university.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-103 Transition Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Transition Manager position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-103 Transition Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4499	It is desirable that the Transition Manager has experience working as an implementation manager on public sector IT projects for two (2) projects or more.	9	Vol: Section: Page#:
4500	It is desirable that the Transition Manager has worked on system implementation more than three (3) separate projects with a project value of at least $50 million.	9	Vol: Section: Page#:
4501	It is desirable that the Transition Manager has an active Project Management Institute-Project	9	Vol: Section:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	Management Professional (PMI-PMP ®) Credential.		Page#:
4502	It is desirable that the Transition Manager has a current Certified Software Development Professional (CSDP) Certification.	8	Vol: Section: Page#:

VI.8.1.13. TEST MANAGER

The Test Manager is responsible for providing all system and application testing needs during the entire development phase.

Table VI-104 Test Manager Mandatory Requirements lists the mandatory staffing requirements for the Test Manager position.

Table VI-104 Test Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
754	The Test Manager shall have a minimum of four (4) years experience in software development/testing of n-tiered distributed systems.	Yes ☐ No ☐	Vol: Section: Page#:
755	The Test Manager shall have a minimum of five (5) years experience developing test plans, testing strategies and test case templates.	Yes ☐ No ☐	Vol: Section: Page#:
756	The Test Manager shall have a minimum of two (2) years experience as testing role in a service-oriented architecture (SOA) environment.	Yes ☐ No ☐	Vol: Section: Page#:
4503	The Test Manager shall have a minimum of five (5) years experience managing testing on at least two (2) separate information technology (IT) projects.	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4504	The Test Manager shall have a minimum of two (2) years experience using test automation tools and methods proposed by the Bidder.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-105 Test Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Test Lead position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-105 Test Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4505	It is desirable that the Test Manager has five (5) years experience in the role of testing lead for a project similar in scope to the Bidder's proposed solution.	7	Vol: Section: Page#:
4506	It is desirable that the Test Manager has five (5) years experience in leading a test team that was in compliance with IEEE standards 1012-2004 for system verification and validation.	6	Vol: Section: Page#:
4507	It is desirable that the Test Manager has six (6) years experience executing formal, written functional, integration and system test procedures in compliance with a widely recognized standard, such as IEEE Standards 12207.1-1997.	6	Vol: Section: Page#:
4508	It is desirable that the Test Manager has two (2) years experience working as a testing lead on public sector IT projects.	6	Vol: Section: Page#:

VI.8.1.14. TRAINING MANAGER

The Training Manager is responsible for all knowledge transfer and training activities during the transition to the CWS/Web system and for ongoing training subsequent to transition.

Table VI-106 Training Manager Mandatory Requirements lists the mandatory staffing requirements for the Training Manager position.

Table VI-106 Training Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4509	The Training Manager shall have a minimum of five (5) years experience as the training manager implementing a training program with over 5,000 attendees in various geographic locations.	Yes ☐ No ☐	Vol: Section: Page#:
4510	The Training Manager shall have a minimum of five (5) years experience in information technology (IT) solutions end-user staff training.	Yes ☐ No ☐	Vol: Section: Page#:
4511	The Training Manager shall have a minimum of five (5) years of experience managing a training team on information technology (IT) solutions end-user staff training.	Yes ☐ No ☐	Vol: Section: Page#:
4512	The Training Manager shall have a minimum of two (2) years experience in instructional design of computer-based training (CBT) or online learning for adult learners.	Yes ☐ No ☐	Vol: Section: Page#:
4513	The Training Manager shall have a minimum of three (3) years of experience in training on a project using the training methodology proposed by the Bidder.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-107 Training Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Training Manager position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-107 Training Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4514	It is desirable that the Training Manager has experience working as a training manager on three (3) or more public sector IT projects.	5	Vol: Section: Page#:
4515	It is desirable that the Training Manager have five (5) years experience as a training manager working on public sector social services programs.	5	Vol: Section: Page#:
4516	It is desirable that the Training Manager have worked as the training manager on more than four (4) separate system implementation projects.	5	Vol: Section: Page#:
4517	It is desirable that the Training Manager have five (5) years experience implementing online learning programs designed to current elearning guidelines. These guidelines may include SCORM®, AICC, Institute of Electrical and Electronics Engineers (IEEE), International Society of Performance Improvement (ISPS) and the International Board of Standards for Training, Performance, and Instruction (IBSTPI) or other industry-recognized elearning standard.	4	Vol: Section: Page#:
4518	It is desirable that the Training Manager have five (5) years of experience in instructional design of computer-based training (CBT) or online learning for adult learners.	4	Vol: Section: Page#:
4519	It is desirable that the Training Manager have five (5) years of experience reporting training statistics and outcomes for software training.	4	Vol: Section: Page#:
4520	It is desirable that that the Training	4	Vol:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	Manager have an active Instructional System Design (ISD) Certification or equivalent.		Section: Page#:
4521	It is desirable that the Training Manager have an active Project Management Institute-Project Management Professional (PMI-PMP ®) Credential.	4	Vol: Section: Page#:

VI.8.1.15. QUALITY ASSURANCE MANAGER

The Quality Assurance Manager is responsible for directing all Quality Assurance (QA) activities and for providing QA/Testing services to the System Development team.

Table VI-108 Quality Assurance Manager Mandatory Requirements lists the mandatory staffing requirements for the Quality Assurance Manager position.

Table VI-108 Quality Assurance Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4522	The Quality Assurance Manager shall have a minimum of five (5) years experience managing quality on software development or system implementation projects with a project value of at least $10 million.	Yes ☐ No ☐	Vol: Section: Page#:
4523	The Quality Assurance Manager shall have a minimum of five (5) years experience managing a quality assurance team on software development or implementation (hardware and software) projects.	Yes ☐ No ☐	Vol: Section: Page#:
4524	The Quality Assurance Manager shall have a minimum of three (3) years of experience developing, applying, and managing a quality metrics program using the methods proposed by the	Yes ☐ No ☐	Vol: Section: Page#:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	bidder.		
4525	The Quality Assurance Manager shall have a minimum of two (2) years quality assurance experience in a service-oriented architecture (SOA) environment.	Yes ☐ No ☐	Vol: Section: Page#:
4526	The Quality Assurance Manager shall have a baccalaureate degree from an accredited college/university.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-109 Quality Assurance Manager Desirable Staff Qualifications lists the desirable staff qualifications for the Quality Assurance Manager position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-109 Quality Assurance Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4527	It is desirable that the Quality Assurance Manager have experience working as a quality assurance manager on at least two (2) public sector information technology (IT) projects.	5	Vol: Section: Page#:
4528	It is desirable that the Quality Assurance Manager have experience working on at least one (1) large health and human services IT project.	5	Vol: Section: Page#:
4529	It is desirable that the Quality Assurance Manager have worked as the quality assurance manager on software development or system implementation projects with a project value of at least $20 million.	5	Vol: Section: Page#:
4530	It is desirable that the Quality Assurance	5	Vol:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	Manager has a current certification for practitioner's or manager's certificate in Information Technology Infrastructure Library (ITIL) services management.		Section: Page#:
4531	It is desirable that the Quality Assurance Manager have an active Project Management Institute-Project Management Professional (PMI-PMP®) Credential.	5	Vol: Section: Page#:
4532	It is desirable that the Quality Assurance Manager have a current Six Sigma Certification.	5	Vol: Section: Page#:

Service and Support Manager

The Service and Support Manager is responsible for all Service and Support activities conducted after the new system is in production. The Service and Support Manager works with the Development team on post-production upgrade requests and other system patches, and hot fixes. The Service and Support Manger must be committed full-time at the CWS/Web Solution Pilot/Deployment efforts.

Table VI-110 Service and Support Manager Mandatory Requirements list the mandatory staffing requirements for the Service and Support Manager position.

Table VI-110 Service and Support Manager Mandatory Requirements

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4533	The Service and Support Manager shall have a minimum of five (5) years experience managing the maintenance of a production application environment similar in scope to the Bidder's proposed solution.	Yes ☐ No ☐	Vol: Section: Page#:
4534	The Service and Support Manager shall have a minimum of five (5) years experience managing operations of a	Yes ☐ No ☐	Vol: Section:

Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	system similar in scope to the Bidder's proposed solution.		Page#:
4535	The Service and Support Manager shall have a minimum of two (2) years of experience of Service and Support responsibilities in a service-oriented architecture (SOA) environment.	Yes ☐ No ☐	Vol: Section: Page#:
4536	The Service and Support Manager shall have a current certification for practitioner or manager's certificate in Information Technology Infrastructure Library (ITIL) Information Technology (IT) services management.	Yes ☐ No ☐	Vol: Section: Page#:

Table VI-111 Service and Support Manager Desirable Staff Qualifications list the desirable staff qualifications for the Service and Support Manager position. The responses to these desirable staff qualifications will be evaluated and scored. The available evaluation points are also presented in the table.

Table VI-111 Service and Support Manager Desirable Staff Qualifications

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4537	It is desirable that the Service and Support Manager have ten (10) years experience managing the provision and upkeep of a production operations environment similar in scope to the Bidder's proposed solution	12	Vol: Section: Page#:
4538	It is desirable that the Service and Support Manager have seven (7) years experience working as a Service and Support manager on public sector IT applications.	12	Vol: Section: Page#:
4539	It is desirable that the Service and Support Manager have two (2) years experience working as a Service and Support manager in public sector health and human services programs.	11	Vol: Section: Page#:

VI.8.2. APPROACHES TO ACHIEVING REQUIREMENTS

This section identifies the information required to be provided by the Bidder to describe and explain the Bidder's approach to achieving the requirements presented in Sections VI.2 through VI.6. To facilitate the evaluation of the responses, the approach information requested has been organized to align with those requirements as follows:

- Section VI.8.2.1 Project Management Approach (refers to Section VI.2)
- Section VI.8.2.2 Solution Development Approach (refers to Section VI.3)
- Section VI.8.2.3 Solution Transition Approach (refers to Section VI.4)
- Section VI.8.2.4 Support SACWIS Assessment Review Approach (refers to Section VI.5)
- Section VI.8.2.5 Service and Support Approach (refers to Section VI.6)

The information to be provided by the Bidder in its proposal is identified in the proposal requirement tables included in this section. The proposal requirements identify the specific topics and information to be addressed by the Bidder. The responses will be evaluated and scored. Each of the proposal requirement tables identifies the evaluation points available for the various topic areas. The Bidder's responses must contain sufficient detail to demonstrate to the State that the Bidder understands the nature and objectives of the requirements presented in Sections VI.2 through VI.6 and has defined an approach that supports the successful achievement of those requirements.

VI.8.2.1. PROJECT MANAGEMENT APPROACH

The Bidder must provide its proposed project management approach for CWS/Web in its proposal. The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan will be used by the State to evaluate the bidder's knowledge of, and intended approach to project management. The approach should describe how the Bidder will complete the scope of work presented in Section VI.2, Project Management Requirements.

The Bidder should provide in the draft plan an overall description of its project management approach as well as specific responses to the proposal requirements identified in Table VI-112 Project Management Approach Proposal Requirements.

Table VI-112 Project Management Approach Proposal Requirements

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4540	The Bidder should provide a draft	25	Vol:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the project management methodology to be employed and integrated into the State's project management processes.		Section: Page#:
4541	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the approach to communications and the methodology to be employed and integrated into the State's project management and communication management processes.	25	Vol: Section: Page#:
4542	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the approach to issue resolution and the methodology to be employed in the CWS/Web Project, and integrated into the State's project	25	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	management processes.		
4543	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the approach to quality management and the methodology to be employed and integrated into the State's project management processes.	25	Vol: Section: Page#:
4544	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the approach to configuration management and the methodology to be employed in the CWS/Web Project, and integrated into the State's project management processes.	25	Vol: Section: Page#:
4545	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the approach to project change control and the methodology to be employed in the CWS/Web Project,	25	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	and integrated into the State's project management processes.		
4546	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the approach to project risk management.	25	Vol: Section: Page#:
4547	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the approach to subcontractor management and how planning, coordination, and communications within the Bidder's Project team will be conducted.	25	Vol: Section: Page#:
4548	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of the Project organization, including an organizational chart with proposed Bidder and subcontractor staff that will be assigned to this Project and	25	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	their roles.		
4549	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: Description of how the Bidder team will be integrated with the State/county Project team, including the Bidder staff to be co-located with the CWS/Web Project Office.	75	Vol: Section: Page#:
4550	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001 product definition document provided in Appendix D - Product Definitions. The information included in the draft plan should include, at a minimum: A Staffing Plan by WBS element identifying the type and number of bidder staff to be assigned to the Project by month. The Staffing Plan should also summarize by month the number of bidder staff to be located at the CWS/Web Project facility and the percentage of time that each of the Bidder's proposed staff will be on-site and dedicated to the CWS/Web Project.	50	Vol: Section: Page#:
4551	The Bidder should provide a draft version of the required Project Management Plan as part of the Bidder's Proposal. The draft plan should contain the information described in the Project Management Plan PM001	150	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	product definition document provided in Appendix D – Product Definitions. The information included in the draft plan should include, at a minimum: A project schedule, including tasks, durations (not to exceed one month for lowest-level tasks), Deliverables milestones, and dependencies.		

VI.8.2.2. SOLUTION DEVELOPMENT APPROACH

The Bidder should provide its proposed solution development approach for the CWS/Web Solution in its proposal. The proposal must include information that can be used by the State to evaluate the Bidder's knowledge of, and intended approach to, conducting the activities necessary to plan, develop and test the CWS/Web Solution. The approach should describe how the Bidder will complete the scope of work presented in Section VI.3, Solution Development Requirements.

To facilitate the evaluation of the responses, the approach information requested has been organized to align with those requirements as follows:

- Solution Development Management
- Application Development
- System Architecture Development
- Data Conversion Development
- System Environment Development

The Bidder should provide an overall description of its solution development approach as well as specific responses to the proposal requirements identified in Table VI-113 Solution Development Approach Proposal Requirements.

Table VI-113 Solution Development Approach Proposal Requirements

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4552	The Bidder should provide its proposed approach for managing the solution development activities. The information should include the following information, at a minimum: Description of the	20	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	software development lifecycle approach that the Bidder will apply to the CWS/Web Project.		
4553	The Bidder should provide its proposed approach for managing the solution development activities. The information should include the following information, at a minimum: Description of the Bidder's standard software process architecture that describes, at a minimum, the sequence, interfaces, interdependencies, and other relationships between the software process elements.	90	Vol: Section: Page#:
4554	The Bidder should provide its proposed approach for managing the solution development activities. The information should include the following information, at a minimum: Description of the approach to requirements management and traceability and the use of automated tools for this effort.	45	Vol: Section: Page#:
4555	The Bidder should provide its proposed approach for managing the solution development activities. The information should include the following information, at a minimum: Description of the approach to defect management and the use of automated tools for this effort.	45	Vol: Section: Page#:
4556	The Bidder should provide its proposed approach for managing the solution development activities. The information should include the following information, at a minimum: Description of the tool set and standards that will be utilized for design, development, and ongoing system maintenance support.	100	Vol: Section: Page#:
4557	The Bidder should provide its proposed approach for developing the CWS/Web application. The information should include the following information, at a minimum: Description of the approach to be used	125	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	to involve State and county staff in the development, review, and understanding of the technical documentation.		
4558	The Bidder should provide its proposed approach for developing the CWS/Web application. The information should include the following information, at a minimum: Description of the testing approach.	75	Vol: Section: Page#:
4559	The Bidder should provide its proposed approach for developing the CWS/Web system architecture. The information should include the following information, at a minimum: Description of how the architecture strategy for the CWS/Web fits within the State's overall architecture strategy.	50	Vol: Section: Page#:
4560	The Bidder should provide its proposed approach for developing the CWS/Web system architecture. The information should include the following information, at a minimum: Description of the approach used to ensure the CWS/Web system components integrate seamlessly.	100	Vol: Section: Page#:
4561	The Bidder should provide its proposed approach to data conversion.	200	Vol: Section: Page#:
4562	The Bidder should provide its proposed approach for defining, establishing, and maintaining the CWS/Web system environments as defined in the RFP and as deemed necessary by the Bidder. The approach should include the following information, at a minimum: Description of the approach to defining, establishing, and maintaining the system environments as defined in the RFP and as deemed necessary by the Bidder.	150	Vol: Section: Page#:

VI.8.2.3. SOLUTION TRANSITION APPROACH

The Bidder should provide its proposed Solution Transition approach for the CWS/Web Solution in its proposal. The proposal should include information that can be used by the State to evaluate the Bidder's knowledge of, and intended approach to, conducting the activities necessary to transition the State and counties from the existing CWS/CMS to the new CWS/Web Solution. The Bidder should include information in its response that demonstrates its understanding of the requirements presented in Section VI.4, Solution Transition Requirements.

The Bidder should provide an overall description of its Solution Transition approach as well as specific responses to the proposal requirements identified in Table VI-114 Solution Transition Approach Proposal Requirements.

Table VI-114 Solution Transition Approach Proposal Requirements

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4563	The Bidder should provide its proposed approach for managing the Solution Transition activities.	200	Vol: Section: Page#:
4564	The Bidder should provide its proposed approach for organizational change readiness. The approach should include the following information, at a minimum: Description of strategy and plan for business process transition.	125	Vol: Section: Page#:
4565	The Bidder should provide its proposed approach for organizational change readiness. The approach should include the following information, at a minimum: Description of strategy and plan for county change readiness.	125	Vol: Section: Page#:
4566	The Bidder should provide its proposed approach for user training.	250	Vol: Section: Page#:
4567	The Bidder should provide its proposed approach for knowledge transfer and technical training.	250	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4568	The Bidder should provide its proposed approach to transition counties to the new CWS/Web system. The approach should include the following information, at a minimum: Description of the approach to implementation of the CWS/Web system.	200	Vol: Section: Page#:
4569	The Bidder should provide its proposed approach to transition counties to the new CWS/Web Solution. The approach should include the following information, at a minimum: Description of the approach to operating the CWS/Web concurrent with the existing CWS/CMS during the transition of all counties to CWS/Web.	50	Vol: Section: Page#:

VI.8.2.4. SUPPORT SACWIS ASSESSMENT REVIEW APPROACH

The Bidder should provide its proposed approach to supporting the SACWIS Review to be conducted following full Implementation and Acceptance of the CWS/Web. The Bidder should include information in its response that demonstrates its understanding of the requirements presented in Section VI.5, Support SACWIS Assessment Review Requirements.

The Bidder should provide an overall description of its approach as well as specific responses to the proposal requirements identified in Table VI-115 Support SACWIS Assessment Review Proposal Requirements.

Table VI-115 Support SACWIS Assessment Review Proposal Requirements

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4570	The Bidder should provide its proposed approach to assisting the State and counties in preparing for the SACWIS Assessment Review and in obtaining compliance with the SACWIS requirements.	50	Vol: Section: Page#:

VI.8.2.5. SERVICE AND SUPPORT APPROACH

The Bidder should provide its proposed approach (including statement of scope) for design, build, test, implement, and maintain, as well as a description of the ongoing delivery operation for each Service and Support function and process.

The Bidder's proposal must provide information that can be used by the State to evaluate the Bidder's knowledge of, and intended approach to preparing the State to have ownership/control (but not necessarily delivery) responsibilities upon successful production implementation of the CWS/Web Solution.

The Bidder is responsible for providing in their proposal complete descriptions of how they will design, build, test, implement, maintain, and deliver all Service and Support functions and processes.

As part of the Service and Support function, the Bidder should also address the Bidder's approach to Facilities Management. Facilities Management ensures that the facilities housing CWS/Web Solution information technology infrastructure are designed, maintained and supported from a security, electrical, and HVAC perspective to support availability and service continuity requirements.

The State envisions that while a majority of the CWS/Web Solution information technology infrastructure will be housed at the California Office of Technology Services (OTech) that the development environment will be housed at the CWS/Web Project Office facility. The CWS/Web Project Office will be responsible for all tenant improvements necessary to house the development environment. To enable the State to be ready to house the development environment and avoid any schedule delays the State is requesting that the Bidder provide environment needs for the development environment in their Final Proposal, so OSI can have the required tenant improvements completed upon award of the Contract.

The Facilities Management function will coordinate the installation of the required HVAC and electrical environment at the OSI provided facility to accommodate the installation of the CWS/Web Solution development environment based on the specifications received in the Bidder's proposal to the State.

The State requires the Contractor to enter into a formal Service Level Agreement (SLA) that will be the basis for determining the Contractor's monthly compensation during the CWS/Web Solution Production Phase.

It is intended that the State will pay the Contractor monthly in arrears during the CWS/Web Solution Production Phase minus any Customer Credits that are applied to that period. Customer Credit is enforced when service level degradation breaches a pre-determined severity level and/or other performance parameters stipulated in the SLA.

The State is requiring the following process to be followed to develop and gain acceptance of the SLA and Customer Credit provisions contained within:

1. Proposal Phase

a. The Bidder shall submit a proposed SLA using the format outlined in Systems Integrator Service Level Agreement SS006 with its proposal.
b. The State shall evaluate the proposed SLA for its clarity and appropriateness.

2. Post Award Phase
   a. The Contractor shall develop, submit and gain acceptance of a formal SLA deliverable prior to the start of the Initial Release Implementation Phase.
   b. The State and the Contractor shall utilize the SLA during the Pilot and Initial Release Implementation Phase to gain experience in terms of system service level needs and responses. **NO CUSTOMER CREDITS WILL BE TAKEN DURING THIS PERIOD.**
   c. 60 days following the completion of the Initial Release Implementation Phase, based on experience gained during the Pilot and IR Implementation Phase, the State will consider requests from the Contractor to adjust service levels.
   d. The Contractor shall submit a final SLA to the State incorporating any State approved changes for review and acceptance by the State in conjunction with the Compensation Milestone for Initial Release Implementation Acceptance.
   e. The Contractor shall review on a monthly basis with the CWS/Web Division Office the CWS/Web Solution and Contractor performance against SLA provisions to determine the need for any Customer Credits utilizing the Service and Support Oversight – Internal Operations function.

The SLA shall address performance in the following areas based on the performance requirements contained within Section VI and RFP Appendix B, System Requirements:

1. End-to-end Response Times (system performance)
2. Capacity (system growth adaptability)
3. Availability (resilience to component failure and ability to perform maintenance)
4. Disaster Recovery (ability to recover at an alternate site)
5. Reliability and Integrity of Data (security and backup/recovery practices)
6. Incident Resolution (Service Desk and issue resolution performance)
7. Enhancement Processing and Timeliness (Enhancement request timeliness)

The Bidder may request changes or additions to the performance requirements described in RFP Appendix B, System Requirements and Section VI. The State will consider these requests during the RFP bid process, specifically, the question and answer period, Bidders Conference and confidential discussions.

The Bidder should provide an overall description of its Service and Support approach as well as specific responses to the proposal requirements identified in Table VI-116 Service and Support Approach Proposal Requirements.

Table VI-116 Service and Support Approach Proposal Requirements

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4576	The Bidder shall provide in its proposal the following information in regards to the Sourcing Strategy vision and requirements (See Section IV.9.2 Sourcing Strategies and Section VI.6.1 – General Service and Support): Description of the Products to be submitted for the Application Maintenance & Support, Change Management and Security functions.	72	Vol: Section: Page#:
4577	The Bidder shall provide in its proposal the following information in regards to the Transition Out vision and requirements (See Section IV.9.4 – Transition Out and Section VI.6.5): Description of the Bidder's understanding of what is being requested.	71	Vol: Section: Page#:
4578	The Bidder shall provide in its proposal the following information in regards to the Transition Out vision and requirements (See Section IV.9.4 – Transition Out and Section VI.6.5): Description of how these requirements will be met in the event a single Service and Support function is transitioned, rather than all Service and Support functions at one time.	72	Vol: Section: Page#:
4579	The Bidder shall provide in its proposal the following information in regards to the Transition Out vision and requirements (See Section IV.9.4 – Transition Out and Section VI.6.5): Description of the Bidder's understanding of how satisfying the Sourcing Strategy requirements on an ongoing basis will impact Transition Out approaches.	71	Vol: Section: Page#:
4580	The Bidder shall provide in its proposal	72	Vol:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	the following information in regards to the design and implementation of the envisioned Service and Support model: Description of how the Bidder will leverage similar functions utilized during the development and implementation phase of this project to avoid duplication of effort and cost in the development of the Service and Support model.		Section: Page#:
4581	The Bidder shall provide in its proposal the following information in regards to the design and implementation of the envisioned Service and Support model: Mapping of how all products and materials built during the development and implementation phase relate to the products and materials needed for CWS/Web Solution Production Phase by individual Service and Support function.	71	Vol: Section: Page#:
4582	The Bidder shall provide in its proposal the following information in regards to the design and implementation of the envisioned Service and Support model: Description of how all products and materials built during the development and implementation phase will be leveraged to build the Service and Support products and materials for the CWS/Web Solution Production Phase.	72	Vol: Section: Page#:
4811	The Bidder shall submit with its proposal a SLA in accordance with the product definition document, Systems Integrator Service Level Agreement SS006, that addresses the following performance areas contained within Section VI - Solution Requirements and Appendix B – System Requirements (at a minimum): End-to-End Response Times (system performance) Capacity (system growth adaptability) Availability (resilience to component failure and ability to perform maintenance)	71	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	Disaster Recovery (ability to recover at an alternate site) Reliability and Integrity of Data (security and backup/recovery practices) Incident Resolution (Service Desk and issue resolution performance) Enhancement Processing and Timeliness (Enhancement request timeliness)		
4812	The Bidder shall submit with its proposal a SLA in accordance with the product definition document, Systems Integrator Service Level Agreement SS006, that contains Customer Credit provisions for degraded service level performance by performance area including: • Performance Requirement(s). • Calculations used to determine performance achieved during reporting period. • Data Sources, including how data sources are created and captured. • Sample Performance Report. • Customer Credit formula for calculating credits to the State.	71	Vol: Section: Page#:
4571	The Bidder shall provide in its proposal the following information in regards to the requested CWS/Web Solution Management Guide SS007: Description of the Bidder's understanding of the outcomes desired by the delivery and maintenance of this guide.	71	Vol: Section: Page#:
4572	The Bidder shall provide in its proposal the following information in regards to the requested CWS/Web Solution Management Guide SS007: Description of what the Bidder envisions the guide to contain and to what level of detail, including how the individual Service and Support function delivery plans relate to	72	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	this guide.		
4573	The Bidder shall provide in its proposal the following information in regards to the requested CWS/Web Solution Management Guide SS007: Description of how the Bidder envisions the CWS/Web Division Office using this guide.	71	Vol: Section: Page#:
4574	The Bidder shall provide in its proposal the following information in regards to the Sourcing Strategy vision and requirements (See Section IV.9.2 Sourcing Strategies and Section VI.6.1 – General Service and Support): Description of the Bidder's understanding of what is being requested.	72	Vol: Section: Page#:
4575	The Bidder shall provide in its proposal the following information in regards to the Sourcing Strategy vision and requirements (See Section IV.9.2 Sourcing Strategies and Section VI.6.1 – General Service and Support): Description of how these requirements will be met on an ongoing basis.	71	Vol: Section: Page#:

VI.8.3. CWS/WEB CONCEPTUAL SYSTEM

This section identifies and discusses the proposal requirements for the Bidder to explain its proposed CWS/Web conceptual system and how that system meets the system requirements discussed in Section VI.7, System Requirements and RFP Appendix B, System Requirements.

All of the requirements listed in RFP Appendix B, System Requirements are either mandatory or mandatory/optional. The Bidder is required to include in its Proposal a copy of Appendix B with a notation of agreement for each detailed requirement listed in Appendix B. In addition, for each requirement, the Bidder is required to reference the number of the section or sections within the Bidder's Proposal that discuss the system functionality or components that address the requirement. Refer to RFP Section VIII, Proposal Format for specific instructions on preparing the responses for Appendix B.

As part of the Bidder's Proposal, the Bidder is also required to provide a description of its CWS/Web conceptual system. The description of the conceptual system should be comprehensive and provide sufficient information to allow the State to determine that the system will meet the mandatory requirements listed in RFP Appendix B, System Requirements. The CWS/Web proposal evaluation team will use the description of the conceptual system to validate the agreement to meet all mandatory system requirements and to evaluate how well the conceptual system addresses the proposal requirements discussed in this section. The evaluation will be conducted in accordance with the proposal evaluation methodology identified in RFP Section IX, Proposal Evaluation.

The Bidder is required to describe its CWS/Web conceptual system from three different views:

- Business function view – The business function view describes how the CWS/Web will meet the functional requirements discussed in Section VI.7.1, Functional Requirements and listed in related sections of RFP Appendix B, System Requirements. The business function view also includes a response to a pre-defined business scenario to demonstrate how the proposed CWS/Web will handle typical business activities and events.
- Architectural view – The architectural view describes the physical CWS/Web architecture, system components and their interrelationships and how the CWS/Web will meet the technical requirements discussed in Section VI.7.2, Technical Requirements and listed in related sections of RFP Appendix B, System Requirements.
- Information view – The information view describes the major CWS/Web information entities and their interrelationships and how these information entities will be used in the CWS/Web to support business functions and system operations.

VI.8.3.1. BUSINESS FUNCTION VIEW

The Bidder must provide a business function view of its proposed CWS/Web conceptual system that describes the Bidder's proposed system from a business perspective. The business function view must include a business function perspective that describes the overall proposed system as well as a how the system addresses each of the business function categories identified in Section VI.7.1, Functional Requirements. The business function perspective should also discuss how the system will achieve the CWS/Web vision presented in RFP Section IV, Proposed Future Environment.

In addition, the business function view should include a separate response to the CWS business scenario presented in Section VI.8.3.1.2, CWS Business Scenario. The business scenario response should demonstrate how the proposed CWS/Web supports the activities and events pertaining to the scenario.

VI.8.3.1.1. BUSINESS FUNCTION PERSPECTIVE

The Business Function Perspective describes the proposed CWS/Web system structured in terms of the business functions identified in Section VI.7.1, Functional Requirements. The Bidder should provide an overall description of the proposed system that discusses the business functions and their interrelationships.

In addition, for each business function identified in Section VI.7.1, Functional Requirements, the Bidder should describe the functionality, features and other characteristics of its proposed CWS/Web System and how that system meets the detailed system requirements for that business function listed in RFP Appendix B, System Requirements. The description may comment or elaborate on the system requirements; however, the Bidder should refrain from comments that could be considered conditional.

The table below also introduces a high-level proposal requirement that relates to the narrative in section VI.8.3.1.2, CWS Business Scenario. The Bidder is strongly encouraged to be succinct in clearly describing how their solution will best meet the challenges depicted in the narrative with the consideration of the current and future needs of Child Welfare Services in California, “Snapshot: A Day in the Life of a CWS Worker.”

The descriptions of the proposed CWS/Web System will be evaluated and scored as defined in RFP Section IX, Proposal Evaluation. Table VI-117 Business Function Perspective presents the proposal requirements to which the Bidder should respond and the evaluation points allocated to each proposal requirement.

Table VI-117 Business Function Perspective

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4583	The Bidder should provide a high-level description of its proposed CWS/Web system.	125	Vol: Section: Page#:
4584	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: General Capabilities/Other Functionality.	100	Vol: Section: Page#:
4585	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and	100	Vol: Section:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	information to be provided in achieving the functional system requirements for the following function: Intake Management.		Page#:
4586	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: Eligibility.	30	Vol: Section: Page#:
4587	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: Case Management.	100	Vol: Section: Page#:
4588	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: Resource Management.	30	Vol: Section: Page#:
4589	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: Court Processing.	30	Vol: Section: Page#:
4590	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: Financial Management.	30	Vol: Section: Page#:
4591	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for	60	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	the following function: Administration.		
4592	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: Interfaces.	60	Vol: Section: Page#:
4593	The Bidder should provide a description of the proposed CWS/Web system that discusses the functionality and information to be provided in achieving the functional system requirements for the following function: Quality Assurance.	60	Vol: Section: Page#:
4594	The Bidder should provide a detailed description of how the proposed CWS/Web will support the business activities discussed in the CWS Business Scenario described in Section VI.8.3.1.2. The description should discuss the following areas: • Automate the in-coming referral with existing data. • Support the Safety Risk Assessment. • Support the SEARCH function capability. • Integrated assessment of a child's safety and risk and automatically use information in the system per the Safety Risk Assessment requirements. • Guide the CWS worker in completing a workflow process (e.g. Due Diligence searches, home study, and service provider progress reports). • Support calendar scheduling of staff. • Storing criminal background information. • Match the children's needs with placement facilities and incorporate Safety Risk Assessment (SRA).	75	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	• Support the CWS worker in the eligibility work process. • Matching of children with potential Adoptive Caregivers. • Adoption case management • Avoid duplication of data • Support the input and organization of digital information. • Support mobility.		

VI.8.3.1.2. CWS BUSINESS SCENARIO

Critical Program Needs

The following is a narrative of "Snapshot: A Day in the Life of a CWS Worker" which describes situations and workflow activities that are typical problems faced in our current system today. The narrative describes common situations of problems faced by a typical CWS worker portrayed by Mr. Brian Smith (Fictional Character). There are examples that hinder a CWS worker's ability to complete tasks to assist children and families in a timely and efficient manner. There are descriptions of problems and some desired approaches to solutions. Obstacles portrayed in the narrative will give a bidder the opportunity to explain their conceptual development for the system, the bidder's understanding of California's business practice, and how the bidder's solution will ultimately allow State and counties to effectively and efficiently accomplish their day to day business activities.

Note: The narrative below only represents examples of a typical day for a CWS Worker and in no way does it represent the totality of other situations, events or business workflows that may occur on a given day in Child Welfare.

Snapshot: A Day in the Life of a CWS Worker

Brian Smith, a CWS worker, arrives to work and checks all his messages. As he begins his day, he is reflecting on what he has to do this day. Mentally, he checks his schedule and feels overwhelmed and bewildered about what lies ahead. He has a long list of activities he must work to complete:

1) Referral investigation

2) Deal with caregiver

3) Placement matching of child

4) Court reports

5) Due Diligence Check

6) Monthly compliance visits

7) Schedule multidisciplinary meeting

8) Case plans

9) Court hearings

10) Client service requests

Mr. Smith ponders what he should do first. He is trying to do what is critical today and he has to somehow quickly figure out his priorities. The referral investigation and an angry caregiver downstairs are clouding his mind, but court reports and compliance visits preoccupy him as well. He is unclear about which court reports or visits he needs to have done. He looks for some compliance logs as reference but cannot find them. He wishes that the system could help him organize his tasks, objectives, goals, with some system alerts on deadlines, so he is not scheduling activities haphazardly. He is also worried about meeting State compliance measures and his staff performance evaluation. He also has supervision with his supervisor this week.

A caregiver of a child dropped by the office, unannounced, to see Mr. Smith. Mr. Smith is informed by the caregiver that she has not received any foster care money for a child she has had in placement for over two months. The caregiver wants the child moved if she is not paid as she cannot continue to support this child without funds. This child has already had two prior placements. Mr. Smith wonders if the eligibility packet was processed. He does not even know who the assigned eligibility worker is for this case. Mr. Smith wishes that he could use the system to verify in the system when the packet was received and processed, as well as look-up the assigned eligibility worker. Now, he has to track down the eligibility worker and the packet and hope it didn't get lost; otherwise, he will have to reproduce the packet and then re-submit the packet again.

Next, Mr. Smith has an emergency response on a referral he must go out and investigate on a sibling group. He interviews the alleged abused children at the school and interviews the family. He jotted some notes from his interviews to take back to his office. At the office he has to enter the information into the system that will produce a Safety Risk Assessment (SRA). There are prior referrals on the children against the parents (perpetrators) in Mr. Smith's county and in a different county, but Mr. Smith has no way of knowing whether an SRA was ever performed for any prior referrals, in his own county or other counties . To do a more thorough and comprehensive investigation, Mr. Smith wishes that the system would provide access to previous SRA assessments while he is in a specific referral or case, and have the ability to view the document. Also, a universal SRA for all counties to use would be a great benefit in terms of consistency and for global understanding.

Once completed by Mr. Smith, the recommendation from the SRA is to remove the children from the parents. He schedules a multidisciplinary meeting to discuss concerns and placement needs with the family prior to taking this action. At this

meeting the child's aunt and grandfather offers placement homes. Mr. Smith has to do a background check on the relatives. He begins this process by entering information into the system to search for any prior referrals reported to Intake against the aunt and grandfather. The aunt's name is Maria Gonzalez and the grandfather's name is John Smolls. The search comes back with over 700 matches for Ms. Gonzalez and 600 for Mr. Smolls without any conclusive information on a person match. Mr. Smith wishes the system had a more expedient and efficient method of doing searches. This may delay the process of placing the children with relatives. Next, Mr. Smith has to do a criminal background check and faxes identifying information on the relatives to the Department of Justice (DOJ). While, Mr. Smith waits for the results, he moves on to the next activity.

As a result of his investigation and decisions made in the multidisciplinary meeting with relatives, he will need to remove and place multiple children and he needs to take another worker or a technician with him to assist in the transporting of the children. Mr. Smith has to check with staff on his floor to see if anyone is available to go out with him. He does not know their schedule or whether they have time to assist so he has to contact each person individually. Mr. Smith is frustrated because he cannot speak to any of his co-workers, as they are preoccupied or out of the office. He finally gives up and decides he will need to take the children himself. He wishes that the system would assist him in looking up his co-workers schedule and time availability.

After checking the fax machine for the fifth time, he finally gets criminal background information results from the DOJ. He remembers he has to keep this information separate from the physical case file. He is also reminded of the time he lost some hard copy criminal background information because he had kept them together with other paper in a pile. He wishes that the system would receive the results directly from DOJ and have automation to manage the information electronically to the referral or case.

He returns to the office after placing the children in foster care. He has to do a Due Diligence check on a missing parent on a different child in his caseload. His court report is due tomorrow and a completed Due Diligence search document needs to be attached to the court report. Mr. Smith has not done a Due Diligence search in a long time. He forgets which court form he has to use with the information he collected on the parent to do this type of search. He wishes that the system could guide and support him with the steps required to complete this task. He has to go to his supervisor for some guidance, but his supervisor is out on the field attending a meeting.

He realizes also that since his supervisor is out on the field, several case plans can't be renewed until his supervisor physically returns to the office to approve the prior ones. He also has some requests for services that he needs approval from his supervisor as well. Mr. Smith recalls the issue of not knowing when a service has been approved and authorized. He has to wait for a paper trail of documents to come back to verify authorization on a service before he can tell his client and service provider to begin. Sometimes the verification paperwork gets lost between

the inter-office mails deliveries. It would be so much more practical if Mr. Smith could check the system for verification that a service request for payment was approved and authorized so he can give his client and service provider a starting point. The success of a family is heavily dependent on timely engagement of services. Mr. Smith wishes that his supervisor could approve documents, such as court reports and requests for services with digital signatures when he is outside the office.

Mr. Smith puts his diligence search on hold, and he works on a court report. After 45 minutes of work, he remembers to save his document. He pushes the save button, and he gets a message from the system that his work will not be saved as another staff was entering data on this case file simultaneously. Mr. Smith feels devastated as he has wasted his time and energy. It is 6 p.m., and Mr. Smith is exhausted and calls it a day. He is thinking that he has to go in to the office earlier tomorrow to work on this court report and re-write what he lost in the system. He may need to re-schedule a compliance home visit with a family tomorrow as he needs the morning to finish up his court report. He dreams of a new system that will allow him and multiple people to work on the same case file at the same time without data loss.

As he drives home, he cannot help himself but to think of another child on his caseload that he had no time to work on today. There is a child on an adoption track needing a new adoptive placement. The present caregiver has health issues and has given the county agency 30 days to find another placement. This child is three years old and has special needs. He will need to take various steps to find an adoptive home that matches this child's needs. He will need to contact his own county agency who has their own list of homes. If there are no placement matches, Mr. Smith has to contact foster finding and private adoption agencies for possible prospective caregivers. He has to repeat and reiterate the child's profile to each separate entity. He is trying to remember names of agencies that he worked with in the past but does not think he has the contact information. He wishes that the system would assist him in providing adoptive placement resources with information on the child's profile that he enters once and get placement matches electronically. It would also be great if the system would give him a status if the homes have completed home studies and a better method of initiating a home study request. In addition, Mr. Smith is also thinking that any adoption staff needing assistance to complete a home study document would be aided by the system, as well, so no time is wasted in the adoption process.

Mr. Smith also reflects on the fact that in general, he has to enter existing client demographic profile information more than once, (e.g., placement forms, eligibility forms, referrals, Interstate Compact on the Placement of Children (ICPC) forms, Transitional Independent Living Plans (TILPS), Indian Child Welfare Act (ICWA) forms and wishes for a system that eliminates duplication of data entry and supports a method to streamline his business needs and processes.

VI.8.3.2. ARCHITECTURAL VIEW

This section defines proposal requirements regarding the technical solution of the proposed system. The Bidder should ensure that its proposed solution to each technical component is consistent with the related CWS/Web technical requirements listed in RFP Appendix B, System Requirements. The Bidder should also refer to RFP Section IV, Proposed Future Environment for the State's vision of the CWS/Web.

The Bidder should provide a comprehensive description of the architecture for the proposed CWS/Web System. High-level diagrams showing major system components, their interrelationships, and supporting diagrams and materials, should be included to provide the State a visual, as well as narrative, representation of the proposed system.

The description of the architecture for the proposed CWS/Web System will be evaluated and scored as defined in RFP Section IX, Proposal Evaluation. Table VI-118 Architectural View presents the proposal requirements to which the Bidder should respond and the evaluation points allocated to each proposal requirement.

Table VI-118 Architectural View

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4651	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view should include, at a minimum, the following information: Description of the proposed hardware and operating system platform.	50	Vol: Section: Page#:
4652	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view should include, at a minimum, the following information: Description of the proposed software components.	50	Vol: Section: Page#:
4653	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view	50	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	should include, at a minimum, the following information: Description of how the system will support mobility.		
4654	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view should include, at a minimum, the following information: Description of the proposed network infrastructure.	50	Vol: Section: Page#:
4655	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view should include, at a minimum, the following information: Description of the proposed application architecture including a component model.	75	Vol: Section: Page#:
4656	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view should include, at a minimum, the following information: Description of how compliance with the Americans with Disabilities Act (ADA) will be achieved in development and design of CWS/Web.	25	Vol: Section: Page#:
4657	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view should include, at a minimum, the following information: Description of how the proposed architecture strategy will align with the State's overall CIO architecture strategy.	25	Vol: Section: Page#:
4658	The Bidder should provide a description	75	Vol:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	of how its proposed CWS/Web conceptual system solution architecture will meet the technical system requirements. The architectural view should include, at a minimum, the following information: Description of how the architecture will support hardware and software component factors such as reusability, scalability, availability, maintainability, and extensibility.		Section: Page#:
4659	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution will meet the technical system requirements for security. The description should include, at a minimum, the following information: Description of the approach to security associated with system interconnection.	30	Vol: Section: Page#:
4660	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution will meet the technical system requirements for security. The description should include, at a minimum, the following information: Description of the approach to security associated with information sharing.	50	Vol: Section: Page#:
4661	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution will meet the technical system requirements for security. The description should include, at a minimum, the following information: Description of the approach to identification and authentication of internal and external users.	50	Vol: Section: Page#:
4662	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution will meet the technical system requirements for security. The description should include, at a minimum, the following information: Description of the approach for monitoring and logging of activity, with	25	Vol: Section: Page#:

Req Nbr	Requirement	Points Available	Reference to Proposal Response
	notification to system administrators.		
4663	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution will meet the technical system requirements for security. The description should include, at a minimum, the following information: Description of the approach to defining security processes and procedures that comply with security policies and standards across multiple organizations.	45	Vol: Section: Page#:
4664	The Bidder should provide a description of how its proposed CWS/Web conceptual system solution will meet the technical system requirements for security. The description should include, at a minimum, the following information: Description of the approach to how the system will support federated security standards and Security Assertion Markup Language (SAML).	0	Vol: Section: Page#:

VI.8.3.3. INFORMATION VIEW

This section defines proposal requirements regarding the CWS/Web technical solution and the information involved in supporting the business. The Bidder should ensure that its proposed system is consistent with the CWS/Web technical requirements listed in RFP Appendix B, System Requirements. The Bidder should also refer to RFP Section IV, Proposed Future Environment for the State's vision of the CWS/Web.

The Bidder should provide the information view in its proposal. The information view focuses on information and how it is created, transformed and stored across the Child Welfare Services enterprise. A key benefit of the information view is how it depicts placement of the CWS/Web Solution into the CWS enterprise. The Bidder's proposal must provide enough detail so the State can evaluate the bidder's knowledge of, and intended approach to, the information created, transformed and stored by the CWS/Web System to support business processes.

Table VI-119 Information View presents the proposal requirements to which the Bidder should respond and the evaluation points allocated to each requirement.

Table VI-119 Information View

Req Nbr	Requirement	Points Available	Reference to Proposal Response
4665	The Bidder should provide a description of the CWS/Web proposed information architecture and how it will be integrated into the CWS enterprise The information view should include, at a minimum, the following information: An overview and definition of the information stores used in the CWS enterprise and their interrelationships, including information stores that are part of the CWS/Web Solution.	100	Vol: Section: Page#:
4666	The Bidder should provide a description of the CWS/Web proposed information architecture and how it will be integrated into the CWS enterprise The information view should include, at a minimum, the following information: Description of the approach for the integration broker and message infrastructure.	50	Vol: Section: Page#:
4667	The Bidder should provide a description of the CWS/Web proposed information architecture and how it will be integrated into the CWS enterprise The information view should include, at a minimum, the following information: Description of the approach to business intelligence and reporting architecture requirements.	50	Vol: Section: Page#:

VI.9. CONTRACTOR PRODUCTS AND DOCUMENT SUBMISSION PROCESS

This section contains a list of Contractor Products described in Sections VI.2 through VI.6. Products to be delivered by the Contractor include Deliverables (DL) and Materials (MT). Deliverables are subject to a formal State approval process as discussed in RFP Appendix A, CWS/Web Contract, whereas Materials are not subject to this approval process. Where a requirement for a Product states “develop, submit and maintain” the State expects the Product to be maintained for the life of the CWS/Web Contract.

Table VI-120 Product Table documents all Contractor required Products, many with references to a Data Item Description (DID), a Deliverable Expectation Document (DED) or a Material Expectation Document (MED). Most Deliverables will reference

a DID or a DED with exceptions for the environment and support systems Deliverables; however, Materials may or may not reference a MED. A Data Item Description (DID) describes the specific format, content and level of detail for a Contractor Deliverable. A Deliverable Expectation Document (DED) or a Material Expectation Document (MED) contains minimum State expectations for the Product and requires the Bidder to describe their proposed approach to preparing a Deliverable or Material, including the methodology, format, content and level of detail. The Product DID, DED and MED documents are located in Appendix D, Product Definitions of this RFP.

The Product DID, DED and MED documents define the Deliverable or Material due dates and update cycles for the underlying Product.

The Table is organized into sub-sections corresponding to the high level Sections VI.2 through VI.6

- Section VI.2, Project Management
- Section VI.3, Solution Development
- Section VI.4, Solution Transition
- Section VI.5, Support SACWIS Assessment Review
- Section VI.6, Service and Support

VI.9.1. DOCUMENT PREPARATION PROCESS

This section addresses the preparation of Products that are documents and does not pertain to environments, systems, tools or software. This section supplements the terms and conditions found in RFP Appendix A, CWS/Web Contract. The process for preparing documents will vary depending on whether the document references a DID, DED, or MED.

The following sections detail the process for preparing each referenced document type.

VI.9.1.1. PREPARATION PROCESS FOR DOCUMENTS WITH A DID

The Contractor may begin work on the document Product based on the content requirements and specifications described in the referenced DID. The State issues the DID to the Contractor via the executed CWS/Web Contract. The DID identifies the specific content, format and timeframes for the Deliverable. The Contractor will submit the Deliverable according to the parameters, specifications, and content requirements of the DID. Receipt of Contractor Deliverables will then be processed according to the outline in RFP Appendix A, CWS/Web Contract.

VI.9.1.2. PREPARATION PROCESS FOR DOCUMENTS WITH A DED OR MED

Documents referenced with a DED or MED require the Contractor to first submit a DED or MED for State approval prior to beginning work on the Deliverable or Material. The DEDs or MEDs provided by the State may contain minimum State

expectations; however the Contractor shall develop and submit for approval a DED or MED, in conformance with applicable standards and minimal State content requirements defined in RFP Appendix D, Product Definitions and gain State approval prior to document preparation. The Contractor delivered DED or MED shall specify the content description within an annotated table of contents, proposed format, due dates, review timeframes, proposed media(s) and number of copies for each Deliverable or Material.

VI.9.1.3. DELIVERY OF DOCUMENT PRODUCTS

Once the document Deliverable or Material has been produced either according to a DID, DED or a MED, the Contractor shall deliver it to the State in the appropriate mode of delivery specified in the DID, DED or MED. In addition, the following requirements apply to Contractor document Products:

- The Product shall address all Contractual requirements, the Contractor's response thereto, and any areas identified subsequently through meetings and planning sessions.
- The Product shall address and be consistent with all components included in the DID, DED, or MED as approved by the State in preparation for development of the Product. Document Products shall be comprehensive in level of detail and quality consistent with the sample pages included in the DED or MED approved by the State.
- The Contractor shall ensure that all document Products are managed in accordance with the CWS/Web Document Management Plan and document standards.
- Documents shall be consistent in style and quality. This means that if the document is the composite work of many people within the Contractor's organization (including Subcontractors), the document shall be edited for consistent style and quality. The Contractor shall certify in the cover letter that the Contractor utilized the internal Deliverable/Material review process as prescribed in the Software Quality Assurance process of the Project Management Plan PM001.
- The Contractor shall provide access to the State all Deliverable work in progress to allow the State to comment on and support Deliverable preparation.

Table VI-120 Product Table

Product Number	Product Name	Product Definition Type	Contractual Category	Req Nbr
VI.2.1 General Project Management and Reporting Requirements				
PM003	Configuration Status Report	MED	MT	842
PM004	Monthly Status Report	MED	MT	814

Product Number	Product Name	Product Definition Type	Contractual Category	Req Nbr
PM005	Organization Chart and Contact List	MED	MT	737
PM006	Bi-Weekly Status Report	None	MT	783
PM013	Cost Control and Monitoring Report	None	MT	791
PM014	Quality Assurance Reports	None	MT	1079
PM015	QA Review Report	None	MT	803
VI.2.2 Project Management Plans				
PM001	Project Management Plan	DID	DL	761
PM002	Project Schedule	DED	DL	769
PM007	Benefits Measurement Plan	DED	DL	766
PM008	Requirements Control Plan	DED	DL	763
PM009	Risk Management Plan	DID	DL	770
PM016	Configuration Management Plan	DID	DL	834
PM017	Traceability Reports	None	MT	933
VI.3.1.1 Solution Development Plans				
TM001	Data Conversion Plan	DED	DL	872
TM002	Software Development Plan	DID	DL	811
TM003	System Security Plan	DED	DL	867
TM011	Software Test Plan	DED	DL	862
TM022	Performance and Capacity Management Plan	DED	DL	854
TM023	Problem Resolution Plan	DED	DL	851
VI.3.1.2 Solution Development Support Systems				
TM017	Development Environment Computer Operation Manual	MED	MT	956
TM025	Incident, Problem and Defect Integrated Tracking System Description	DED	DL	4803
TM030	Configuration Management System Description	DED	DL	4804
TM032	Incident, Problem and Defect Integrated Tracking System	None	DL	935
TM034	Configuration Management System	None	DL	838
VI.3.2.1 Build Application				

Product Number	Product Name	Product Definition Type	Contractual Category	Req Nbr
TM004	Database Design Description	DID	DL	1810
TM005	Data Warehouse Design Description	DED	DL	4740
TM006	Interface Design Description	DID	DL	3670
TM007	Reporting Inventory	MED	MT	1798
TM008	Software Design Description	DID	DL	993
TM009	Software Requirements Specification	DID	DL	990
TM010	System/Subsystem Specification	DED	DL	987
TM021	System/Subsystem Design Description	DID	DL	991
VI.3.2.2 Test Application				
TM012	Software Test Documentation	DED	DL	1012
TM040	Test Certification	None	MT	1013
VI.3.4.1 Build Conversion Software				
TM013	Data Conversion Design Specification	DED	DL	1081
TM039	Data Quality Report	None	MT	875
TM041	Data Conversion Problems Report	None	MT	1070
VI.3.5.1 Establish Environments				
TM014	Hardware and Software Specifications for the Environments at DTS	DED	DL	4739
TM015	Data Conversion Environment Computer Operation Manual	MED	MT	1066
TM016	Training Environment Computer Operation Manual	MED	MT	972
TM018	User Acceptance Testing Environment Computer Operation Manual	MED	MT	979
TM019	Production Environment Computer Operation Manual	MED	MT	985
TM020	System Operation Manual	DED	DL	986
TM024	Training Environment Description	DED	DL	4802
TM026	Data Conversion Environment Description	DED	DL	4805
TM027	User Acceptance Testing	DED	DL	4806

Product Number	Product Name	Product Definition Type	Contractual Category	Req Nbr
	Environment Description			
TM028	Production Environment Description	DED	DL	4807
TM029	Development Environment Description	DED	DL	4808
TM031	Training Environment	None	DL	1094
TM035	Data Conversion Environment	None	DL	1058
TM036	User Acceptance Testing Environment	None	DL	977
TM037	Production Environment	None	DL	983
TM038	Development Environment	None	DL	957
VI.4.1.1 Solution Transition Plans				
TR001	Master Training and Knowledge Management Plan	DED	DL	1090
TR007	Statewide Deployment Plan	DED	DL	1145
TR008	Software Installation Plan	DED	DL	815
TR019	Software Transition Plan	DID	DL	880
TR021	Business Process Transition Plan	DED	DL	1155
VI.4.1.2 Solution Support Manuals				
TR018	Software User Manual	DED	DL	1108
VI.4.2.1 CWS/Web User Training				
TR002	CWS/Web User Training Plan	DED	DL	4738
VI.4.2.2 Technical Training				
TR003	Technical Training Plan	DED	DL	1129
VI.4.2.3 Knowledge Management				
TR016	Knowledge Management Plan	DED	DL	1141
VI.4.2.4 Service and Support Staff Training				
TR010	Service and Support Staff Training Plan	DED	DL	3677
VI.4.2.5 Training Administration				
TR004	Training Administration Plan	DED	DL	1121
TR005	Training Curriculum	DED	DL	1122
TR006	CWS/Web Training Manual	DED	DL	1109

Product Number	Product Name	Product Definition Type	Contractual Category	Req Nbr
TR020	Training Materials	None	MT	1111
VI.4.3.1 Organizational Change Readiness				
TR009	Organizational Change Readiness Plan	DED	DL	3668
VI.4.3.2 Deployment				
TR012	Deployment Readiness Assessment Certification Letter	MED	MT	1179
TR013	Deployment Readiness Assessment Checklist	DED	DL	1158
TR014	Deployment Completion Certification Letter	MED	MT	1181
TR015	Deployment Completion Report	MED	MT	1180
VI.6.1 – General Service and Support Requirements				
SS001	Resource (personnel and non-personnel) Calculation and Justification Package	DED	DL	3676
SS002	State Staffing Package	DED	DL	3675
SS003	Function Delivery Plan	DED	DL	4390
VI.6.2.1 – Asset Management Requirements				
SS004	Asset Management System	None	MT	3860
SS023	Asset Management System Description	DED	DL	4890
VI.6.2.8 – Oversight – Internal Operations Requirements				
SS006	Systems Integrator Service Level Agreement	DED	DL	3910
SS007	CWS/Web Solution Management Guide	DED	DL	3907
VI.6.2.13 – Service Level Management Requirements				
SS005	CWS/Web Performance Agreement	DED	DL	3954
VI.6.3.1 – Application Maintenance & Support Requirements				
SS009	Corrective Application Maintenance Performance Report.	DED	DL	4082
VI.6.4.4 – Configuration Management Requirements				

Product Number	Product Name	Product Definition Type	Contractual Category	Req Nbr
SS024	Hardware and Software Configuration Reports	None	MT	1999
VI.6.4.7 – Incident Management Requirements				
SS014	Incident Management Performance Report	DED	DL	4049
SS015	Maintenance Activity Report	MED	DL	1873
SS017	Service Partner Performance Agreement	DED	DL	4041
VI.6.4.9 - Operations Requirements				
SS018	Backup and Recovery Plan	DED	DL	1952
SS019	Preventive Maintenance Schedule	MED	MT	1875
VI.6.4.12 – Release Management Requirements				
SS020	Production Release Package	DED	DL	2008
VI.6.4.13 – Security Requirements				
SS021	User Account Administration Performance Report	MED	MT	3803
VI.6.4.15 – Service Continuity Management Requirements				
SS012	Annual Disaster Recovery Exercise Results	DED	DL	3730
SS013	Service Continuity Management Disaster Recovery Plan	DED	DL	3723
VI.6.4.16 - Service Desk Requirements				
SS025	Service Desk Solution	DED	DL	4892

VIIA. PRICING PROPOSAL

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VIIA.1 INTRODUCTION

This section is intended to capture the Bidder's price proposal associated with the CWS/Web Solution Development and Transition (a one-time cost) as well as the Bidder's price proposal for Service and Support (an ongoing cost). Solution Development and Transition is broken into two releases: Initial Release (IR) and Future Release (FR). Thus, for the purpose of pricing, the proposal is divided into three categories: Initial Release (IR), Future Release (FR), and Service and Support.

This section also describes how the State will capture information that will be used for the winning Bidder's compensation. Compensation will be tied to the successful completion of work and the State's acceptance of the work. RFP Section VIIB, Compensation Model, provides an overview of the compensation model instituted for the CWS/Web. RFP Appendix A, CWS/Web Contract provides further details regarding the acceptance criteria and other pertinent information surrounding compensation.

Completion of the cost workbook and worksheets is mandatory. Applicable delivery, tax, installation, safety inspection, travel and any other expenses associated with the implementation of the proposed items must be included in Bidder's firm fixed price. There shall be no assumptions, conditions, or constraints included in the cost proposed.

VIIA.1.2 Mandatory Pricing Proposal Requirements

All Bidders shall agree to the requirements shown in Table VIIA - 1. Mandatory Pricing Proposal Requirements, by checking an "X" in the column entitled, "Bidder Agrees to Meet?" and providing the reference to the proposal response in the adjacent column. A response to all mandatory pricing proposal requirements is mandatory.

NOTE: Failure to positively identify the Bidder's compliance to the requirement may be deemed a deviation and subject the Bidder's proposal to rejection.

Table VIIA - 1. Mandatory Pricing Proposal Requirements

The Bidder shall check "Yes" on the Matrix indicating compliance, or "No" on the Matrix indicating noncompliance with the requirement.

Pricing Rqmnt Number	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
PP 01	Where the Bidder will provide specifications of Software, Hardware, and related tools for purchase by the State of California, Office of Technology Services, the Bidder shall agree that it is responsible for identifying and pricing	Yes ☐ No ☐	Volume: Section: Page:

Pricing Rqmnt Number	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	the upgrade and maintenance of all such Software, Hardware, and related tools for the term of the Contract in its Final Proposal.		
PP 02	Where the Bidder will use, provide or purchase Hardware, Software, and related tools in the performance of the Contract, the Bidder shall agree that it is responsible for identifying and including the price of the upgrade and maintenance of all such Hardware, Software, and related tools for the term of the Contract in its Final Proposal.	Yes ☐ No ☐	Volume: Section: Page:
PP 03	The Bidder shall agree to estimate its proposed system development and maintenance costs based on an adjusted function point count derived from a function point analysis. The analysis shall be conducted by a Certified International Function Point Users Group (IFPUG) function point specialist using the IFPUG functional size measurement method. The Bidder shall also submit the unadjusted and adjusted function point count results along with its pricing proposal as part of Volume III, Cost Data (see Section VIII, Proposal Format, for more details).	Yes ☐ No ☐	Volume: Section: Page:
PP 04	The Bidder shall agree to estimate system enhancement costs for Work Authorizations, System Change Authorizations, and Technical Services Requests, using an adjusted function point count derived from a function point analysis. The analysis shall be conducted by a certified International Function Point Users Group (IFPUG) function point specialist using the IFPUG functional size measurement method. The Bidder shall also provide the unadjusted and adjusted function point count results from the analysis in its work authorization or system change authorization cost estimate. In some situations (e.g., minor system changes), the use of function point analysis to estimate the system enhancement costs may not be appropriate or feasible; consequently, the Bidder shall agree to estimate costs in these situations using an alternate cost estimation model approved by the State.		
		Yes ☐ No ☐	Volume:

Pricing Rqmnt Number	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
			Section: Page:
PP 05	Until transfered to the State, the Bidder agrees to be responsible for the purchase of all maintenance agreements for Equipment for the development/test environment(s) that will be located at the CWS/Web Project Office.	Yes ☐ No ☐	Volume: Section: Page:
PP 06	The Bidder shall agree to provide cost figures in its Final Proposal for additional Office of Technology Services (OTech) charges that may arise from the Bidder's inclusion of hardware and/or software that is not currently supported by OTech. These costs include but are not limited to OTech costs for hiring and training State staff to perform the service and support functions associated with this type of hardware and/or software.	Yes ☐ No ☐	Volume: Section: Page:

VIIA.2 COST WORKBOOK

In order to obtain price proposals for IR, FR, and Service and Support, the State has produced a Cost Workbook that shall be completed by all Bidders. The Cost Workbook is located in the RFP Appendix E. This section includes a description of the Cost Workbook and instructions on how to fill it out appropriately.

All Bidders will receive an electronic copy of the Cost Workbook for entering and submitting pricing data as part of their final proposals along with step by step instructions on how to access and print the Cost Workbook. These items will be accessible through the California Department of General Services (DGS) eProcurement system available at, http://www.eprocure.dgs.ca.gov/default.htm.

All Bidders shall provide pricing information for Final Proposal evaluations, the CWS/Web Contract, and State planning purposes. All Bidders shall respond to all components of the CWS/Web, as required in Appendix E, Cost Workbook..

The pricing information obtained in this Cost Workbook will be used as the basis for the winning Bidder's contract. All Bidders shall input pricing information by the State Fiscal Year that they expect to incur the expenditures.

The Cost Workbook includes pre-formatted Microsoft Excel Worksheets. In this RFP, these worksheets are referred to as Cost Worksheets. The RFP Appendix E, Worksheet VII-1, Total Cost Summary (Bid Amount), will capture the Bidder's Final Proposal bid amount. RFP Appendix E, Worksheet VII-2, Total Cost Summary

(Contract Amount) and Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, Technical Services Requests, will be incorporated into the CWS/Web Contract.

All cost information shall be submitted in a separate sealed packet, as described in the RFP, Section VIII, Proposal Format.

VIIA.3 COST WORKSHEETS

All Bidders are responsible for entering price and cost information in the format prescribed by the Cost Worksheets. Completion of the Cost Worksheets is mandatory. There shall be no assumptions, conditions, or constraints included in the prices proposed, except as stated in the following sub-sections. The following is a list of the Cost Worksheets included in the RFP Appendix E, Cost Workbook:

- Worksheet VII-1 Total Cost Summary (Bid Amount)
- Worksheet VII-2 Total Cost Summary (Contract Amount)
- Worksheet VII-3 Hardware Costs
- Worksheet VII-4 Software Costs
- Worksheet VII-5a Staffing Costs - Initial Release
- Worksheet VII-5b Staffing Costs - Future Release
- Worksheet VII-6 Staffing Costs - Service and Support
- Worksheet VII-7 End User Training Costs Non-Staffing
- Worksheet VII-8 System Interface Costs
- Worksheet VII-9 Labor Rates for Work Authorizations, System Change Authorizations, Technical Services Requests
- Worksheet VII-10 Products Pricing List
- Worksheet VII-11a Initial Release Compensation Schedule by Percentage
- Worksheet VII-11b Future Release Compensation Schedule by Percentage
- Worksheet VII-12 Compensation by Percentage for Statewide Deployment of Initial Release
- Worksheet VII-13a Initial Release Compensation Schedule by Dollar Amount
- Worksheet VII-13b Future Release Compensation Schedule by Dollar Amount
- Worksheet VII-14 Compensation by Dollar Amount for Statewide Deployment of Initial Release
- Worksheet VII-15a OTech Cost Summary

- Worksheet VII-15b OTech One-Time Costs
- Worksheet VII-15c OTech Monthly Costs
- Worksheet VII-15d OTech Annual Costs

Formulas have been inserted in some appropriate cells of the Cost Worksheets to automatically calculate summary numbers and should not be altered. Further instructions for entering price and cost information are included in this section. It is the sole responsibility of the Bidder to ensure that all mathematical calculations are correct.

All cost information shall be submitted in a separate sealed packet, as described in the RFP, Section VIII, Proposal Format.

VIIA.3.1 Total Cost Summary – Bid Amount (Worksheet VII-1)

RFP Appendix E, Cost Workbook, Worksheet VII-1, Total Cost Summary (Bid Amount), will calculate the Bidder's Final Proposal bid amount. Most of this worksheet is automatically populated using price and cost information extracted from the following worksheets:

- Worksheet VII-3 Hardware Costs
- Worksheet VII-4 Software Costs
- Worksheet VII-5a Staffing Costs - Initial Release
- Worksheet VII-5b Staffing Costs - Future Release
- Worksheet VII-6 Staffing Costs - Service and Support
- Worksheet VII-7 End User Training Costs Non-Staffing
- Worksheet VII-9 Labor Rates for Work Authorizations, System Change Authorizations, Technical Services Requests
- Worksheet VII-15a OTech Cost Summary

The OTech Costs will be evaluated as part of the Bidder's "Total Bid Amount" because these costs may vary amongst Bidders based on different solutions. However, the OTech Costs will not be part of the winning Bidder's contract amount because the State will pay OTech Costs directly to OTech.

The Bidder's Final Proposal bid amount will also include line item costs by State Fiscal Years for Unanticipated Tasks, Technical Services, and System Changes. These costs will be earmarked for the following tasks and services to be performed by the winning Bidder.

- **Unanticipated Tasks** are expected during IR and FR. These line items will be automatically populated based on ten percent (10%) of the total price of each respective phase and shall not be changed by the Bidder.

Additional information regarding Unanticipated Tasks is available in RFP Section VIIA.3.9.1. These services require federal control agency approval.

- **Technical Services (routine changes and tasks)** are expected during ongoing Service and Support, for minor services that are complementary to and within scope of the contracted services. This line item cost will be entered by the State and shall not be changed. This cost is predetermined based on historical data and will be the same amount for all Bidders. These Technical Services are further described in RFP Section VIIA.3.9.2.

- **System Changes (major modifications)** are anticipated during ongoing Service and Support. These services are described as changes that are not minor and require federal control agency approval. This line item cost will be entered by the State and shall not be changed. This cost is predetermined based on historical data and will be the same amount for all Bidders. These System Changes (major modifications) are further described RFP Section VIIA.3.9.3.

VIIA.3.2 Total Cost Summary – Contract Amount (Worksheet VII-2)

RFP Appendix E, Cost Workbook, Worksheet VII-2, Total Cost Summary (Contract Amount), will calculate the proposed "Base Contract Amount" and the "Total Amount including Optional Years." Most of the summary worksheet is automatically populated by information contained in the following individual worksheets:

- Worksheet VII-3 Hardware Costs
- Worksheet VII-4 Software Costs
- Worksheet VII-5a Staffing Costs - Initial Release
- Worksheet VII-5b Staffing Costs - Future Release
- Worksheet VII-6 Staffing Costs - Service and Support
- Worksheet VII-7 End User Training Costs Non-Staffing
- Worksheet VII-9 Labor Rates for Work Authorizations, System Change Authorizations, Technical Services Requests

The "Base Contract Amount" and the "Total Amount including Optional Years" will also include line items for:

- Unanticipated Tasks
- Technical Services
- System Changes

Worksheet VII-2, Total Cost Summary (Contract Amount) will be used as part of the CWS/Web Contract. It is similar to Worksheet VII-1, Total Cost Summary (Bid Amount) with the only difference being that Worksheet VII-2 does not include OTech costs.

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The winning Bidder will be entitled to payments from three payment categories: IR, FR, and Service and Support. The payments will be tied to the successful completion of work and the State's acceptance of the work. RFP Section VIIB, Compensation Model, provides an overview of the payment model instituted for the CWS/Web. RFP, Appendix A, CWS/Web Contract provides further details regarding the acceptance criteria and other pertinent information surrounding compensation.

VIIA.3.3 Hardware Costs (Worksheet VII-3)

The subtotals from this worksheet will automatically populate Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

In RFP Appendix E, Cost Workbook, Worksheet VII-3, Hardware Costs, the Bidder shall submit all pricing associated with CWS/Web hardware and equipment hosted at the CWS/Web Project Office. The costs for hardware and equipment hosted at OTech will be reflected in the service fees charged by OTech that are captured in Worksheet VII-1 as a separate line item (OTech Data Center Services).

However, any hardware and equipment prices associated with End User Training shall ONLY be included in RFP Appendix E, Cost Workbook, Worksheet VII-7, End User Training Costs Non-Staffing. The Bidder may insert additional rows as required. The Bidder is responsible for ensuring that all worksheet links and calculations are correct.

Table VIIA - 2. Instructions for Completing Worksheet VII-3, Hardware Costs

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	Hardware Description/ Manufacturer/ Model Number	The Bidder shall provide a description of the Hardware or equipment (i.e. servers, workstations), including manufacturer, model number, and/or part number. The Bidder shall include all refresh Hardware per the applicable State refresh cycles. All refresh Hardware shall be listed as a separate line item from the original Hardware provided.
Column 3	Environment(s) Supported	The Bidder shall specify the environment(s), for example development/test environment.
Column 4	Warranty Period	The Bidder shall provide the warranty period of the equipment or Hardware.
Column 5	Unit Price	The Bidder shall provide the per unit price of each item including any costs associated with licensing, inspection,

Column Number	Column Heading	Column Description
		installation, and production.
Column 6	Freight and Setup	The Bidder shall provide the price of freight for each item, if applicable. The Bidder shall also provide the price to setup and/or install each Hardware item.
Column 7	Sales Tax	The Bidder shall provide the sales tax for each item, if applicable.
Column 8	Hardware Maintenance Price	The Bidder shall provide the price of maintenance for any Hardware that will not be residing at OTech.
Column 9	Quantity	The Bidder shall enter the quantity of each item needed for the proposed solution.
Column 10	Total Price per Item	No entry. This column will automatically populate using a formula that will add each cost in columns 5, 6, 7, and 8 then multiply this subtotal by the quantity in column 9.
Columns 11-19	Fiscal Year Breakdown	The Bidder shall enter the total price of each type of Hardware by State fiscal year.
Column 20	Hardware Subtotals	No entry. This column will automatically populate using a formula that will calculate the subtotal cost of hardware for each phase of the project as well as the entire period of the CWS/Web Contract. These subtotals will be automatically linked to Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

VIIA.3.4 Software Costs (Worksheet VII-4)

The subtotals from this worksheet will automatically populate Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

In RFP Appendix E, Cost Workbook, Worksheet VII-4, Software Costs, the Bidder shall submit all prices for software hosted at the CWS/Web Project Office. The costs for the proposed software to be used at OTech will be reflected in the service fees charged by OTech that are captured in Worksheet VII-1 as a separate line item (OTech Data Center Services).

However, any software prices associated with End User Training shall ONLY be included in RFP Appendix E, Cost Workbook, Worksheet VII-7, End User Training Costs Non-Staffing. The Bidder may insert additional rows as required. The Bidder is responsible for ensuring that all worksheet links and calculations are correct.

Note: The current system, Child Welfare System / Case Management System, supports all 58 California counties and the California Department of Social Services, and has over 22,500[1] user ids.

Table VIIA - 3. Instructions for Completing Worksheet VII-4, Software Costs

[1] County Information CWS/CMS Usage Statistics from the CWS/CMS website located (http://www.hwcws.cahwnet.gov/CountyInfo/UsageStatistics/default.asp)

Column Number	Column Heading	Column Description
Column 1	Row	No entry. Each row is numbered for easy reference.
Column 2	Software Description	The Bidder shall provide a detailed description of the Software being utilized including at a minimum the manufacturer, product name, and version. The Bidder shall include all Software upgrades/patches as needed and/or per software vendor update frequencies. All Software shall be listed as a separate line item from the original Software provided.
Column 3	License Type	The State requires that all Software proposed by the Bidder shall be an enterprise license unless the Bidder can demonstrate that an alternative licensing approach will be more cost effective for the State. The Bidder shall specify the type of license that it will propose.
Column 4	Unit Price	The Bidder shall provide the per unit price of each item including any costs associated with inspection, installation, and production.
Column 5	Freight	The Bidder shall provide the price of freight for each item.
Column 6	Sales Tax	The Bidder shall provide the amount of sales tax for each item.
Column 7	License Price	The Bidder shall provide the price for purchasing licenses for this Software.
Column 8	Software Maintenance Price	The Bidder shall provide the price for standard Software maintenance and upgrades.
Column 9	Quantity	The Bidder shall enter the quantity of each Software item needed for the proposed solution.
Column 10	Software Price	No entry. This column will automatically populate using a formula that will add each cost in columns 4, 5, 6, 7, and 8 then multiply this subtotal by the quantity in column 9.
Columns 11-18	Fiscal Year Breakdown	The Bidder shall enter the total price of each software item by State fiscal year.
Column 18	Software Subtotals	No entry. This column will automatically populate using a formula that will calculate the subtotal software cost for each phase of the project as well as for the entire period of the CWS/Web Contract. These subtotals will be automatically linked to Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

VIIA.3.5 Staffing Costs – IR and FR (Worksheets VII-5a and VII-5b)

The subtotals from these worksheets will automatically populate Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

In RFP Appendix E, Cost Workbook, Worksheets VII-5a and VII-5b, the Bidder shall submit their prices for staffing associated with the CWS/Web solution. These prices shall be separated by IR and FR. It is the Bidder's responsibility to ensure appropriate staffing is allocated to the solution development and transition of the

CWS/Web System according to the requirements set forth in this RFP.

The Bidder may insert rows as required to accommodate additional staff classifications. The Bidder is responsible for ensuring that all worksheet links and calculations are correct.

In RFP Appendix E, Cost Workbook, Worksheet VII-5a, Staffing Costs - Initial Release, the Bidder shall include all staffing prices associated with Initial Release including solution development and transition, End User Training, and Service and Support, which is described as supporting, modifying, and maintaining of the new CWS/Web **prior** to completion and acceptance.

In Worksheet VII-5b, Staffing Costs - Future Release, the Bidder shall include all staffing prices associated with Future Release including solution development and transition and End User Training.

Bidder staffing prices for the ongoing Service and Support (supporting, modifying, and maintaining of the new CWS/Web **post** completion and acceptance) will be captured in a separate worksheet, RFP Appendix E, Cost Workbook, Worksheet VII-6, Staffing Costs - Service and Support.

Table VIIA - 4. Instructions for Completing Worksheet VII-5a, Staffing Costs for Initial Release and Worksheet VII-5b, Staffing Costs for Future Release

Column Number	Column Heading	Column Description
Column 1	Row	No entry. Each row is numbered for easy reference.
Column 2	Team Member Position	Key Positions have been included by the State and cannot be changed. The Bidder shall enter non-key positions where applicable.
Column 3	Team Member Name	The Bidder shall provide the name(s) of each key project team member(s) performing these functions. The Bidder must provide a classification and a name for each non-key staff as described in the RFP. The Bidder may provide generic names for non-key staff as described in this RFP.
Column 4	Subcontractor (Y/N)	The Bidder shall declare whether any of the team members are subcontractors.
Columns 5, 8, 11, 14, 17	Hourly Rate	The Bidder shall enter the hourly rate for each team member. The Bidder may include an escalation rate not to exceed five percent (5%) per year.
Columns 6, 9, 12, 15, 18	Number of Hours	The Bidder shall enter the estimated number of work hours for each team member, delineated by State fiscal year.
Columns 7, 10,13, 16, 19	Extended Cost	No entry. This column automatically sums the cost of each functional category by multiplying the hourly rate by the number of hours, delineated by State fiscal years.
Column 20	Staffing Subtotals	No entry. This column automatically sums each position through the life of the project and also provides a subtotal of all Bidder team members for the IR and FR phases of the project. These subtotals will be automatically linked to Worksheets VII-1 and VII-2, Total Cost Summary

Column Number	Column Heading	Column Description
		worksheets.

VIIA.3.6 Staffing Costs – Service and Support (Worksheet VII-6)

The subtotals from this worksheet will automatically populate Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

In RFP Appendix E, Cost Workbook, Worksheet VII-6, Staffing Costs - Service and Support, the Bidder shall submit all staffing prices associated with the ongoing Service and Support of the CWS/Web Project as stipulated in this RFP. These prices shall be itemized by ongoing Service and Support functions. The Bidder may add more functional categories; however, a set of categories have been provided by the State and cannot be changed. It is the Bidder's responsibility to ensure appropriate staffing is allocated to these functional categories and any additional categories deemed necessary by the Bidder to maintain and operate the CWS/Web according to the requirements set forth in this RFP.

Worksheet VII-6 captures prices for five (5) years of Service and Support, which includes three (3) base years and two (2) optional years. While this is required information for the bid, it is at the State's discretion as to whether these optional years are exercised.

Below is the list of the Service and Support functions that are included in Worksheet VII-6 and described in this RFP Section VI.6 Service and Support Requirements.

A. GENERAL SERVICE AND SUPPORT

B. SERVICE OVERSIGHT
1. Asset Management
2. Communications
3. Customer Relationship Management
4. Governance
5. Work Request Receipt
6. Oversight – Internal Operations
7. Performance Measures
8. Policy
9. Proposal Development
10. IT Resource Management
11. Service Level Management
12. Solution Architecture

C. SERVICE MAINTENANCE
1. Application Maintenance and Support
2. Directory Repository Management
3. Control Agency Compliance

4. Customer Report Creation Support
5. Forms Management
6. Information Management
7. Interface Management
8. Project Management
9. Quality Assurance
10. Requirements Management
11. Technical Writing
12. Testing
13. Workflow and Business Rule Management

D. SERVICE DELIVERY

1. Availability Management
2. Capacity Management
3. Change Management
4. Configuration Management
5. Customer Training
6. Facilities Management
7. Incident Management
8. Network (Connectivity)
9. Operations (Data Center and Network Operations Center)
10. Personal Device Support
11. Problem Management
12. Release Management
13. Security
14. Servers (Hosting) and Storage
15. Service Continuity Management
16. Service Desk
17. Training (Internal)

A more detailed explanation of each the Service and Support functional categories is described in the RFP, Section VI.6, Service and Support Requirements.

Note: The CWS/Web Project anticipates the need for Contractor services to support the Federal Government's SACWIS review, as described in the RFP Section VI.5, Support SACWIS Review Requirements. The Bidder shall include the price for these services in Support SACWIS Review line item in this Worksheet VII-6.

The Bidder may insert rows as required to accommodate additional staff classifications. The Bidder is responsible for ensuring that all worksheet links and calculations are correct.

Table VIIA - 5. Instructions for Completing Worksheet VII-6, Staffing Costs - Service and Support

Column Number	Column Heading	Column Description

Column Number	Column Heading	Column Description
Column 1	Row	No entry. Each row is numbered for easy reference.
Column 2	Functional Category and Project Team Member	The functional categories provided cannot be changed; however, the Bidder may add more categories and team members if necessary. The Bidder shall provide the name(s) of each key project team member(s) performing these functions. The Bidder must provide a classification and a name for each non-key staff as described in the RFP. The Bidder may provide generic names for non-key staff as described in this RFP.
Column 3	Team Member Name	The Bidder shall provide the name(s) of each key project team member(s) performing these functions. The Bidder may provide generic names for non-key staff as described in this RFP.
Column 4	Subcontractor (Y/N)	The Bidder shall declare whether any of the team members are subcontractors.
Column 5, 8, 11, 14, 17, 20, 23, 26	Hourly Rate	The Bidder shall enter the hourly rate for each team member. The Bidder may include an escalation rate not to exceed five percent (5%) per year.
Columns 6, 9, 12, 15, 18, 21, 24, 27	Number of Hours	The Bidder shall enter the estimated number of work hours for each team member, delineated by State fiscal year.
Columns 7, 10, 13, 16, 19, 22, 25, 28	Extended Cost	No entry. This column automatically sums the cost of each functional category by multiplying the hourly rate by the number of hours, delineated by State fiscal years.
Column 29	Staffing Subtotals	No entry. This column automatically sums each position through the life of the project and also provides a subtotal of all Bidder team members for the Service and Support phase of the project. These subtotals will be automatically linked to Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

VIIA.3.7 End User Training Costs Non-Staffing (Worksheet VII-7)

The subtotals from this worksheet will automatically populate Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

In RFP Appendix E, Cost Workbook, Worksheet VII-7, the Bidder shall submit their prices for all non-staffing costs associated with End User Training for the CWS/Web Project. These prices shall be delineated by IR and FR. Staffing prices for End User training are covered as a line item in RFP Appendix E, Cost Workbook, Worksheet VII-5a and Worksheet VII-5b, Staffing Costs IR and FR.

The Bidder shall provide training to End Users in varying types of roles, such as trainers, social workers, help desk, etc. The Bidder should use creative and innovative training approaches. The State has estimated the number of End Users to

be trained in the varying roles. A more detailed description of the End User training can be found in the Training and Knowledge Management Strategy located in the Bidders Library.

Each county will have different training needs. Some counties will choose to train their own staff, some counties will choose a combination with the Bidder providing some training and the county providing some training to their staff, and other counties will depend upon the Bidder to provide all of their training. Some State and County lab facilities will be available for training; however, the Bidder shall provide the remaining necessary facilities. More information regarding individual counties and available training facilities can be accessed through the following link, **http://www.hwcws.cahwnet.gov/training/applications/sotrs_pub/locations.asp**.

Table VIIA - 6. Instructions for Completing Worksheet VII-7, End User Training Costs Non-Staffing

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	Class/ Session Description	The Bidder shall enter a description of the training session including course title and subject matter covered.
Column 3	Class Location	The Bidder shall enter the geographical location where the session will be held.
Columns 4, 5, 6, 7, 8, 9	Non-Staffing Training Costs	The Bidder shall submit their prices for any non-staffing costs associated with each training session, delineated by State Fiscal Years. The Bidder should refer to the End User Training document in the Bidders Library to determine which State or County facilities will be available for this training.
Column 17	Subtotals	No entry. This column will automatically populate with the total non-staffing cost of training for each class. These subtotals will be automatically linked to Worksheets VII-1 and VII-2, Total Cost Summary worksheets.

VIIA.3.8 System Interface Costs (Worksheet VII-8)

The subtotals from this worksheet will NOT automatically populate Worksheets VII-1 and VII-2, Total Cost Summary worksheets because these costs are also being captured in other Worksheets. This is supplementary information that may be used by the State to determine whether or not to proceed with each System Interface.

In RFP Appendix E, Cost Workbook, Worksheet VII-8, System Interface Costs, the Bidder shall provide the costs associated with each interface for the CWS/Web System as described in this RFP. This breakdown is for State informational purposes and will not be carried forward to the Bidder's total bid amount. All Bidders shall also include all applicable interface costs in the following worksheets:

- Worksheet VII-3 Hardware Costs
- Worksheet VII-4 Software Costs
- Worksheet VII-5a Staffing Costs - Initial Release
- Worksheet VII-5b Staffing Costs - Future Release

In Worksheet VII-8, System Interface Costs, the costs shall be itemized by each interface and delineated by State Fiscal Year. All Bidders are responsible for ensuring that all worksheet links and calculations are correct.

Table VIIA - 7. Instructions for Completing Worksheet VII-8, System Interface Costs

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	Interface Description	No entry. This information has been provided by the State.
Column 3	Hardware Cost	All Bidders shall provide their price for all Hardware items related to each Interface.
Column 4	Software Cost	All Bidders shall provide their price for all Software items related to each Interface.
Column 5	Staffing Cost	All Bidders shall provide their price for all Staffing related to each Interface.
Column 6	OTech Cost	All Bidders shall provide the OTech costs associated with each interface.
Column 7	Extended Cost	No entry. The State has inserted a formula that will sum columns 3, 4, 5, 6 to provide a subtotal for each interface.
Column 8-16	State Fiscal Years	All Bidders shall enter the price of each interface by the State fiscal year which they will incur the expense.
Column 17	Subtotal	No entry. The State has inserted a formula that will provide a subtotal for each interface.

VIIA.3.9 Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests (Worksheet VII-9)

In RFP Appendix E, Cost Workbook, Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests, the Bidder shall provide individual staff hourly rates that will be used to prepare Work Authorizations, System Change Authorizations, and Technical Services Requests for Unanticipated Tasks, System Changes, and Technical Services.

The State may request that the Bidder provide additional services that are complementary to and within scope of the contracted services. The funding of these additional services will come from dollars earmarked for Unanticipated Tasks, Technical Services, and System Changes as described below in subsections

VIIA.3.9.1, VIIA.3.9.2, and VIIA.3.9.3 respectively. The information provided on this Worksheet, VII-9, will be used to compensate the winning Bidder for designing, developing, and implementing modifications to the CWS/Web and performing other complementary services.

The Bidder shall provide team members and their individual hourly labor rates on this Worksheet, VII-9. These individual hourly labor rates shall be equal to the individual hourly labor rates submitted on the following RFP worksheets:

- Worksheet VII-5a Staffing Costs - Initial Release
- Worksheet VII-5b Staffing Costs - Future Release
- Worksheet VII-6 Staffing Costs - Service and Support.

Bidders may apply an annual escalation rate that is less than or equal to five percent (5%) for these rates throughout the contract period. **Escalation rates higher than 5% will result in a material deviation and the proposal will be deemed nonresponsive.**

VII.3.9.1 Unanticipated Tasks (Solution Development and Transition - SD&T)

Unanticipated Tasks are those that are wholly unanticipated and are not specified in the Statement of Work, but which in the opinion of both parties are necessary to successfully accomplish the general scope of work for the CWS/Web Project. Funds budgeted under Unanticipated Tasks are used when the State requires additional work for System modifications and other Contract Services during Solution Development and Transition of the CWS/Web Initial Release and Future Release. If this situation occurs, the State will initiate a Work Authorization to request the required System modifications or other Contract Services.

Ten percent (10%) of the total one-time costs to develop and transition IR and FR has been earmarked under Unanticipated Tasks to fund these additional services. This amount is automatically calculated within Worksheet VII-1, Total Cost Summary (Bid Amount), and Worksheet VII-2, Total Cost Summary (Contract Amount) and shall not be changed by the Bidder.

VIIA.3.9.2 Technical Services (routine tasks and changes, post SD&T)

The State will require additional services, herein referred to as Technical Services that are complementary to and within scope of the contracted services. These services will be needed during ongoing Service and Support. These additional services will be reviewed and approved using Technical Services Requests, as described in the RFP, Appendix A, CWS/Web Contract. These services include but are not limited to making mandated changes to forms and reports, analyzing the impact of System changes associated with statewide infrastructural maintenance, and coordinating System changes with the Infrastructure Support Contractor. These changes are typically minor and required in an urgent manner.

In Worksheet VII-9, the Bidder shall provide individual hourly labor rates that will be used to complete Technical Services Requests, described in Appendix A, CWS/Web Contract. Technical Services Requests will be used by the State to approve the need for Technical Services after the CWS/Web System Initial Release is completed and accepted by the State.

The amount for Technical Services has been predetermined by the State and will be the same for all Bidders. This amount has been entered into Worksheet VII-1, Total Cost Summary (Bid Amount), and Worksheet VII-2, Total Cost Summary (Contract Amount) and shall not be changed by the Bidder.

VIIA.3.9.3 System Changes (major modifications, post SD&T)

The State will require System modifications that are wholly unanticipated and are not specified in the Statement of Work, but which in the opinion of both parties are necessary to successfully accomplish the general scope of work for the CWS/Web Project after the State's Initial Release Implementation Acceptance. These changes include but are not limited to major upgrades and/or Releases. The State will also use dollars budgeted under System Changes to pay for Contractor Services related to Transition Out activities and any System repairs required as a result of the federal Statewide Automated Child Welfare Information System (SACWIS) Review.

In Worksheet VII-9, the Bidder shall provide individual hourly labor rates that will be used to complete System Change Authorizations, described in Appendix A, CWS/Web Contract. System Change Authorizations will be used by the State to approve the need for System Changes after the CWS/Web System Initial Release is completed and accepted by the State.

The amount for System Change has been predetermined by the State and will be the same for all Bidders. This amount has been entered into Worksheet VII-1, Total Cost Summary (Bid Amount), and Worksheet VII-2, Total Cost Summary (Contract Amount) and shall not be changed by the Bidder.

Table VIIA - 8. Instructions for Completing Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	Project Team Member	The State has provided a list of project team members that may be involved in the functions related to Unanticipated Tasks, Technical Services, and System Changes. All Bidders shall provide the hourly rates for the listed classifications. The Bidder may insert additional team members that will be needed to complete the functions described above. The State may use these rates for the functions described above.
Columns	Hourly Rate	The Bidder shall provide the hourly rates by State fiscal year

Column Number	Column Heading	Column Description
3-10	for Each Project Team Member by Project Year	for each project team member that will be involved in the functions related to Unanticipated Tasks, Technical Support Services, and System Change Services. These hourly rates may be used in the compilation of Work Authorizations, System Change Authorizations, and Technical Services Requests. The State has the option of using these individual hourly rates or the Bidder's blended rates in Columns 13-20 for Work Authorizations, System Change Authorizations, and Technical Services Requests.

VIIA.3.10 Products Pricing List (Worksheet VII-10)

The totals from this worksheet will NOT populate Worksheets VII-1 and VII-2, Total Cost Summary worksheets. This information may be used by the State to calculate partial payments.

In RFP Appendix E, Cost Workbook, Worksheet VII-10, Products Pricing List, the Bidder shall provide their price for the list of Products shown in the worksheet. This list only includes Products that are associated with the Compensation Milestones in the Compensation Model. This list may be used by the State to calculate partial compensation.

These Products are defined in the RFP Requirements, Deliverable Expectation Documents (DED), and Data Item Descriptions (DID). This worksheet may be used by the State to calculate partial payments to the winning Bidder, i.e. the Contractor.

Table VIIA - 9. Instructions for Completing Worksheet VII-10, Products Pricing List

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	Product ID #	No entry. The State has provided an RFP reference for this Product.
Column 3	List of Products	No entry. This information has been provided by the State.
Column 4	Type of Product (Deliverable or Material)	No entry. The State has classified these Products as deliverables or materials, as described in Section VIIB, Compensation Model. The Bidder shall not make changes.
Column 5, 6	Initial Release (Y/N)	No entry. The State has indicated whether this Product will be required during the Initial Release phase of the project.
Column 7,8	Future Release (Y/N)	No entry. The State has indicated whether this Product will be required during the Future Release phase of the project.
Column 9	Initial Release Cost	The Bidder shall enter their total cost for each Product.
Column 10	Future Release Cost	The Bidder shall enter their total cost for each Product.

VIIA.3.11 Initial Release Compensation Schedule by Percentage (Worksheet VII-11a) and Future Release Compensation Schedule by Percentage (Worksheet VII-11b)

The totals from these worksheet will NOT automatically populate Worksheets VII-1 and VII-2, Total Cost Summaries. This information is for compensation purposes.

In RFP Appendix E, Cost Workbook, Worksheets VII-11a and VII-11b, the Bidder shall propose a compensation schedule by contract month and percentage of cost for completing the project Products throughout the contract period. These worksheets will be reviewed by the State during Draft Proposal review. Cost percentages are used in these worksheets since the Bidder cannot reveal actual costs during this stage of the RFP process. More details related to the compensation model can be found in RFP Section VIIB, Compensation Model.

NOTE: Bidder submissions of Draft Proposals must not include cost, prices, or dollar amounts. Bidder's that include costs, prices, or dollar amounts in their Draft Proposals may be deemed non-responsive. Bidder submissions of Final Proposals must include all Cost Worksheets which include costs, prices, or dollar amounts under separate sealed cover. Bidder's that do not include costs, prices, or dollar amounts in their Final Proposals under separate cover may be deemed non-responsive.

Table VIIA - 10. Instructions for Completing Worksheet VII-11a, Initial Release Compensation Schedule by Percentage and Worksheet VII-11b, Future Release Compensation Schedule by Percentage

Column Number	Column Heading	Column Description
Column 1	Row	No entry. Each row is numbered for easy reference
Column 2	Compensation Milestone Number	No entry. The State has numbered these milestones as described in the RFP, Section VIIB, Compensation Model and the Bidder shall not make changes.
Column 3	Product ID #	No entry. This information has been provided by the State to give the Bidder a point of reference for each "Product" requirement.
Column 4	Compensation Milestones and Associated Products	No entry. The State has listed these milestones and Products as described in the RFP, Section VIIB, Compensation Model and the Bidder shall not make changes. The listed Products for a given compensation milestone provide some definition for that milestone group.
Column 5	Type of Product (Deliverable or Material)	No entry. The State has classified these Products as deliverables or materials, as described in Section VIIB, Compensation Model. The Bidder shall not make changes.
Column 6	Milestone Review	The Bidder shall propose a milestone review end date in

Column Number	Column Heading	Column Description
	End Date	each line that corresponds to a compensation milestone. This date shall correspond to the estimated completion date for each set of Products. The Bidder shall not enter dates for each Product.
Column 7	Percent of Payment (Bidder's Proposal)	The Bidder shall propose a percentage of cost in each line that corresponds to a compensation milestone. These lines are not shaded. The Bidder shall not propose percentages for each Product. If the Bidder chooses other than the State's preferred percent of payment, the Bidder may not exceed the lower or upper percent of payment. If the Bidder chooses other than the State's preferred, the total payment percentage must equal 85%.
Column 8	Percent of Payment (State's Preferred)	No entry. This column represents the percentage of compensation that the State prefers to pay the Contractor for the subject milestone.
Column 9	Percent of Payment (Lower Limit)	No entry. This column represents the minimum percentage of compensation that the State will pay the Contractor for the subject milestone.
Column 10	Percent of Payment (Upper Limit)	No entry. This column represents the maximum percentage of compensation that the State will pay the Contractor for the subject milestone.

VIIA.3.12 Compensation by Percentage for Statewide Deployment of Initial Release (Worksheet VII-12)

The totals from this worksheet will NOT automatically populate Worksheets VII-1 and VII-2, Total Cost Summaries. This information is for compensation purposes.

In RFP Appendix E, Cost Workbook, Worksheet VII-12, the Bidder shall portray the number of phases for their proposed Deployment of the CWS/Web System. This worksheet is only to be used if the Bidder is proposing more than one phase for Deployment. The phased Deployment is specific to the Compensation Milestone entitled, Initial Release Implementation Completion on Worksheet VII-11a of this RFP.

The Bidder shall submit the start date, milestone review date and Deployment locations for each phase. Section VIIB, Compensation Model, also provides further details related to the Compensation Model and this worksheet.

Table VIIA - 11. Instructions for Completing Worksheet VII-12, Compensation by Percentage for Statewide Deployment of Initial Release

Column Number	Column Heading	Column Description
Column 1	Row	No entry. Each row is numbered for easy reference.
Column 2	Deployment Location	No entry. The State has listed all counties and CDSS.
Column 3	Percent of Milestone Cost	No entry. This information has been be provided by the State to indicate the percentage of compensation that will be paid to the Contractor for the completion of each milestone.
Column 4	Compensation Group Number	The Bidder can group the Deployment locations into two, three, four, five, or six groupings as described in the RFP, Section VIIB, Compensation Model. The Bidder shall indicate a group number, 1-6, for each location. The group numbers not only reflect the locations within each group, but also the rollout phase.
Column 5	Row	No entry.
Column 6	Milestone	No entry. This pre-formatted number will automatically populate the Bidder's Compensation Schedule.
Column 7	Compensation Group	No entry. This column has been pre-formatted by the State to indicate group 1-6.
Column 8	Milestone Review Date	The Bidder shall propose dates for State review and acceptance of each compensation milestone.
Column 9	Percent of Milestone Cost	No entry. Cost percentages are automatically calculated for each compensation milestone.

VIIA.3.13 Initial Release Compensation Schedule by Dollar Amount (Worksheet VII-13a) and Future Release Compensation Schedule by Dollar Amount (Worksheet VII-13b)

The totals from these worksheets will NOT automatically populate Worksheets VII-1 and VII-2, Total Cost Summaries. This information is for compensation purposes.

In RFP Appendix E, Cost Workbook, Worksheets VII-13a and VII-13b, the Bidder shall propose a schedule by contract month and cost for completing the project Products throughout the contract period as described in the RFP Appendix A, CWS/Web Contract. These worksheets will be reviewed by the State during the Final Proposal Evaluation and shall be submitted under sealed, separate cover. More details related to the compensation model and Worksheets VII-13a and VII-13b can be found in this RFP, Section VIIB, Compensation Model.

Table VIIA - 12. Instructions for Completing Worksheet VII-13a, Initial Release Compensation Schedule by Dollar Amount and Worksheet VII-13b, Future Release Compensation Schedule by Dollar Amount

Column Number	Column Heading	Column Description

Column Number	Column Heading	Column Description
Column 1	Row	No entry. Each row is numbered for easy reference.
Column 2	Compensation Milestone Number	No entry. The State has numbered these milestones as described in the RFP, Section VIIB, Compensation Model and the Bidder should not make changes.
Column 3	Product ID#	No entry. This information has been provided by the State to give the Bidder a point of reference for each "Product" requirement.
Column 4	Compensation Milestones and Associated Products	No entry. The State has listed these milestones and Products as described in the RFP, Section VIIB, Compensation Model and the Bidder shall not make changes.
Column 5	Type of Product (Deliverable or Material)	No entry. The State has classified these Products as deliverables or materials. The Bidder shall not make changes.
Column 6	Milestone Review Date	The Bidder shall propose a milestone review date in each line that corresponds to a compensation milestone. These lines are not shaded. The Bidder shall not enter dates for each Product.
Column 7	Payment Amount (Bidder's Proposed)	The Bidder shall propose cost amounts for each compensation milestone. These lines are not shaded. The cost amounts must correlate to the percentages in Cost Worksheet VII-11a. The Bidder shall not enter cost amounts for the individual Products.
Column 8	Adjusted Payment	No entry. This column represents a 15% cost adjusted amount for each compensation milestone to accommodate the 5% Holdback and 10% Management Balanced Scorecard for IR and FR.
Column 9	Percent of Total Payment (Bidder's Proposal)	No entry. This column represents the percentage of total cost for each compensation milestone in relation to the Bidder's "Total Bid Amount."

VIIA.3.14 Compensation by Dollar Amount for Statewide Deployment of Initial Release (Worksheet VII-14)

The totals from this worksheet will NOT automatically populate Worksheets VII-1 and VII-2, Total Cost Summaries. This information is for compensation purposes.

The Bidder shall use RFP Appendix E, Cost Workbook, Worksheet VII-14, to portray the number of phases for their proposed Deployment of the CWS/Web. **This worksheet is only to be used if the Bidder is proposing more than one phase for Deployment.** The phased Deployment is specific to the Compensation Milestone entitled, Initial Release Implementation Completion, on Worksheet VII-11a of this RFP.

The Bidder shall submit the start date, milestone review date and Deployment locations for each of phases as described in the RFP Appendix A, CWS/Web Contract. RFP Section VIIB, Compensation Model, also provides further details related to the Compensation Model and Worksheet VII-14. This Cost Worksheet must only be submitted with the Bidder's Final Proposal.

Table VIIA - 13. Instructions for Completing Worksheet VII-14, Compensation by Dollar Amount for Statewide Deployment of Initial Release

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	Deployment Location	No entry. The State has listed all counties and CDSS.
Column 3	Percent of Milestone Cost	No entry. This information has been provided by the State to indicate the percentage of compensation that will be paid to the Contractor for the completion of each milestone.
Column 4	Compensation Group Number (1-6)	The Bidder can group the Deployment locations into two, three, four, five, or six groupings as described in the RFP, Section VIIB, Compensation Model. The Bidder shall indicate a group number, 1-6, for each location. The group numbers not only reflect the locations within each group, but also the rollout phase.
Column 5	Row Number	No entry.
Column 6	Milestone	No entry. This pre-formatted number will automatically populate the Bidder's Compensation Schedule.
Column 7	Compensation Group	No entry. This column has been pre-formatted by the State to indicate group 1-6.
Column 8	Milestone Review Date	The Bidder shall propose dates for State review and acceptance of each compensation milestone.
Column 9	Percent of Milestone Cost	No entry. The column will automatically populate with a formula that calculates the total percentage of each grouping based on the Bidder's proposed implementation schedule and strategy.
Column 10	Milestone Cost	No entry. The column will automatically populate with a formula that calculates the total cost of each grouping based on the Bidder's proposed implementation schedule and strategy.

VIIA.3.15 OTech Cost Sheets (Worksheets VII-15a, VII-15b, VII-15c, VII-15d)

The subtotals from worksheet VII-15a will automatically populate Worksheet VII-1, Total Cost Summary.

In RFP Appendix E, Cost Workbook, OTech Worksheets: VII-15a, VII-15b, VII-15c, VII-15d, the Bidder shall submit all OTech costs related to the Bidder's proposed solution for the CWS/Web.

Worksheet VII-15a, OTech Cost Summary, will calculate all of the OTech service costs associated with the Bidder's proposed solution of the CWS/Web. This worksheet is automatically populated using pricing and cost information extracted from the following worksheets:

- Worksheet VII-15b OTech One-Time Costs
- Worksheet VII-15c OTech Monthly Service Costs
- Worksheet VII-15d OTech Annual Service Costs

OTech service costs include hosting the CWS/Web as described in the RFP. These costs also represent the one-time OTech setup costs and ongoing OTech costs for all OTech-provided items proposed by the Bidder for each phase of the Project, as well as ongoing OTech costs for the Service and Support years. These costs should also include the purchase, delivery, installation, licenses and production of the OTech components. All OTech costs should be based on OTech published rates which can be found by visiting OTech's website at the following links: http://www.servicecatalog.dts.ca.gov/ and http://www.dts.ca.gov/customers/rates.asp. The Bidder is responsible for providing hardware and software specifications that will be used as the basis for defining the OTech data center hardware and software costs, in accordance with Section VI, System Requirements, and the Bidder's proposed solution.

These costs shall be identified through Confidential Discussions between the Bidder and OTech. The Bidder is responsible for working with the OTech to accurately and fully detail costs for hosting the CWS/Web Solution. During Confidential Discussions, an OTech representative will be available to discuss the OTech service costs.

Should any additional hardware or software be required beyond that proposed by the Bidder for OTech services, the Bidder agrees to bear the costs of such additional hardware and software during the term of the CWS/Web Contract. Additional information regarding OTech services can be accessed at the following internet location, http://www.servicecatalog.dts.ca.gov/.

Table VIIA - 14. Instructions for Completing Worksheet VII-15b, OTech One-Time Costs

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	OTech Service Description	The Bidder shall provide a description of the service provided by OTech.
Column 3	Environment(s) Supported	The Bidder shall specify the environment(s), for example development/test environment.
Column 4	Start Date	The Bidder shall provide a target start date for the specific service.
Column 5	Comp Code	The Bidder shall provide the OTech Component Code for each item.

Column Number	Column Heading	Column Description
Column 6	Cost per Unit	The Bidder shall provide the cost per unit.
Column 7	Quantity	The Bidder shall enter the quantity of each unit needed for the proposed solution.
Column 8	Total Price per Item	No entry. This column will automatically populate using a formula that will multiply columns 7 and 8.
Columns 9-17	Fiscal Year Breakdown	The Bidder shall enter the total price of each item by State fiscal year.
Column 18	Subtotals	No entry. This column will automatically populate using a formula that will calculate the cost of each item for each phase of the project as well as the entire period of the CWS/Web Contract. These subtotals will be automatically linked to Worksheet VII-1, Total Bid Amount worksheet.

Table VIIA - 15. Instructions for Completing Worksheet VII-15c, OTech Monthly Service Costs

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	OTech Service Description	The Bidder shall provide a description of the service provided by OTech.
Column 3	Environment(s) Supported	The Bidder shall specify the environment(s), for example development/test environment.
Column 4	Comp Code	The Bidder shall provide the OTech Component Code for each item.
Column 5	Start Date	The Bidder shall provide a target start date for the specific service.
Column 6	Number of Months	The Bidder shall provide the number of months for each OTech service.
Column 7	Monthly Cost	The Bidder shall provide the monthly costs for each OTech Service.
Column 8	Cost per Item	No entry. This column will automatically populate using a formula that will multiply columns 6 and 7.
Columns 9-17	Fiscal Year Breakdown	The Bidder shall enter the total price of each service by State fiscal year.
Column 18	Subtotals	No entry. This column will automatically populate using a formula that will calculate the cost of each service for each phase of the project as well as the entire period of the CWS/Web Contract. These subtotals will be automatically linked to Worksheet VII-1, Total Bid Amount worksheet.

Table VIIA - 16. Instructions for Completing Worksheet VII-15d, OTech Annual Service Costs

Column Number	Column Heading	Column Description
Column 1	Row Number	No entry. Each row is numbered for easy reference.
Column 2	OTech Service Description	The Bidder shall provide a description of the service provided by OTech.

Column Number	Column Heading	Column Description
Column 3	Environment(s) Supported	The Bidder shall specify the environment(s), for example development/test environment.
Column 4	Comp Code	The Bidder shall provide the OTech Component Code for each item.
Column 5	Start Date	The Bidder shall provide a target start date for the specific service.
Column 6	Quantity	The Bidder shall provide the quantity of each item.
Column 7	Annual Cost	The Bidder shall provide the annual costs for each item.
Column 8	Cost per Item	No entry. This column will automatically populate using a formula that will multiply columns 6 and 7.
Columns 9-17	Fiscal Year Breakdown	The Bidder shall enter the total price of each item by State fiscal year.
Column 18	Subtotals	No entry. This column will automatically populate using a formula that will calculate the cost of each item for each phase of the project as well as the entire period of the CWS/Web Contract. These subtotals will be automatically linked to Worksheet VII-1, Total Bid Amount worksheet.

VIIB. COMPENSATION MODEL

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VIIB.1 COMPENSATION OVERVIEW

The purpose of this section is to provide the Bidders with a high-level explanation of the compensation model for the CWS/Web Project. The State will use four (4) compensation streams to compensate the winning Bidder (i.e., Contractor) during this effort. Compensation streams are categories of payment used to compensate the Contractor upon achievement of the Performance Measures established for each stream. The State will make payments to the Contractor based on the achievement of specific Compensation Milestones and/or metrics set forth in RFP Appendix A, CWS/Web Contract.

Figure VIIB - 1. Example of Compensation Streams, provides a conceptual illustration of the four (4) compensation streams across the Project's lifecycle:

- Solution Development and Transition (SD&T) (Yellow Bar)
- Management Performance Balanced Scorecard (Light Blue Bar)
- Holdbacks (Diamonds)
- Service and Support (Green Bar)

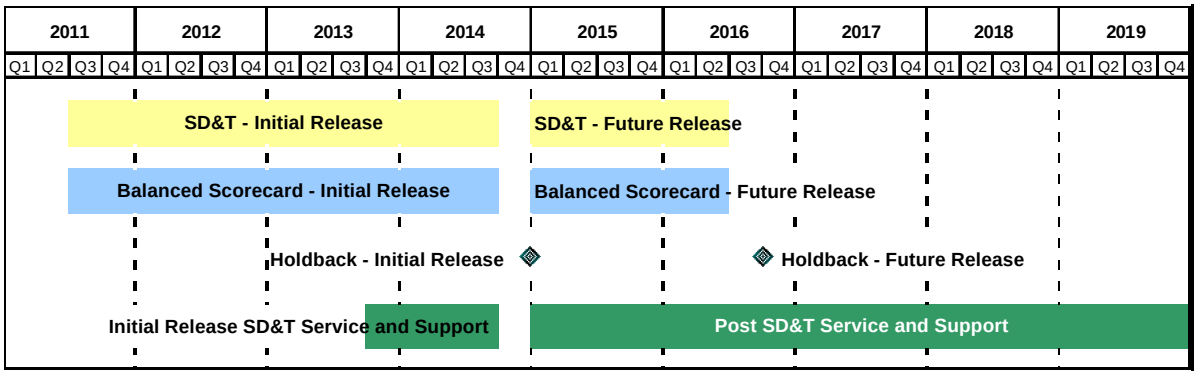

Figure VIIB - 1. Example of Compensation Streams

The SD&T Compensation Stream approach for the CWS/Web Initial Release and Future Release are the same but occur during two (2) different time periods. Using this compensation approach, the State will make milestone payments throughout each CWS/Web SD&T Release period based on the payment amounts shown in RFP Appendix E, Cost Workbook, Worksheet VII-13a, Worksheet VII-13b, and Worksheet VII-14, as well as the Acceptance Criteria set forth in RFP Appendix A, CWS/Web Contract, Section 10, Products and Services.

The Management Performance Balanced Scorecard (Balanced Scorecard) is a compensation stream that is associated with how well the Contractor performs management activities and meets its obligations as set forth in the Statement of Work, Project Plans and documents, and RFP Appendix A, CWS/Web Contract. The State will make quarterly payments to the Contractor based on achieved performance levels as specified in Section VIIB.4, Management Performance Balanced Scorecard.

Holdbacks are used to ensure satisfactory Project performance and fulfillment of all contractual obligations by the Contractor related to the SD&T Initial Release and Future Release. The State will release Holdbacks to the Contractor based on the criteria set forth in RFP Appendix A, CWS/Web Contract.

The compensation approaches for Initial Release SD&T and Post SD&T Service and Support are similar to one another. The difference is that during the Post SD&T period, Service and Support will be provided pursuant to a Service Level Agreement (SLA) under which payments received by the Contractor will be subject to Performance Measures and the possible application of Customer Credits for the State. The availability of compensation for Service and Support begins during the latter part of the Initial Release SD&T Service and Support period (i.e., initiation of the Pilot) and continues throughout the Post SD&T Service and Support period, three (3) years plus two (2) optional years. As part of this compensation approach, the State and Contractor will negotiate an SLA to establish performance standards, problem Severity Levels, Customer Credit formulas, and other processes and procedures to ensure quality, continuity and reliability of Services for the CWS/Web and its users. The State will pay Monthly Payments to the Contractor during Initial Release SD&T Service and Support and Monthly Payments minus any Customer Credit during Post SD&T Service and Support.

The following subsections provide further details related to the four (4) types of compensation streams and approaches, including the winning Bidder's (i.e., Contractor's) responsibilities, State responsibilities and payment schema. Bidders are expected to use this compensation model as the basis for developing their compensation proposal in response to this Request for Proposal (RFP). The Bidder must also ensure that its compensation proposal is aligned with its proposed Project Schedule in order to meet the goals and objectives of the CWS/Web Project.

To ensure compliance with the Compensation Model's requirements, Bidders must respond to the requirements shown in Table VIIB – 5, Mandatory Compensation Requirements, by checking an "X" next to the appropriate response for each requirement. The Bidders must submit the completed table along with their proposals. Failure to positively identify the Bidder's compliance with the requirements may be deemed a deviation and subject the Bidder's proposal to rejection.

VIIB.2 COMPENSATION DEFINITIONS

The following are definitions of compensation terms commonly used throughout the RFP:

- Compensation Milestone • A key event that requires the assessment of the Contractor's performance for purposes of determining if compensation is payable to the Contractor.
- Compensation Stream • A category of payment used to compensate the Contractor upon achievement of the Performance Measures established therefore.

- Customer Credit – An amount owed by the Contractor to the State to compensate the State for nonperformance. The amount is to be credited against the Monthly Payments owed by the State to the Contractor, in whole or in part, due to unsatisfactory performance levels by the Contractor and/or System only during Service and Support. In essence, the Customer Credit is a reduction in the Monthly Payment owed to the Contractor and is not recoverable by the Contractor. The performance parameters related to Customer Credit are specified in the Service Level Agreement.
- Initial Release SD&T Service and Support • Service and Support provided by the Contractor during the Initial Release SD&T period, specifically the period that starts at Pilot initiation and ends once Initial Release Implementation is completed.
- Milestone Review • A review performed by the Contractor to formally present information to the State that demonstrates achievement of the respective Compensation Milestone. This review includes the following elements:
    - A Milestone Report
    - Milestone Report Presentation and Walk-through
- Milestone Report - A report prepared by the Contractor for the Milestone Review and subject to State Acceptance in which the Contractor details the following: the achievements, Deficiencies and lessons learned of the respective Compensation Milestone; describes the resolution of any Deficiencies or Conditional Acceptances; and includes copies of notices of Acceptance or receipt for Products associated with the Compensation Milestone.
- Monthly Payment – A payment for Service and Support based on the total dollars allocated during a specific fiscal year for Service and Support staff costs divided by the number of months of Service and Support provided by the Contractor during that year. The fiscal year dollar amounts are based on cost data as agreed to in the Contract and shown in RFP Appendix E, Cost Workbook, Worksheet VII-2, Total Cost Summary (Contract Amount). Payments will start after the Service and Support has begun (i.e., after initiating the Pilot during Initial Release).
- Partial Payment • A prorated payment of a Compensation Milestone when unique situations occur where Deliverables and/or Materials cannot be submitted by the Contractor due to unforeseen circumstances or those that are beyond the reasonable control of the Contractor.
- Performance Measures • Criteria that the Contractor must meet or exceed in order to receive payment from the State.
- Post SD&T Service and Support • Service and Support provided by the Contractor after Initial Release Implementation Acceptance. This period is also known as Maintenance and Operations.
- Service Level Agreement • An agreement between the Contractor and the State that specifies the Performance Measures or Performance Standards to be used in assessing the Contractor's achievement of specified business objectives of the State.

VIIB.3 SD&T COMPENSATION STREAM

The purpose of using the SD&T Compensation Stream is to ensure satisfactory Project performance by the Contractor while mitigating unnecessary risks to the State. This Compensation Stream is the primary payment driver for the two (2) SD&T phases (i.e., Initial Release and Future Release). Using this strategy, Compensation Milestone payments act as major checkpoints throughout the Project. The Contractor must complete the Project tasks and activities associated with each Compensation Milestone and deliver the required Products (i.e., Deliverables and Materials) to pass each respective checkpoint. These Products are specified in RFP Section VI.9, Contractor Products and Document Submission Process, and shown in the compensation worksheets in RFP Appendix E, Cost Workbook. The State must also accept all Deliverables based on the established Acceptance Criteria as part of this strategy. Upon successful delivery and Acceptance of the required Materials and Deliverables for a given milestone, the State will make payment to the Contractor in the amount set forth in RFP Appendix A, CWS/Web Contract.

For each Compensation Milestone, the Contractor shall deliver the associated Products to the State at various points in time prior to the milestone completion date. The State will acknowledge receipt of Materials as well as review and accept Deliverables throughout the Compensation Milestone period. The State will make the milestone payment to the Contractor once all Materials have been received, all Deliverables have been accepted, resolution of all documented open items, the Milestone Review has been completed, and a correct invoice has been received for that Compensation Milestone.

Note: The SD&T Compensation Stream is a "payment" approach; consequently, payment amounts determined for the Compensation Milestones may not reflect the Bidder's actual costs of the Products listed within each Milestone.

Table VIIB - 1. Example of Compensation Milestone 1, illustrates the Products associated with that Compensation Milestone.

Table VIIB - 1. Example of Compensation Milestone 1

Product ID#	Associated Products	Type of Product*
PM016	Configuration Management Plan	DL
PM001	Project Management Plan	DL
PM002	Project Schedule	DL
PM008	Requirements Control Plan	DL
PM009	Risk Management Plan	DL
TM002	Software Development Plan	DL
Compensation Milestone 1 - Project Management System		

* Product Acronym DL is a Deliverable.

Worksheets VII-11a, Initial Release Compensation Schedule by Percentage and VII-11b, Future Release Compensation Schedule by Percentage in RFP Appendix E, Cost Workbook, illustrate all of the Compensation Milestones for Initial Release and Future Release along with the Materials and Deliverables associated with them. There are twelve (12) Compensation Milestones for the Initial Release and nine (9) Compensation Milestones for Future Release. The numeric sequence of these Compensation Milestones is by no means intended to follow a linear path. They are numbered for identification purposes only.

VIIB.3.1 Bidder's Proposed Milestone Review Dates and Payment Amounts

The State expects each Bidder to propose Milestone Review dates and payment amounts that suit its desired revenue stream within State parameters. The Milestone Review schedule, however, must coincide with the proposed Project Schedule to ensure completion of the Project tasks and activities and alignment of the payments across the Project's development lifecycle. The SD&T Compensation Stream in its current form reflects a waterfall approach to systems development. If the Bidder would prefer to use an iterative approach or another rapid application development approach, the Bidder may request revisions to the existing compensation model to accommodate these types of development approaches. The State will consider these requests during the RFP bid process, specifically during the question and answer period, bidders conference, and confidential discussions.

Bidders participating in the Draft Proposal process must complete RFP Appendix E, Cost Workbook, Worksheets VII-11a, Initial Release Compensation by Percentage and VII-11b, Future Release Compensation by Percentage. For the Final Proposal all Bidders must complete Worksheets VII-13a, Initial Release Compensation Schedule by Dollar Amount and VII-13b, Future Release Compensation Schedule by Dollar Amount in RFP Appendix E, Cost Workbook.

Draft Proposal Worksheets VII-11a and VII-11b allow the Bidder to propose its Milestone Review dates and payment amounts IN PERCENTAGE TERMS ONLY. The State will use this information to assess the Bidder's Milestone Review schedule and payment percentages during Draft Proposal review. If there are any concerns with the Draft Proposal, the State will discuss them with the Bidder during confidential discussions. The use of percentages allows the State to assess the Bidder's proposed Milestone Review schedule and relative payment amounts without revealing the actual dollar amounts. **During this stage of the RFP process, IT IS IMPERATIVE that the Bidder NOT divulge actual dollar amounts.**

Draft Proposal Worksheets VII-11a and VII-11b also present the State's preferred "percent of payment amount" for each Compensation Milestone as well as the acceptable lower and upper percentage limits. The lower and upper limits are intended to allow the Bidder flexibility in proposing its payment proposal. The lower and upper limits are plus or minus nine percent (± 9 %) of the preferred percent of the total payment for most milestones within a Release (i.e., Initial Release and Future Release). The exception is Initial Release Compensation Milestone 12 and Future Release Milestone 9, in that the lower and upper limits for these milestones

are plus or minus 25 percent (± 25%). It is the Bidder's responsibility to ensure that its payment proposal falls within the acceptable ranges of each Compensation Milestone.

In the Final Proposal, the Bidder must propose its Milestone Review dates and payment amounts in Worksheets VII-13a and VII-13b. These worksheets will reflect the Milestone Review schedule and payment proposal for the CWS/Web Project effort. The Bidder's proposed Compensation Milestone payment amounts submitted on Worksheets VII-13a and VII-13b, from a percentage standpoint, must continue to fall within the respective lower and upper percentage limits set forth in Worksheets VII-11a and VII-11b, respectively. **Milestone payments that deviate from this requirement may be deemed nonresponsive by the State.**

To encourage consistent payments throughout SD&T, the State is also allowing the Bidder to break up Initial Release Compensation Milestone 12 into smaller milestone payments at its discretion. The State is allowing this exception due to the prolonged period required to implement the new CWS/Web in 58 counties and at the California Department of Social Services (CDSS). Worksheet VII-12 in RFP Appendix E, Cost Workbook, allows the Bidder to select up to six smaller milestone payments based on payment amounts in percentage terms by aggregate locations (e.g., counties) for the Draft Proposal review. Likewise, Worksheet VII-14 in RFP Appendix E, Cost Workbook, allows the Bidder to select up to six smaller milestone payments based on the actual dollar amounts by aggregate locations (e.g., counties) for its Final Proposal submission. If the Bidder chooses to break up Compensation Milestone 12, the cumulative dollar amounts of the smaller milestones must equate to the proposed payment amount for this Compensation Milestone.

Further, the Bidder must comply with worksheet submission requirements set forth in RFP Section VIII, Proposal Format, and submit the actual payment data under separate, sealed cover. RFP Section VIIA, Pricing Proposal, provides detailed instructions on how to complete Worksheets VII-11a, VII-11b and VII-12 (i.e., Compensation by Percentage for Statewide Deployment of Initial Release) and Worksheets VII-13a, VII-13b and VII-14 (i.e., Compensation by Dollar Amount for Statewide Deployment of Initial Release).

VIIB.3.2 SD&T Compensation Milestone Payments

Final Proposal Worksheets VII-13a, Initial Release Compensation Schedule by Dollar Amount, VII-13b, Future Release Compensation Schedule by Dollar Amount, VII-14, Compensation by Dollar Amount for Schedule Deployment of Initial Release and information therein, as proposed by the Contractor and accepted by the State, will form the basis of the SD&T Compensation Milestone payments. All of these worksheets automatically adjust the Bidder's proposed payment amounts to reflect the actual payment the State will make for a given Compensation Milestone (i.e., the adjusted payment amount). The adjusted payment amount is the SD&T Compensation Milestone payment amount minus the dollar amounts allocated toward the Management Performance Balanced Scorecard (10%) and Holdbacks (5%). These percentages are based on the SD&T one-time costs.

To obtain SD&T Compensation Milestone Payments, the Contractor must gain State Acceptance of the Milestone Report for each respective Compensation Milestone, including State acknowledgement or Acceptance (as applicable) of the required Materials and Deliverables for that milestone. The State will make payments to the Contractor after Acceptance of the Milestone Report and following the receipt of correct invoices.

VIIB.3.3 Partial Payments

Unique situations may occur where Deliverables and/or Materials cannot be submitted by the Contractor due to unforeseen circumstances or those that are beyond the reasonable control of the Contractor. In these situations the State may consider making a Partial Payment of a Compensation Milestone to the Contractor.

To calculate the partial payment, the State will subtract the prorated cost for the un-submitted Deliverable or Material from the Compensation Milestone payment. The prorated cost is eighty-five percent (85%) of the proposed cost of the Deliverable or Material shown in Worksheet VII-10, Product Pricing List, located in Appendix E, Cost Workbook. The remaining fifteen percent (15%) of the cost is accounted for in the Management Performance Balanced Scorecard (10% of the one-time costs) and Holdback (5% of the one-time costs) and is excluded from the prorated cost.

VIIB.4 MANAGEMENT PERFORMANCE BALANCED SCORECARD

The Management Performance Balanced Scorecard (Balanced Scorecard) is a Compensation Stream that is associated with how well the Contractor performs management activities and meets its obligations as set forth in the Statement of Work, Project Plans and documents, and RFP Appendix A, CWS/Web Contract. By tying Contractor compensation to the Balanced Scorecard, the State mitigates the risk of inconsistent management, development and implementation of the Project and System with regard to applicable federal and State requirements. The State will allocate 10 percent (10%) of the total cost for each Release toward the Balanced Scorecard Compensation Stream. Specifically, this Compensation Stream will be applied separately to both the Initial Release and the Future Release. Payments will commence in the first complete calendar month occurring approximately 90 calendar days after the Project Start Date of each Release if the Contractor achieves satisfactory performance levels during the 90 day evaluation period. Performance levels and the associated payment calculations are described in the following sections.

VIIB.4.1 Scope and Approach

The Management Performance Balanced Scorecard will only measure performance under reasonable control of the Contractor and be based on the Contractor's responsibilities as described in the Statement of Work, Project Plans and documents, and RFP Appendix A, CWS/Web Contract. The State will employ the Balanced Scorecard during Initial Release and the Future Release. For each Release, the State will evenly distribute the funds allocated toward the Balanced Scorecard across the quarterly evaluation periods, except for the last quarter. The

last quarter will have a disproportionate amount of funds that the State will use to subsidize accelerated payments for the prior quarters. The State will use the following two steps to calculate funds allocated to each quarter:

1. Evenly distribute the funds allocated toward the Balanced Scorecard for each quarter;
2. Take ten percent (10%) from each quarter prior to the last quarter and reallocate these funds to the last quarter.

The Balanced Scorecard approach will use three (3) performance ratings: excellent, satisfactory and unsatisfactory. Excellent ratings are given on the Balanced Scorecard when the Contractor exceeds the performance standards agreed upon by the Contractor and the State. Satisfactory ratings are given on the Balanced Scorecard when the Contractor meets the State's expectations; however, such a rating may include the identification of areas where improvements in performance are desired. Unsatisfactory ratings are given on the Balanced Scorecard when the Contractor does not meet the State's expectations. In these cases, the State will identify the performance Deficiencies and actions required by the Contractor to achieve a satisfactory rating. The State may also provide unsatisfactory ratings when areas for improvement have been identified on previous Balanced Scorecards but the Contractor has failed to address the areas of concern.

A baseline, or Satisfactory score for each Balanced Scorecard evaluation criterion is 1.00, while evaluation criteria with excellent ratings will receive a score of 1.10, and evaluation criteria with unsatisfactory ratings will receive a score of zero. Each evaluation criterion included on the Balanced Scorecard will carry an equal weighting.

The State and Contractor will develop and mutually agree on a checklist to guide the State's rating of the Balanced Scorecard evaluation criteria. Revisions to the checklist are possible during different phases of the Project through mutual agreement. Each checklist must identify the Balanced Scorecard's categories, sub-categories and evaluation criteria as described in Section VIIB.4.2 and apply the scoring methodology described in Section VIIB.4.3. In the event the parties cannot agree on a checklist, the categories, sub-categories and evaluation criteria descriptions in Section VIIB.4.2 shall constitute the checklist without further clarification.

VIIB.4.2 Balanced Scorecard Categories, Sub-Categories and Evaluation Criteria

The Balanced Scorecard is divided into three (3) major categories (i.e., Project Management, Technical Management and Functional Management) including their respective sub-categories and evaluation criteria. The Balanced Scorecard covers the major disciplines of the CWS/Web Project. By separating the Balanced Scorecard into these distinct categories and applying the evaluation criteria to them, the State can better monitor and assess Contractor performance within key Project

areas. Table VIIB - 2. Balanced Scorecard Categories, Sub-Categories and Evaluation Criteria with Definitions, illustrates these scorecard components.

Table VIIB - 2. Balanced Scorecard Categories, Sub-Categories and Evaluation Criteria with Definitions

Evaluation Category	Evaluation Criteria	Definition
Project Management		
Knowledge, Skills and Discipline	Planning	Planning exists throughout the entire project lifecycle and covers activities associated with the definition of scope, schedule, resources, communications, risk, quality, conflict resolution, budget and contracts.
	Integration Management	The application of the processes and activities used to identify, define, consolidate, and coordinate the various processes and project management activities across the Project's initiation, planning, execution, monitoring and control, and closure phases.
	Scope Management	The application of the processes and activities used to ensure that the Systems Integrator's (SI) activities include all the work required, and only the work required, to complete the Project successfully. The processes include the planning, definition, verification and control of the activities that are defined through the WBS (Work Breakdown Schedule) for the Project.
	Time Management	The application of the processes focused on the timely completion of the SI activities. These include the definition, sequencing, resource estimation and duration estimation of the activities that lead to the development and control of the Schedule throughout the life of the Project.
	Quality Management	The application of the processes that implement the policy, procedures and processes of quality planning, quality assurance, and quality control while maintaining continuous process improvement activities.
	Human Resource Management	The execution of the processes that facilitate the SI planning, acquisition, development and management of SI people resources.
	Communications Management	The application of the processes that ensure timely and appropriate generation, collection, distribution, storage, retrieval, and disposition of critical information between the CWS/Web Project and SI teams, stakeholders, customers and sponsor. Communications Management should include communications planning, information distribution, performance reporting, and stakeholder requirement and issue management.
	Issue Management	The application of processes and activities that identify and resolve issues that arise from the inter-organization environment or the SI Deliverables.
	Risk Management	The application of the processes that support risk management planning, risk identification, qualitative and

Evaluation Category	Evaluation Criteria	Definition
		quantitative risk analysis, risk response, and risk monitoring and control arising from SI activities or interactions. The goal is to increase the probability and impact of positive events while minimizing the probability and impact of negative events.
Leadership/ Management Skills	Contractor Resource Management	The execution of the processes that facilitate the SI planning, acquisition, development and management for non-SI resources.
	Conflict Management	The application of processes and activities that identify and resolve differences in perspective or approach that arises from the inter-organization environment.
	Responsiveness to Inquiries/Requests	The timely and appropriate (verbal, written and/or level of detail) response to requests for needed information or clarification of submitted information.
Communication Skills	Writing	All communications internal to and external to the SI team submitted in written format.
	Oral	All communications internal to and external to the SI team provided in oral format.
	Facilitation and Presentation Skills	The demonstrated execution of meeting facilitation and/or the skill in presenting information to groups of any size.
	Interpersonal/ Customer Relations Skills with CWS/Web Project Team	Demonstrated ability to effectively interact (written or oral in both formal and informal formats) with CWS/Web at either the team or the individual level.
	Interpersonal/ Customer Relations Skills with Stakeholders	Demonstrated ability to effectively interact (written or oral in both formal and informal formats) with CWS/Web stakeholders at either the team or the individual level.
Technical Management		
Product Development	Documentation	The timely provision of complete and correct documentation of the product that is being delivered by the SI. This documentation will take different forms during the life of the Project and is outlined in the SOW.
	Build	The progressive delivery of product elements that align with different levels of decomposed requirements and other provided customer expectations.
	Infrastructure Development and Management	The delivery and ongoing management of the infrastructure model into multiple environments; which includes the synchronization of hardware and software products across multiple environment segments.
	Internal Service Integration	The integration of service elements to support the business needs within the CWS user population (CWS and County user bases).
	External Service Integration	The integration of service elements to support the business needs of external user populations that consume CWS services or provide services to CWS.
Data Conversion	Data Analysis	The analysis of both the core and supporting data

Evaluation Category	Evaluation Criteria	Definition
		sources to determine where data exists, where data needs to be available and the process to provide data to the user population in the correct location, format and latency.
	Data Source Integration	The process of collecting the data defined by the design into consolidated data sources (temporary and/or permanent) that support latency and performance needs.
	Data Verification	The process and activities that ensure the insertion of data into the consolidated data sources delivers the designed results and executes all relevant audits and validations.
Quality Management	Defect Correction	The process of identification, analysis, change approval, change implementation, completion approval (retest) and release of defects identified during testing activities.
Transition	Environment Management	The delivery and ongoing management of the development, test and production environments during the implementation (development, Pilot and statewide rollout) and stabilization periods of the Project.
	Planning and Documentation	The execution of planning activities and creation of the documented plans that support implementation activities through the transfer of the delivered product into Service and Support.
	Training/Change Management	The planning, execution and assessment of the training activities associated with the product and the business process change management.
	Knowledge Transfer	The transfer of technical and functional knowledge to the organization/individuals supporting the physical product and infrastructure environments. This activity includes the planning, execution and assessment of the knowledge transfer.
	Application Deployment (Pilot and Statewide Rollout)	The planning, execution and assessment of the physical deployment of the product through the Pilot and statewide rollout of the product.
	Stabilization	The period of time after initiation of a Pilot or statewide rollout deployment that the deployed element must operate within defined service-level boundaries.
	Post SD&T Service and Support Readiness	The assessment of SI's preparation of the receiving organization and support provider's readiness to acquire responsibility for ongoing support from the SI.
Functional Management		
Analysis and Design	Requirements Development	The process and activities utilized to complete the analysis, validation, issue escalation/resolution, documentation and traceability of System requirements, software requirements and design specifications for CWS/Web.
	Requirements	The process and activities utilized to manage changes

Evaluation Category	Evaluation Criteria	Definition
	Management	to the baseline System and software requirements, using Configuration Management best practices for defect identification, analysis, change approval, change implementation, completion approval and release of requirements baseline changes.
	Infrastructure	The process and activities utilized to complete the analysis, design, validation and documentation of infrastructure standards and specifications to be delivered to host the application.
Testing	Planning and Documentation	The activities and process utilized for the planning and documentation of the test plan, test scenarios (cases) and test reports associated with CWS/Web testing activities.
	Test Execution	The iterative execution and assessment of effectiveness of the testing activities.
	Defect Management	The processes and iterative execution of identification, analysis, change approval, change execution, change acceptance (re-test) and release of defects associated with testing activities.

VIIB.4.3 Balanced Scorecard Rating Scale and Scoring

Scoring is based on a scale consisting of the ratings (i.e., Excellent, Satisfactory and Unsatisfactory) and their respective scores and criteria. The scores (i.e., 1.10, 1.00 and 0.00) assigned to the ratings allow the State to vary the payment amount based on the Contractor's performance. The State management team will only score the evaluation criteria among the various sub-categories that are pertinent in a given quarterly period.

Table VIIB - 3. Balanced Scorecard Rating Scale illustrates the scale including the ratings, scores and criteria.

Table VIIB - 3. Balanced Scorecard Rating Scale

Rating	Score	Criteria
Excellent	**1.10**	For the item being evaluated, Contractor's contractual obligations were (or are being) met in a manner that exceeds the State's expectations and problems were (or are being) proactively identified and solved with minimal cost and/or Schedule impact.
Satisfactory	**1.00**	For the item being evaluated, Contractor's contractual obligations were (or are being) met and, if problems were (or are being) encountered, they were (or are being) satisfactorily resolved by the Contractor.
Unsatisfactory	**0.00**	For the item being evaluated, Contractor does not meet the standard for Satisfactory performance.

The State management team will base its scoring on how well the Contractor performs Project activities, tasks and Products stipulated in the Statement of Work,

various Project Plans and documentation, and RFP Appendix A, CWS/Web Contract. Also, the State management team will provide supporting information for each scored evaluation criterion.

VIIB.4.4 Balanced Scorecard Example

Table VIIB - 4. Balanced Scorecard Example represents the methodology used to calculate compensation associated with the Balanced Scorecard. Information presented in the table is hypothetical and used for illustration purposes only.

Table VIIB - 4. Balanced Scorecard Example

Evaluation Category	Evaluation Criteria	Rating	Score
Project Management			
Knowledge, Skills and Discipline	Planning	Satisfactory	1.00
	Integration Management	Satisfactory	1.00
	Scope Management	Excellent	1.10
	Time Management	Satisfactory	1.00
	Quality Management	Excellent	1.10
	Human Resource Management	Satisfactory	1.00
	Communications Management	Excellent	1.10
	Issue Management	Satisfactory	1.00
	Risk Management	Satisfactory	1.00
Leadership/ Management Skills	Contractor Resource Management	Satisfactory	1.00
	Conflict Management	Satisfactory	1.00
	Responsiveness to Inquiries/Requests	Satisfactory	1.00
Communication Skills	Writing	Excellent	1.10
	Oral	Excellent	1.10
	Facilitation and Presentation Skills	Excellent	1.10
	Interpersonal/ Customer Relations Skills with CWS/Web Project Team	Excellent	1.10
	Interpersonal/ Customer Relations Skills with Stakeholders	Excellent	1.10
Technical Management			
Product Development	Documentation	Satisfactory	1.00
	Build	Excellent	1.10
	Infrastructure Development and Management	Satisfactory	1.00
	Internal Service Integration	Excellent	1.10
	External Service Integration	Excellent	1.10
Data Conversion	Data Analysis	Excellent	1.10
	Data Source Integration	Excellent	1.10
	Data Verification	Excellent	1.10
Quality Management	Defect Correction	Excellent	1.10
Implementation	Environment Management	n/a	n/a
	Planning and Documentation	n/a	n/a
	Training/Change Management	n/a	n/a

Evaluation Category	Evaluation Criteria	Rating	Score
	Knowledge Transfer	n/a	n/a
	Application Deployment	n/a	n/a
	Stabilization	n/a	n/a
	Post SD&T Service and Support Readiness	n/a	n/a
Functional Management			
Analysis and Design	Requirements Development	Satisfactory	1.00
	Requirements Management	Satisfactory	1.00
	Infrastructure	Satisfactory	1.00
Testing	Planning and Documentation	Satisfactory	1.00
	Test Execution	Excellent	1.10
	Defect Management	Excellent	1.10
Total Score			33.70
Payment Ratio $\left(\text{Total Score} \big/ \text{Number of Scored Evaluation Criteria}\right) \times 100$			105.31%
Compensation Amount Available for performance period			$50,000.00
Compensation Amount Payable Compensation Amount Available x Payment Ratio			$52,650.00
Compensation Withheld (until documented actions are satisfactorily addressed) *Compensation Amount Available – Compensation Amount Payable*			$0.00

Note: The Payment Ratio is rounded to the nearest one hundredth decimal place prior to calculating the Compensation Amount Payable.

VIIB.4.5 Balanced Scorecard Payments

Beginning with the first complete calendar month occurring approximately one hundred and twenty (120) calendar days after the Initial Release kickoff (i.e., Project Start Date) and each future release of the CWS/Web Project, the State will measure Contractor management performance for the prior quarter to determine the extent to which Contractor management performance compensation is payable. The State will document these measures using a Balanced Scorecard approach and adhere to the guiding principles, assumptions, and scoring mechanics outlined herein to complete the scorecard. The State will have ten (10) State business days after the end of the quarterly performance period to complete the Balanced Scorecard. If the State does not provide the Contractor a rating of the Balanced Scorecard within ten (10) State business days of the end of the quarterly performance period, the Contractor will be deemed to have achieved a "satisfactory" rating for that quarter. If the State provides a rating of any Balanced Scorecard evaluation criterion as unsatisfactory, the State will have up to an additional five (5) State business days to document specific actions and time frames required of the Contractor to achieve a rating of satisfactory.

The State will convey this information to the Contractor via formal memorandum throughout each SD&T Release.

During each performance period, scores are totaled and divided by the number of Balanced Scorecard evaluation criteria assessed to calculate the payment ratio. The payment ratio is multiplied by the compensation amount allocated to the performance period to determine the amount payable to Contractor. If the payment ratio is greater than one hundred percent (100%) the Contractor shall receive accelerated payment for the Balanced Scorecard Compensation Stream. The accelerated portion of the payment will come from the last remaining milestone within the Compensation Stream. If the payment ratio is less than one hundred percent (100%) the Contractor shall receive a reduced percentage of the full compensation amount. If compensation is reduced due to a payment ratio of less than one hundred percent (100%), the Contractor may recover missed compensation when the documented actions are addressed by the Contractor and the State gives the Contractor a satisfactory rating.

Assessment of these corrective actions will occur monthly. If the payment ratio is equal to or less than fifty percent (50%), no compensation is available under the Balanced Scorecard in that period. Also, any disagreement on a Balanced Scorecard assessment rating can be addressed through the disputes process as described in RFP Appendix A, CWS/Web Contract.

VIIB.5 HOLDBACKS

The purpose of using Holdbacks is to ensure satisfactory Project performance by the Contractor, while mitigating unnecessary risks to the State. This is a typical Compensation Stream used by most organizations engaging in information technology projects.

For the CWS/Web Project, the State will institute Holdbacks for each SD&T Release (i.e., Initial Release and Future Release). The Holdback will amount to five percent (5%) of the total SD&T cost for the respective Release. It will be payable upon Acceptance of the Release's Implementation – an event which occurs after the Release has operated stably for a period of time following full statewide implementation of the production version of the Release. The default period of time is 90 consecutive calendar days.

VIIB.6 SERVICE AND SUPPORT

The State will use the Service and Support Compensation Stream to make periodic payments to the Contractor for Services described in RFP Section VI, Solution Requirements. During Post SD&T Service and Support, the State will buttress this Compensation Stream with the Systems Integrator Service Level Agreement SS006 to ensure satisfactory performance by the Contractor during the Production Phase of the Project. Compensation for this Compensation Stream is based on Monthly Payments for Initial Release SD&T Service and Support (staffing costs only) as well as Post SD&T Service and Support. These two (2) cost categories are shown in

RFP Appendix E, Cost Workbook, Worksheet VII-2, Total Cost Summary (Contract Amount).

The State will pay the Contractor monthly in arrears for Initial Release SD&T Service and Support (staffing costs only). Customer Credit agreed upon in the SLA will not be in effect during the Initial Release SD&T Service and Support period. The State and Contractor will use this time to monitor service level performance during the early phases of implementation and gain experience in terms of System and help desk service level needs and responses. Based on this experience and prior to Acceptance of the Initial Release Implementation, the State will consider requests from the Contractor to adjust service levels.

Customer Credit, however, will be in full effect throughout the Post SD&T Service and Support period, and the State will pay the Contractor monthly in arrears minus any Customer Credits enforced during that period. Customer Credit is enforced when service level degradation reaches a certain Severity Level and/or other performance parameters specified in the SLA.

The Initial Release SD&T Monthly Payments for Service and Support will begin following the CWS/Web deployment to the first Pilot county and will end upon completion of the Initial Release Implementation as described in RFP Appendix A, CWS/Web Contract. Post SD&T Service and Support payments will begin following the Initial Release Implementation Acceptance by the State and will either conclude three (3) years thereafter or after the fourth or fifth optional Contract year, except for payments associated with Contract staff costs required to support the SACWIS review. For the later payments, the State will make Monthly Payments to the Contractor until the review is completed. The State expects the review to last approximately 16 months. If the review is completed before the end of a calendar month, the State will prorate the last Monthly Payment. The State will disencumber any remaining Contract dollars allocated toward supporting the SACWIS review once it is completed.

VIIB.7 OTHER COMPENSATION SOURCES

The State will more than likely require various System modifications and other Contract Services throughout the CWS/Web Contract period (i.e., Initial Release, Future Release, and Service and Support). These Contract Services are needed for a variety of business changes that may occur during the CWS/Web Project ranging from new legislation to program policy changes. To accommodate these changes, the State has earmarked funding under three (3) different service categories • Unanticipated Tasks, Technical Services and System Changes. The following sub-sections describe the purpose of these service categories, the dollar amount budgeted, and the compensation approach.

VIIB.7.1 Unanticipated Tasks (SD&T)

Unanticipated Tasks are those that are wholly unanticipated and are not specified in the Statement of Work, but which in the opinion of both parties are necessary to successfully accomplish the general scope of work for the CWS/Web Project. Funds

budgeted under Unanticipated Tasks are used when the State requires additional work for System modifications and other Contract Services during Solution Development and Transition of the CWS/Web Initial Release and Future Release. If this situation occurs, the State will initiate a Work Authorization to request the required System modifications or other Contract Services. The budgeted amount earmarked for Unanticipated Tasks is ten percent (10%) of the one-time costs for the respective SD&T Release, and these funds are added to the bid and Contract amount.

Compensation for these Work Authorizations under Unanticipated Tasks is separate and apart from all other compensation streams being executed. The State will derive the cost for the Work Authorizations by multiplying individual hourly labor rates shown in RFP Appendix E, Cost Workbook, Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests by the estimated hours required to complete the work. For System modifications, an adjusted function point count or an alternative cost estimation method approved by the State will be used to estimate the hours and staff required to complete System modification work.

Once the total cost of a Work Authorization is calculated, the State will negotiate compensation with the Contractor on a case-by-case basis using factors such as time and materials required to design, develop and implement the System modifications. The State may also institute a Holdback and/or Management Performance Balanced Scorecard for certain Work Authorizations extending beyond six (6) months to complete. Work Authorizations are subject to federal approval.

VIIB.7.2 Technical Services (Post SD&T Service and Support)

The State will require Technical Services that are complementary to and within scope of the contracted Services using Technical Services Requests, as described in the RFP Appendix A, CWS/Web Contract. These Services include but are not limited to making mandated changes to forms and reports, analyzing the impact of System changes associated with statewide infrastructure maintenance, and coordinating System changes with the Infrastructure Support Contractor as described in the bidders library. These changes are typically minor and required in an urgent manner. When Technical Services are required, the State will initiate a Technical Services Request to obtain the needed services.

In RFP Appendix E, Cost Workbook, Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests the Bidder shall provide hourly labor rates that will be used to complete Technical Services Requests described in RFP Appendix A, CWS/Web Contract. These requests will be used by the State to approve the need for Technical Services after Initial Release Implementation Acceptance. The annual budgeted amount for Technical Services Requests has been predetermined by the State based on historical data. The annual budget for Technical Services is shown in RFP Appendix E, Cost Workbook, Worksheet VII-2, Total Cost Summary (Contract Amount).

Compensation for these Technical Services Requests under Technical Services is separate and apart from all other compensation streams being executed. The State will derive the cost for the Technical Services Requests by multiplying the individual hourly rates rate shown in Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests by the number of hours estimated to implement each request. For System modifications, an adjusted function point count or an alternative cost estimation method approved by the State will be used to estimate the hours and staff required to complete the work.

Based on the total amount of the request, the State will negotiate compensation with the Contractor on a case-by-case basis using factors such as time and materials required to design, develop and implement the System modifications.

VIIB.7.3 System Changes (Post SD&T Service and Support)

The State will require System modifications that are wholly unanticipated and are not specified in the Statement of Work, but which in the opinion of both parties are necessary to successfully accomplish the general scope of work for the CWS/Web Project after the State's Initial Release Implementation Acceptance. These changes include but are not limited to major upgrades and/or Releases. The State will also use dollars budgeted under System Changes to pay for Contractor Services related to Transition Out activities and any System repairs required as a result of the federal Statewide Automated Child Welfare Information System (SACWIS) Review.

In RFP Appendix E, Cost Workbook, Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests the Bidder shall provide hourly labor rates that will be used to complete System Change Authorizations, described in RFP Appendix A, CWS/Web Contract. These authorizations will be used by the State to approve the need for System Changes after Initial Release Implementation Acceptance. The annual budgeted amount for System Changes has been predetermined by the State based on historical data. The annual budget for System Changes is shown in RFP Appendix E, Cost Workbook, Worksheet VII-2, Total Cost Summary (Contract Amount).

Compensation for these System Change Authorizations under System Changes is separate and apart from all other compensation streams being executed. The State will derive the cost for the authorizations by multiplying the individual hourly labor rates shown in Worksheet VII-9, Labor Rates for Work Authorizations, System Change Authorizations, and Technical Services Requests by the estimated hours required to complete the work. For System modifications, an adjusted function point count or an alternative cost estimation method approved by the State will be used to estimate the hours and staff required to complete System modification work.

Once the total cost of a System Change Authorization is calculated, the State will negotiate compensation with the Contractor on a case-by-case basis using factors such as time and materials required to design, develop and implement the System modifications. The State may also institute a Holdback and/or Management

Performance Balanced Scorecard for certain authorizations extending beyond six (6) months to complete. System Change Authorizations are subject to federal approval.

VIIB.8 MANDATORY COMPENSATION REQUIREMENTS

Bidders must agree to the requirements shown in Table VIIB - 5. Mandatory Compensation Requirements, by checking an "X" in the column entitled, "Bidder Agrees to Meet?" and providing the reference to the proposal response in the adjacent column. A response to all mandatory compensation requirements is mandatory**. NOTE: Failure to positively identify the Bidder's compliance to the requirement may be deemed a deviation and subject the Bidder's proposal to rejection.**

Table VIIB - 5. Mandatory Compensation Requirements

Comp Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1	The Bidder must agree to the SD&T Compensation Stream, including the Compensation Milestone payment methodology, described in RFP Section VIIB, Compensation Model, as the method for receiving payment during Initial Release and Future Release. The Compensation Milestone payment methodology includes without limitations the submission of Materials and Deliverables, State Acceptance of the Deliverables, a Milestone Review, and State Acceptance of the completed Compensation Milestones based on the Milestone Review results.	Yes ☐ No ☐	Vol: Section: Page #:
2	The Bidder must agree to conduct Milestone Reviews prior to State approval of all Compensation Milestones. A Milestone Review is a process in which the Bidder presents to the State a summary of the goods and Services that have been provided by the Bidder as part of a Compensation Milestone. For this process Bidder must submit a Milestone Report that will: (1) detail the achievements, Deficiencies and "lessons learned" associated with the Products forming the basis of the Compensation Milestone; (2) describe the resolution of any such Deficiencies and the satisfaction of any conditions imposed by a Conditional Acceptance; (3) include a copy of all notices of Acceptance and receipt for Deliverables and Materials, respectively, forming the basis of the Compensation Milestone. The Bidder must present and explain the Milestone Report at a meeting with State representatives and be prepared to answer any questions related thereto. Unless otherwise approved by the State, the Milestone Report must be well organized in a tabbed, paginated binder with a table of contents and provided in sufficient copies for all State participants in the Milestone Review up to a maximum of 25 copies.	Yes ☐ No ☐	Vol: Section: Page #:

Comp Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3	The Bidder must agree to the Compensation Milestone Review dates and Milestone payments submitted on Worksheets VII-13a and VII-13b in Appendix E, Cost Workbook. If the Bidder chooses to use a phased implementation approach, the Bidder must also agree to the Milestone Review dates and Milestone payments submitted on Worksheet VII-14, "Compensation Breakdown by Cost for Statewide Implementation of Initial Release" or "Bidder's Payment for Initial Release Completed Milestone."	Yes ☐ No ☐	Vol: Section: Page #:
4	The Bidder must agree to the Management Performance Balanced Scorecard Compensation Stream described in RFP Section VIIB, Compensation Model, as the method for allowing the State to monitor, manage and maintain Bidder performance levels throughout the Initial Release and Future Release.	Yes ☐ No ☐	Vol: Section: Page #:
5	The Bidder must allow the State to allocate ten (10) percent of the total cost of each Release toward the Management Performance Balance Scorecard fund.	Yes ☐ No ☐	Vol: Section: Page #:
6	The Bidder must agree to quarterly payments for the Management Performance Balanced Scorecard Compensation Stream based on the payment method described in RFP Section VIIB, Compensation Model.	Yes ☐ No ☐	Vol: Section: Page #:
7	The Bidder must agree to a five (5) percent Holdback of the total cost associated with each System Release - Initial Release and Future Release.	Yes ☐ No ☐	Vol: Section: Page #:
8	The Bidder must agree to the Service and Support Compensation Stream described in RFP Section VIIB, Compensation Model, as the method for receiving payment during the	Yes ☐ No ☐	Vol: Section:

Comp Req Nbr	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
	Service and Support phase.		Page #:
9	The Bidder must agree to Monthly Payments (including annual escalation rate adjustments of not greater than 5% per annum) for the Service and Support Compensation Stream. In addition, the Bidder must agree to the use of Customer Credits during the Post SD&T Service and Support phase. Annual escalation rates for Service and Support are described in RFP Section VIIA, Pricing Proposal and Customer Credits will be described in the Service Level Agreement negotiated and accepted by the selected Bidder (i.e., Contractor) and the State.	Yes ☐ No ☐	Vol: Section: Page #:

VIII. PROPOSAL FORMAT

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VIII.1 INTRODUCTION

These instructions prescribe the mandatory proposal format and the approach for the development and presentation of proposals. Format instructions must be followed, all requirements and questions in the Request for Proposal (RFP) must be answered and all requested data must be supplied. The Bidder shall carefully examine the RFP and be satisfied as to the conditions to be complied with, prior to the Bidder submitting a proposal.

The State will not be liable for any costs incurred by any Bidder in responding to this RFP, regardless of whether the State awards the contract through this process, decides not to move forward with the Project, cancels this RFP for any reason, or contracts for the Project through other processes or by issuing another RFP.

It is the responsibility of the Bidder to ensure that the proposals are received by the official identified in RFP Section I.7, State Procurement Official, at the Department of General Services (DGS) by the date and time specified in RFP Section I.9, Key Action Dates.

VIII.1.1 Draft Proposal

The Draft Proposal must be submitted by the date specified in RFP Section I.9, Key Action Dates, and in the manner specified in the RFP Section II.3.3.a, Draft Proposal. If color is used in proposals, all copies must be in color corresponding to and matching the “MASTER COPY” that will be part of the 36 copies (Master Copy and 35 copies) unless otherwise specified.

INCLUSION OF COST FIGURES EXCEPT FOR PERCENTAGE FIGURES IN COST WORKSHEETS 11a, 11b AND 12 IN THE DRAFT PROPOSAL MAY RESULT IN ELIMINATION OF THE BIDDER FROM FURTHER PARTICIPATION IN THE PROCUREMENT PROCESS.

VIII.1.2 Final Proposal

The Final Proposal must be submitted by the date and time specified in RFP Section I.9, Key Action Dates, and in the manner specified in RFP Section II.3.3.b, Final Proposal. If color is used in proposals, all copies must be in color corresponding to and matching the “MASTER COPY” that will be part of the 36 copies (Master Copy and 35 copies) unless otherwise specified.

VIII.2 PROPOSAL FORMAT AND CONTENT

VIII.2.1 Draft and Final Proposal

The proposals must address the requirements in RFP Section V, Administrative Requirements, and Section VI, Solution Requirements, Section VIIA, Pricing Proposal and Section VIIB, Compensation Model in the order and format specified in this section.

Each RFP requirement response in the proposal must reference the unique identifier for the requirement in the RFP.

It is the Bidder's responsibility to ensure its proposal is submitted in a manner that enables the Evaluation Team to easily locate all response descriptions and exhibits for each requirement of this RFP. Page numbers should be located in the same page position throughout the proposal. Each page should be numbered with the section reference (e.g., Section II page 3 of XX) to make easy reference possible. Figures, tables, charts, etc., should be assigned index numbers and should be referenced by these numbers in the proposal text and in the proposal Table of Contents. Figures, tables, charts, etc., should be placed as close to text references as possible. The proposal should be tabbed, at least, to identify the volume and section.

Printed copies must be on standard 8 ½ x 11 paper, except charts, diagrams, etc., which may be printed on legal paper (8 ½ x 14). If legal paper is used, the folded size must fit within the 8 ½ x 11 format. Foldouts should be limited to a size no larger than 11 inches by 17 inches. Double-sided printing is preferred. The following must be shown on each page of the proposal:

- RFP OSI 0530-208
- Name of Bidder
- Proposal Volume Number
- Proposal part or Exhibit Number
- Page number (Page X of XX)

The proposals must be completely sealed. Thirty five (35) printed copies, unless otherwise specified, **plus** the Master Copy must be submitted by the time and dates identified in RFP Section I.9, Key Action Dates, for Draft and Final Proposals. Mail or deliver proposals to the State Procurement Official listed in RFP Section I.7, State Procurement Official. One (1) complete set of all required volumes must be clearly marked "MASTER COPY." One (1) soft copy of the entire proposal in Adobe PDF must be submitted on a non-rewriteable Compact Disc (CD) with the exception of Volume III, Costs.

One (1) copy of the Bidder's response to RFP Volume III, Cost Data, shall be submitted on a separate, non-rewriteable CD and included with the separately sealed hard copy of Volume III, Cost Data, for delivery of the Final Proposal only.

All CDs **must be** labeled with the following information:

- RFP OSI 0530-208
- Name of Bidder
- Proposal Volume Number
- Proposal Part or Exhibit Number

All proposal submissions must be clearly labeled "**RFP OSI 0530-208**". Submissions must be identified as the**, Draft Proposal**, **Final Proposal**, and **Cost Data. Cost Data must be in a sealed envelope and submitted separately** from the Final Proposal and include the Bidder's name, return address, and labeled "Volume III, Cost Data."

Bidders should be sure that no pricing information of any type is shown in their Draft or Final proposal response, except in the sealed "Cost Data" envelope of the Final Proposal. The inclusion of pricing in any fashion or format in any other place in the Draft or Final Proposal, except for the sealed Cost Data in the Final Proposal, may result in immediate rejection of the proposal. No Cost, Pricing, or Hourly Rates may be placed in the Draft Proposal, however RFP Appendix E, Cost Workbook, must be completed with all other information requested in those worksheets and submitted with Volumes I and II. **Cost amounts must NOT be submitted in these worksheets within the Draft Proposal.** For DVBE forms, include percentages, **not actual costs**. Any product supporting literature containing costs or rates (such as catalogs, maintenance service rates, etc.) submitted as part of the Draft of Final Proposal must have all cost figures replaced with "XXXX."

Each Volume of the proposal must be provided separately in a three-ring binder, submitted in the number of hard copies indicated in this section, and must be structured in the following manner:

- Volume IA: Response to Requirements - MASTER, CD, and Thirty-Five (35) COPIES
  - Cover Letter
  - Table of Contents
  - Part 1 – Executive Summary
  - Part 2 – Response to Administrative Requirements (RFP Section V)
  - Part 3 – Response to Project Management Requirements (RFP Section VI.2)
  - Part 4 – Response to Solution Development Requirements (RFP Section VI.3)
  - Part 5 – Response to Transition Requirements (RFP Section VI.4)
  - Part 6 –- Response to SACWIS Review (RFP Section VI.5)
  - Part 7 – Response to Service and Support Requirements (RFP Section VI.6)
  - Part 8 – Response to System Requirements (RFP Section VI.7 and Appendix B)
  - Part 9 – Response to Mandatory Pricing Proposal Requirements (RFP Section VIIA.1)
  - Part 10 – Response to Mandatory Compensation Requirements (RFP Section VII.B.8)

- Volume IB: Response to Proposal Requirements - MASTER, CD, and Thirty–Five (35) COPIES
  - Table of Contents
  - Part 11 – Response to Bidder Experience Reference and Staff Qualifications
    - Part 11.1 – Bidder Experience (RFP Section VI.8.1.1)
    - Part 11.2 – Bidder Staff Qualifications (RFP Section VI.8 1.2)
    - Part 11.3 –Form 6.2 Bidder Experience Reference Form, and Form 6.3 Key Staff Experience Reference Form,(RFP Appendix C, Bid Response Forms)
  - Part 12 – Response to Approaches to Achieving Requirements (RFP Section VI.8.2)
    - Part 12.1 – Project Management Approach (RFP Section VI.8.2.1)
    - Part 12.2 – Solution Development Approach (RFP Section VI.8.2.2)
    - Part 12.3 – Solution Transition Approach (RFP Section VI.8.2.3)
    - Part 12.4 – Support SACWIS Review Approach (RFP Section VI.8.2.4)
    - Part 12.5 – Service and Support Approach (RFP Section VI.8.2.5)
  - Part 13 – Response to Conceptual System Solution (RFP Section VI.8.3)
    - Part 13.1 – Business Function View (RFP Section VI.8.3.1)
    - Part 13.2 – Architectural View (RFP Section VI.8.3.2)
    - Part 13.3 – Information View (RFP Section VI.8.3.3)

- Volume II: Completed Contract - MASTER, CD, and Five (5) COPIES

  This volume must contain the complete contract terms and conditions and all attachments, complete in every detail. The Standard Form 213IT must be signed.

- Volume III: Cost Data - MASTER, CD, and Ten (10) COPIES

  DRAFT Proposal: RFP Appendix E, Cost Workbook. No Cost, Pricing, or Hourly Rates may be placed in the Draft Proposal, however RFP Appendix E, Cost Workbook, must be completed with all other information requested in those worksheets. **Cost amounts must NOT be submitted in these worksheets within the Draft Proposal.**

  FINAL Proposal: This volume must be in a separately sealed, marked envelope or container containing:

  - Appendix E, Cost Workbook with fully completed cost sheets and any other document with cost data identified as required in this RFP.

  - Bidder's unadjusted and adjusted function point count results

- Volume IV: Supporting Documentation (Literature) - MASTER, CD, and Ten (10) COPIES
  - One (1) complete set of the above saved on non-rewriteable CDs as prescribed above.

- Volume V: Client References
  - Client Reference Forms (Form 6.1), RFP Appendix C, Bid Response Forms are only submitted with the Final Proposal. Each Client Reference Form **must** be submitted in a **separate sealed, marked envelope or container.**

Volume IA and Volume lB: Response to Requirements

The Bidder's response to the RFP for Volume I must be by section, in the order and format indicated in RFP Section VIII.2.1, Draft and Final Proposal. All forms and Exhibits, except cost data, must be completed and included in Volume I.

Cover Letter

This section must contain an original signed Cover Letter in accordance with RFP Section II.3.5.e, Signature of Proposal. The Cover Letter must be on Bidder's official business letterhead stationery. Cost information must not be included in the Cover Letter. The Cover Letter must contain a statement that substantiates that the person who signs the letter is authorized to bind Bidder's firm contractually. The Cover Letter must state that the Bidder accepts all terms and conditions and shall comply with all requirements of the RFP OSI 0530-208.

Table of Contents

This section must contain a Table of Contents. All major parts of the proposal, including forms, must be identified by volume and page number. The Table of Contents must identify all figures, charts, graphs, etc.

Part 1 - Executive Summary

This section must describe the most important features of the proposal. It must contain an overview of the Bidder’s company background and qualifications, and must condense and highlight the contents of the proposal to provide a broad understanding of the entire proposal and facilitate the evaluation of the proposal by the State. The Executive Summary must include conclusions and generalized recommendations. Bidders should take care not to attach any conditions to these conclusions and recommendations lest they render the entire proposal subject to rejection. **Pricing information must not be included in the Executive Summary**.

Part 2 - Administrative Requirements Response (RFP Section V)

This section must contain a response for each requirement in RFP Section V, Administrative Requirements, with the exception of State Preferences in the Bidder’s proposal. Tables provided in this section list these mandatory requirements and include a column in which the Bidder is required to indicate, for each requirement, whether the Bidder agrees to comply with the requirement. The Bidder must complete the tables by indicating “Yes” or “No” in the appropriate column and referencing the proposal section that validates the Bidder’s response.

Part 3-10 - Instructions for Mandatory Requirement Responses (RFP Section VI, VIIA and VIIB).

The section must contain mandatory responses for RFP Sections VI.2 – VI.7, VIIA.1 and VIIB.8 that must be agreed to by the Bidder and so acknowledged in the Bidder’s proposal. Tables provided in these sections list these mandatory requirements and

include a column in which the Bidder is required to indicate, for each requirement, whether the Bidder agrees to comply with the requirement. The Bidder must complete the tables by indicating “Yes” or “No” in the appropriate column and referencing the proposal section that validates the compliance response.

Section VI.7, System Requirements, must contain the mandatory responses from Appendix B, System Requirements, of the RFP. The Bidder must indicate for each requirement whether the Bidder agrees to comply with the requirement.

Bidders must provide affirmative responses to each requirement in the designated column.

Part 11 – 13 - Proposal Requirements (RFP Section VI.8)

This section should contain a response for each requirement in RFP Section VI.8 Proposal Requirements. Proposal requirements are designated as either mandatory or desirable. The Bidder must respond to all mandatory requirements and may choose to respond to the desirable requirements. Mandatory requirements will be evaluated as “pass/fail”. Bidders must pass all mandatory requirements to be considered responsive. Desirable requirements will be evaluated and awarded points based on the Bidder’s response.

The following sections must be completely addressed:

- Part 11.1 Bidder Experience (RFP VI.8.1.1)
- Part 11.2 Bidder Staff Qualifications (RFP VI.8 1.2)
- Part 11.3 Form 6.2 Bidder Experience Reference Form, and Form 6.3 Key Staff Experience Reference Form ,(RFP Appendix C, Bid Response Forms)
- Part 12.1 Project Management Approach (RFP VI.8.2.1)
- Part 12.2 Solution Development Approach (RFP VI.8.2.2)
- Part 12.3 Solution Transition Approach (RFP VI.8.2.3)
- Part 12.4 Support SACWIS Review Approach (RFP VI.8.2.4)
- Part 12.5 Service and Support Approach (RFP VI.8.2.5)
- Part 13.1 Business Function View (RFP VI.8.3.1)
- Part 13.2 Architectural View (RFP VI.8.3.2)
- Part 13.3 Information View (RFP VI.8.3.3)

VIII.2.2 Volume II: Completed Contract

The Bidder shall submit five (5) copies of the RFP Appendix A, CWS/Web Contract, and the Standard Form 213IT with original signatures. **Do not include any cost information in Volume II.** Bidders must submit the most recent version of the RFP

Appendix A, CWS/Web Contract; including any modifications agreed upon by the State and Bidder during the procurement. Deviation from the terms and conditions of the RFP Appendix A, CWS/Web Contract approved for this RFP may be cause for **REJECTION** of the proposal.

VIII.2.3 Volume III: Cost Data

Volume III must contain:

- All completed worksheets in the RFP Appendix E, Cost Workbook, required by the RFP in hard copy
- Bidder's unadjusted and adjusted function point count results

The organization of Volume III must be in the bulleted order listed above.

VIII.2.4 Volume IV: Supporting Documentation (Literature)

Volume IV must contain all technical and other reference literature necessary to support the responses to requirements in this RFP.

If the Bidder chooses not to provide such material, a statement of intentional omission must be provided in Volume IV.

Any technical or other reference literature included in the Bidder's proposal should reference the RFP section number, section title, and page number to which the literature is pertinent.

VIII.2.5 Volume V: Client Reference Forms

Volume V must contain the client references from previous clients required by this RFP. This volume **must** be in a **separately sealed, marked envelope or container**.

IX. PROPOSAL EVALUATION

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IX.1 INTRODUCTION

This section presents the process that the CWS/Web Project evaluation team will follow in evaluating proposals submitted by Bidders in response to RFP OSI-0530-208 and the criteria the CWS/Web evaluation team may use in evaluating the proposals. The CWS/Web evaluation team is responsible for the review and evaluation of Bidder proposals in accordance with the process described in this section. An overview of the evaluation process is as follows:

- Receiving Proposals
- Designating the CWS/Web Evaluation Team
- Reviewing Draft Proposals
- Conducting Confidential Discussions
- Introducing Final Proposal Review
- Introducing Final Proposal Scoring
- Screening Final Proposals
- Evaluating and Scoring Non-Cost Evaluation Categories
- Evaluating and Scoring Cost Proposals
- Applying Applicable Preferences and Incentives
- Selecting the Contractor

IX.2 RECEIPT OF PROPOSALS

Bidders must deliver their proposals to the State Procurement Official specified in RFP Section I.7 at the time and place specified in RFP Section I.9, Key Action Dates. Bidders must submit Draft and Final Proposals in the quantity and format specified in RFP Section VIII, Proposal Format.

NOTE: The CWS/Web evaluation team may reject Draft Proposals that are submitted with actual cost information. **The CWS/Web evaluation team will also reject Final Proposals if the Bidder's Cost Proposal is not submitted under separate sealed cover and received by the date and time specified in RFP Section I.9, Key Action Dates. For Draft Proposals not received by the date and time specified in RFP Section I.9, Key Action Dates, the CWS/Web evaluation team has the option to review them at its own discretion. The CWS/Web evaluation team's decision to review late Draft Proposals is not grounds for Bidder protests. For Final Proposals, the CWS/Web evaluation team will reject Final Proposals not received by the date and time specified in RFP Section I.9, Key Action Dates.**

IX.3 CWS/WEB EVALUATION TEAM

The CWS/Web evaluation team is comprised of individuals selected from the Office of Systems Integration (OSI), California Department of Social Services (CDSS), County Welfare Directors Association (CWDA), and county representatives. The CWS/Web evaluation team is responsible for the review and evaluation of the proposals. A representative from the Department of General Services (DGS) Procurement Division will provide guidance and oversight throughout the evaluation process. The CWS/Web evaluation team will engage additional qualified State, county and contracted Subject Matter Experts (SME) during the evaluation process to assist the CWS/Web evaluation team in gaining a better understanding of technical, financial, Project, or program aspects.

IX.4 DRAFT PROPOSAL REVIEW PROCESS

The Draft Proposal should contain the complete proposed Bidder solution. The main purpose of the Draft Proposal is to provide the CWS/Web evaluation team an opportunity to identify deficiencies and obtain clarification from the Bidder regarding any faulty or questionable aspects of the document. This process increases the CWS/Web evaluation team's understanding of the information conveyed in the Draft Proposal, and also reduces the Bidder's risk of a non-responsive proposal during final evaluations.

The Draft Proposal format and submission should follow the guidelines presented in RFP Section VIII, Proposal Format. The CWS/Web evaluation team will review the Draft Proposal in order to effectively communicate deficiencies in the Bidder's proposal during Confidential Discussions.

NOTE: As mentioned in RFP Section IX.2, the Bidders must NOT submit actual cost data with their Draft Proposal. The State Procurement Official will open and review the Draft Proposals received by the date specified in RFP Section I.9, Key Action Dates, for compliance with the Administrative Requirements of this RFP.

The CWS/Web evaluation team will conduct reviews of the Draft Proposals to identify:

- Qualifiers or conditions placed on the proposal (conditional proposals are not acceptable)
- Areas in which a proposal appears to:
  - Be non-responsive or defective
  - Require additional clarification
  - Demonstrate a lack of responsibility
  - Introduce unreasonable risk

The Draft Proposal review will examine the Bidders' responses to all requirements, along with any explanations provided by the Bidders to add substance and provide background on how they will meet all of the requirements contained in the CWS/Web

RFP. After the Draft Proposals have been reviewed, the CWS/Web evaluation team will schedule Confidential Discussions with each Bidder to discuss items that need clarification and any defects identified during the Draft Proposal review. Prior to the Confidential Discussions, the CWS/Web evaluation team will prepare individual Bidder agendas itemizing the topics for the discussions. The intent of the Confidential Discussions is to minimize the risk of Final Proposal rejections due to defects and other issues; however, such discussions will not preclude rejection of the Final Proposal if such defects are later found. The CWS/Web evaluation team does not warrant that all defects will have been detected by such team.

IX.4.1 Draft Proposal Confidential Discussions

The CWS/Web evaluation team will meet with each Bidder to discuss the Bidder's Draft Proposal. These Confidential Discussions will allow the Bidder or the CWS/Web evaluation team to request clarification or ask questions specific to the proposed solution, thus protecting the confidential nature of each unique solution.

During the Confidential Discussion process, either the Bidder or the CWS/Web evaluation team may add other issues to the discussion agenda. A Bidder should notify the State Procurement Official as soon as possible if he/she wishes to add items to the agenda. Any requests for additions to the Confidential Discussion agenda (by either the Bidder or the CWS/Web evaluation team) will be made in writing.

The CWS/Web evaluation team will identify its concerns and ask for clarification if a response to a requirement of the RFP is not clear or well defined. The CWS/Web evaluation team may identify aspects of the Draft Proposal that, in its judgment, potentially introduce unreasonable or unacceptable risk to the Project. The CWS/Web evaluation team will inform the Bidder of its concerns during the Confidential Discussions.

The State Procurement Official will schedule these confidential discussions, according to the key action dates shown in RFP, Section 1.9, Key Action Dates. The amount of time needed for these discussions will vary depending on the volume and complexity of the issues identified. **NOTE: Bidders should refer to Section I.9 for key action dates related to the Confidential Discussions.**

If the CWS/Web evaluation team's responses to specific Bidder questions are useful to all Bidders, the CWS/Web evaluation team will disseminate this information to the Bidders through the question and answer process following Confidential Discussions. Any changes to the RFP as a result of the Confidential Discussions will be issued in writing via an addendum to the RFP.

IX.5 FINAL PROPOSAL REVIEW PROCESS

During evaluation of the Final Proposal, the CWS/Web evaluation team may request help from the Bidder to locate information in the proposal and to clarify the Bidder's

intent if the proposal appears to contain conflicting information. However, this request for clarification is **not** an opportunity for the Bidder to change or add material to its proposal.

During the Final Proposal Review process, the CWS/Web evaluation team will:

- Screen all Final Proposals to determine if the Bidder has complied with all mandatory (i.e., pass/fail) requirements associated with: (1) Bid Opening and Content Validation Check; (2) Administrative Requirements; (3) Project Management Requirements; (4) Solution Development Requirements; (5) Solution Transition Requirements; (6) Support SACWIS Assessment Review Requirements; (7) Service and Support Requirements; (8) System Requirements; (9) Mandatory Bidder Experience and Staff Qualifications proposal requirements; and (10) Contract Review.

  NOTE: The Bidder's proposal must pass all Mandatory Requirements evaluated on a pass/fail basis. If the Bidder's proposal DOES NOT MEET the requirements, the CWS/Web evaluation team will consider the Bidder's proposal as non-responsive. If the Bidder's proposal contains any "qualifiers", the CWS/Web evaluation team shall consider the proposal non-responsive and reject the Bidder's proposal.

- Evaluate and score Bidder responses to all proposal requirements under Bidder Qualifications, including client references provided by the Bidder's previous clients on Form 6.1, Client Reference Form, and Bidder's experience provided on Form 6.2, Bidder Experience Reference Form. These forms are located in RFP Appendix C, Bid Response Forms.
- Evaluate and score Bidder responses to all desirable proposal requirements under Bidder's Staff Qualifications provided on Form 6.3, Key Staff Experience Reference Form, located in RFP Appendix C, Bid Response Forms.
- Evaluate and score Bidder responses to all proposal requirements under Approaches to Achieving Requirements.
- Evaluate and score Bidder responses to all proposal requirements under Conceptual System Solution.
- Evaluate Bidder scores for each evaluation subcategory under Approaches to Achieving Requirements and Conceptual System Solution to ensure they meet or exceed the minimum scoring threshold (i.e., • 60% of the available score for each respective evaluation subcategory).
- Open cost proposals at a public forum and announce them for those present. **NOTE: Prior to opening the costs, each responsive Bidder's non-cost score (i.e., Bidder Qualifications, Key Staff, Approaches to Achieving Requirements, and Conceptual System Solution Requirement scores) will have been calculated and displayed for those in attendance. Only those proposals that contain no material deviations and have been responsive to the requirements in the previous steps will have Volume III, Cost Data (RFP Section VIII, Proposal Format) opened.**

- Calculate applicable small business preference and Disabled Veteran Business Enterprise (DVBE) incentive points.
- Determine final scores by adding the non-cost evaluation category, cost proposal, and preference and incentive points awarded to each respective Bidder.

IX.6 PROPOSAL EVALUATION SCORING

The proposal evaluation scoring consists of five (5) discrete components: Proposal Screening, Non-Cost Scoring Categories, Cost Proposal Scoring, Small Business Preference, and DVBE Incentive. Evaluation categories listed under Proposal Screening are assessed based on a pass/fail criterion, whereas the evaluation categories listed under the non-cost scoring categories and the cost proposal scoring category are assessed using a consensus-based scoring methodology (i.e., a score based on the general agreement by the CWS/Web evaluation team) and the respective rating scale.

The total score available for this RFP is 10,000 maximum points, which is the sum of the non-cost evaluation category Points (6,000) and cost proposal points (4,000). The 10,000 points, however, does not include any additional points for applicable small business preferences and DVBE Incentive.

For many of the non-cost evaluation categories, there is also a minimum scoring threshold (i.e., 60 percent of the available points) that Bidders must meet or exceed to move on to the cost proposal evaluation. Under the minimum scoring thresholds column shown in Table IX–1 Evaluation Scoring Summary, non-cost scoring categories with a scoring threshold have points associated with them that Bidders must meet or exceed, whereas those that do not have a threshold are denoted by an "N/A." Thresholds are used as safeguards to ensure all components of the Bidder's solution meet the State's minimum level of acceptance. **Proposals that do not obtain a score equal to or greater than the assigned minimum scoring threshold for each of the applicable non-cost evaluation categories will be deemed non-responsive.**

Table IX - 1. Evaluation Scoring Summary, illustrates the scoring components, evaluation categories and subcategories, available points, and minimum scoring thresholds.

Table IX - 1. Evaluation Scoring Summary

Evaluation Category	Available Points	Minimum Scoring Thresholds
PROPOSAL SCREENING		
Content Validation	Pass/Fail	N/A
Administrative Requirements Review	Pass/Fail	N/A

Evaluation Category	Available Points		Minimum Scoring Thresholds
Project Management Requirements Review	Pass/Fail		N/A
Solution Development Requirements Review	Pass/Fail		N/A
Solution Transition Requirements Review	Pass/Fail		N/A
Support SACWIS Review Requirements Review	Pass/Fail		N/A
Service and Support Requirements Review	Pass/Fail		N/A
System Requirements Review	Pass/Fail		N/A
Mandatory Bidder Experience and Staff Qualification Requirements Review	Pass/Fail		N/A
Contract Review	Pass/Fail		N/A
NON-COST SCORING CATEGORIES			
Bidder Qualifications	**2.0%**	**200**	**N/A**
A. Client References	1.0%	100	N/A
B. Bidder Experience	1.0%	100	N/A
Bidder Staff Qualifications	**4.5%**	**450**	**N/A**
A. Project Manager	0.40%	40	N/A
B. Functional Manager	0.25%	25	N/A
C. Chief Architect	0.35%	35	N/A
D. Software Architect	0.35%	35	N/A
E. Database Architect	0.35%	35	N/A
F. Infrastructure Architect	0.25%	25	N/A
G. Data Conversion Manager	0.25%	25	N/A
H. Security Architect	0.35%	35	N/A
I. Software Development Manager	0.35%	35	N/A
J. Transition Manager	0.35%	35	N/A
K. Test Manager	0.25%	25	N/A
L. Training Manager	0.35%	35	N/A
M. Quality Assurance Manager	0.30%	30	N/A
N. Service and Support Manager	0.35%	35	N/A
Project Management Approach	**5.00%**	**500**	**300**
A. Project Management	5.00%	500	N/A
Solution Development Approach	**10.00%**	**1,000**	**600**
A. Solution Development Management	3.00%	300	N/A
B. Application Development	2.00%	200	N/A
C. System Architecture Development	1.50%	150	N/A
D. Data Conversion Development	2.00%	200	N/A
E. System Environment	1.50%	150	N/A
Solution Transition Approach	**12.00%**	**1,200**	**720**

Evaluation Category	Available Points		Minimum Scoring Thresholds
A. Solution Transition Management	2.00%	200	N/A
B. Organizational Change Readiness	2.50%	250	N/A
C. User Training	2.50%	250	N/A
D. Technical Knowledge Transfer	2.50%	250	N/A
E. County Transitions	2.50%	250	N/A
Support SACWIS Review Approach	**0.50%**	**50**	**N/A**
A. Support SACWIS Review	0.50%	50	N/A
Service and Support Approach	**10.00%**	**1,000**	**600**
A. Service and Support	10.00%	1,000	N/A
CWS/Web Conceptual System	**16.00%**	**1,600**	**960**
A. Business Function Perspective	8.00%	800	N/A
B. Architectural View	6.00%	600	N/A
C. Information View	2.00%	200	N/A
COST SCORING CATEGORY			
Total Cost	40.0%	4,000	N/A
Total Points Before Preferences & Incentives	**100%**	**10,000**	**N/A**

APPLICATION OF PREFERENCES AND INCENTIVES	
Small Business Preference	Qualifying bids: Five (5) percent of the highest total score of the proposal that does not earn a Small Business Preference.
DVBE Incentive	Qualifying bids: Up to two (2) percent (200 points) of the total points available.

IX.6.1 Proposal Screening

The first step in the Final Proposal evaluation consists of the screening of each Bidder's Final Proposal for compliance with the Bid Opening and Content Validation Check, Administrative Requirements, Project Management Requirements, Solution Development Requirements, Solution Transition Requirements, Support SACWIS Review Requirements, Service and Support Requirements, System Requirements, Mandatory Bidder Experience and Staff Qualification Requirements, and Contract Review as defined in the RFP.

IX.6.1.1 Bid Opening and Content Validation Check (pass/fail)

All proposals must be delivered to the State Procurement Official specified in RFP Section I.7 at the time specified in RFP Section I.9, Key Action Dates. Volume III,

Cost Data, as specified in RFP Section VIII, Proposal Format, shall remain sealed until the non-cost evaluation is completed. The State Procurement Official will review each Bidder's proposal for the presence of the proper number of proposal copies and required information in conformance with the content requirements of this RFP. Absence of the required number of copies or required information may result in the proposal being deemed non-responsive and rejected.

IX.6.1.2 Administrative Requirements Response Review (pass/fail)

The State Procurement Official and, as appropriate, the CWS/Web evaluation team will review the Bidder's proposal to determine whether it meets all of the administrative requirements contained in RFP Section V, Administrative Requirements. The State Procurement Official and, as appropriate, the CWS/Web evaluation team will also determine if the Bidder has provided the required Bidder responses to specific administrative requirements. If a Final Proposal fails materially to meet an administrative requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.3 Project Management Requirements Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the proposal contains permissible responses (i.e., "yes" responses) and references to proposal responses (i.e., proposal volume, section and page number) for all requirements contained in RFP Section VI.2, Project Management Requirements. If a Final Proposal fails materially to meet a project management requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.4 Solution Development Requirements Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the proposal contains permissible responses (i.e., "yes" responses) and references to proposal responses (i.e., proposal volume, section and page number) for all requirements contained in RFP Section VI.3, Solution Development Requirements. If a Final Proposal fails materially to meet a solution development requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.5 Solution Transition Requirements Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the proposal contains permissible responses (i.e., "yes" responses) and references to proposal responses (i.e., proposal volume, section and page number) for all requirements contained in RFP Section VI.4, Solution Transition Requirements. If a Final Proposal fails materially to meet a solution transition requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.6 Support SACWIS Assessment Review Requirements Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the proposal contains permissible responses (i.e., "yes" responses) and references to proposal responses (i.e., proposal volume, section and page number) for all requirements contained in RFP Section VI.5, Support SACWIS Assessment Review Requirements. If a Final Proposal fails materially to meet a support SACWIS review requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.7 Service and Support Requirements Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the proposal contains permissible responses (i.e., "yes" responses) and references to proposal responses (i.e., proposal volume, section and page number) for all requirements contained in RFP Section VI.6, Service and Support Requirements. If a Final Proposal fails materially to meet a Service and Support requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.8 System Requirements Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the proposal contains permissible responses (i.e., "yes" responses) and references to proposal responses (i.e., proposal volume, section and page number) for all requirements contained in RFP Appendix B, System Requirements. If a Final Proposal fails materially to meet a System requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.9 Mandatory Bidder Qualifications and Staff Qualification Requirements Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the proposal contains permissible responses (i.e., "yes" responses) and references to proposal responses (i.e., proposal volume, section and page number) for all mandatory requirements contained in RFP Section VI.8.1, Bidder Qualifications and Staff Qualifications. If a Final Proposal fails materially to meet a mandatory Bidder qualification or staff qualification requirement, it will be considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.1.10 Contract Response Review (pass/fail)

The CWS/Web evaluation team will review the Bidder's proposal to determine whether the Contract submitted by the Bidder is valid and consistent with the Contract

and Statement of Work instructions and standard terms and conditions provided in RFP Appendix A, CWS/Web Contract. If the Final Proposal Contract contains material deviations, it will result in the proposal being considered non-responsive and rejected by the CWS/Web evaluation team.

IX.6.2 Evaluating and Scoring Non-Cost Evaluation Categories (Available Points = 6,000)

The CWS/Web evaluation team will employ a consensus-based scoring (i.e., scoring based on the general agreement by the CWS/Web evaluation team) methodology to evaluate and award points on Bidder responses to proposal requirements presented in RFP Section VI.8, RFP Proposal Requirements. These proposal requirements are essentially topics that cover important aspects of each non-cost evaluation category for which the CWS/Web evaluation team will assess. The non-cost evaluation categories are delineated into the following eight (8) major categories that are also shown in Table IX - 1. Evaluation Scoring Summary:

- Bidder Qualifications
- Bidder Staff Qualifications
- Project Management Approach
- System Development Approach
- Solution Transition Approach
- Support SACWIS Assessment Review Approach
- Service and Support Approach
- CWS/Web Conceptual System

These major evaluation categories include subcategories and proposal requirements that focus on and are aligned with each of the eight (8) major categories. Although points are assigned to these major evaluation categories and their respective subcategories, the actual points awarded to any major category/subcategory are based only on the Bidder response to the respective proposal requirements. Consequently, scores from the proposal requirements roll-up to the evaluation subcategories and then to the major evaluation categories.

Figure IX - 1. Scoring Hierarchy for Non-Cost Evaluation Categories, depicts how the scores awarded to each proposal requirement roll-up to each major evaluation category. **NOTE: The table contains hypothetical figures and is provided for illustration purposes only.**

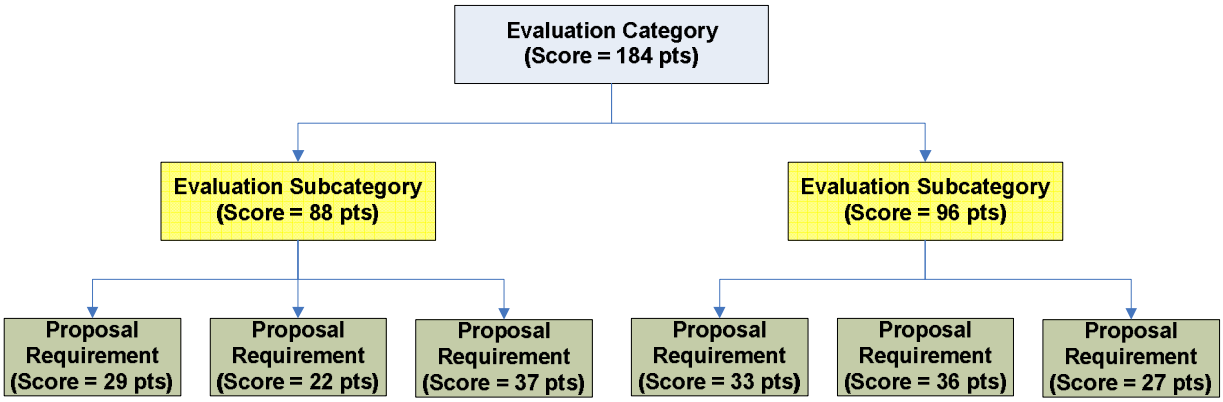

Figure IX - 1. Scoring Hierarchy for Non-Cost Evaluation Categories

The exceptions to this methodology are the Bidder's client references. For Bidder's client references, the CWS/Web evaluation team will evaluate and award points based on responses provided by the Bidder's previous clients on Form 6.1, Client Reference Form, located in RFP Appendix C, Bid Response Forms. Further details on the scoring of this non-cost evaluation category are described in RFP Section IX.6.2.1.1, Bidder Client Reference Scoring.

IX.6.2.1 Evaluation of Bidder Qualifications Response (Available Points = 200)

Bidder Qualifications is separated into the following two evaluation subcategories:

- Bidder Client References
- Bidder Experience

During the evaluation, the CWS/Web evaluation team will assess and score the Bidder Client References and Bidder responses to proposal requirements stated in RFP Section VI.8.1.1, Bidder Qualifications.

IX.6.2.1.1 Client Reference Scoring (Available Points = 100)

The CWS/Web evaluation team will assess the Client References using information provided by the Bidder's previous clients in RFP Appendix C, Form 6.1, Client Reference Form. Each Bidder must submit four (4) or five (5) client references to meet the mandatory proposal requirements specified in RFP Section VI.8.1.1, Client Reference Requirements. To calculate the client reference score, the CWS/Web evaluation team will use the following steps:

(1) Compute the average client reference ratings from the 12 Past Performance Reference Ratings (Ratings 1-5 & N/A) scored by prior clients on all submitted Client Reference Forms. Past Performance Ratings scored as "N/A" are removed from the calculation.

Average Client Reference Rating =

$$\frac{\text{Sum of the Ratings (i.e., 1 - 5) from All Submitted Forms}}{\text{Number of Past Performance Reference Questions Rated}}$$

(2) Compute the rating factor.

Rating Factor =

$$\frac{\text{Average Client Reference Rating of Bidder X}}{\text{Highest Average Client Reference Rating From All Responsive Proposals}}$$

(3) Compute the client reference score.

Client Reference Score = Rating Factor x Available Points

As part of the calculations, the CWS/Web evaluation team will carryout average client reference ratings two decimal places, rating factors three decimal places, and round the client reference scores to the closest whole number.

Table IX - 2. Example of the Average Rating Calculation for Client References and Table IX - 3. Example of Client Reference Scoring, illustrate the computational process, assuming Bidder C is the responsive bid with the highest average rating. **NOTE: The table contains hypothetical figures and is provided for illustration purposes only.**

Table IX - 2. Example of the Average Rating Calculation for Client References

Bidder A		Bidder B		Bidder C	
Past Performance Reference	Ratings	Past Performance Reference	Ratings	Past Performance Reference	Ratings
Client 1		Client 1		Client 1	
Question #1	3	Question #1	3	Question #1	3
Question #2	4	Question #2	4	Question #2	4
Question #3	3	Question #3	3	Question #3	4
Question #4	2	Question #4	4	Question #4	4
Question #5	5	Question #5	5	Question #5	5
Question #6	4	Question #6	4	Question #6	4
Question #7	3	Question #7	3	Question #7	3
Question #8	2	Question #8	4	Question #8	4
Question #9	4	Question #9	4	Question #9	4
Question #10	3	Question #10	3	Question #10	5
Question #11	2	Question #11	4	Question #11	4
Question #12	5	Question #12	5	Question #12	5

Bidder A		Bidder B		Bidder C	
Past Performance Reference	**Ratings**	**Past Performance Reference**	**Ratings**	**Past Performance Reference**	**Ratings**
Client 2		**Client 2**		**Client 2**	
Question #1	3	Question #1	3	Question #1	5
Question #2	3	Question #2	3	Question #2	5
Question #3	4	Question #3	4	Question #3	4
Question #4	2	Question #4	5	Question #4	5
Question #5	3	Question #5	3	Question #5	5
Question #6	2	Question #6	4	Question #6	4
Question #7	3	Question #7	3	Question #7	4
Question #8	2	Question #8	4	Question #8	4
Question #9	3	Question #9	3	Question #9	5
Question #10	4	Question #10	4	Question #10	4
Question #11	5	Question #11	5	Question #11	5
Question #12	3	Question #12	3	Question #12	3
Client 3		**Client 3**		**Client 3**	
Question #1	3	Question #1	3	Question #1	5
Question #2	5	Question #2	5	Question #2	5
Question #3	3	Question #3	3	Question #3	5
Question #4	4	Question #4	4	Question #4	4
Question #5	3	Question #5	3	Question #5	5
Question #6	4	Question #6	4	Question #6	4
Question #7	3	Question #7	3	Question #7	4
Question #8	4	Question #8	4	Question #8	4
Question #9	3	Question #9	3	Question #9	5
Question #10	2	Question #10	3	Question #10	5
Question #11	3	Question #11	5	Question #11	5
Question #12	4	Question #12	4	Question #12	4
Client 4		**Client 4**		**Client 4**	
Question #1	3	Question #1	3	Question #1	3
Question #2	2	Question #2	2	Question #2	4
Question #3	3	Question #3	3	Question #3	3
Question #4	4	Question #4	4	Question #4	4
Question #5	3	Question #5	3	Question #5	5
Question #6	3	Question #6	3	Question #6	4
Question #7	3	Question #7	3	Question #7	3
Question #8	4	Question #8	4	Question #8	4
Question #9	4	Question #9	4	Question #9	4

Bidder A		Bidder B		Bidder C	
Past Performance Reference	**Ratings**	**Past Performance Reference**	**Ratings**	**Past Performance Reference**	**Ratings**
Question #10	3	Question #10	3	Question #10	5
Question #11	2	Question #11	4	Question #11	4
Question #12	4	Question #12	4	Question #12	4
Client 5		**Client 5**		**Client 5**	
Question #1	4	Question #1	4	Question #1	n/a*
Question #2	2	Question #2	3	Question #2	n/a*
Question #3	3	Question #3	3	Question #3	n/a*
Question #4	4	Question #4	4	Question #4	n/a*
Question #5	2	Question #5	4	Question #5	n/a*
Question #6	4	Question #6	4	Question #6	n/a*
Question #7	3	Question #7	3	Question #7	n/a*
Question #8	2	Question #8	2	Question #8	n/a*
Question #9	3	Question #9	3	Question #9	n/a*
Question #10	4	Question #10	4	Question #10	n/a*
Question #11	3	Question #11	3	Question #11	n/a*
Question #12	2	Question #12	5	Question #12	n/a*
Average Rating	**3.20**		**3.60**		**4.25**

* Bidder C submitted only reference forms from four (4) clients.

Table IX - 3. Example of Client Reference Scoring

Bidder	Average Rating	Rating Factor	Available Points	Calculation	Client Reference Score
A	3.20	$\frac{3.20}{4.25} = .753$	100	$.753 \times 100$	**75**
B	3.60	$\frac{3.60}{4.25} = .847$	100	$.847 \times 100$	**85**
C	4.25	$\frac{4.25}{4.25} = 1.000$	100	1.000×100	**100**

IX.6.2.1.2 Desirable Bidder Experience (Available Points = 100)

The CWS/Web evaluation team will score the desirable Bidder experience by assessing the Bidder's responses provided on Form 6.2 Bidder Experience Reference Form. One hundred points are allocated toward desirable Bidder experience. These proposal requirements, including their assigned points, are shown in RFP Section VI.8.1.1.2, Bidder Experience Requirements.

During the assessment process, the CWS/Web evaluation team will use a consensus-based scoring methodology and the Bidder Experience Rating Scale to score the Bidder's responses associated with the desirable Bidder experience proposal requirements. These ratings reflect whether or not the Bidder's response has met a specified proposal requirement including the percent of points awarded for that requirement. NOTE: Bidder responses to these proposal requirements are optional and not required since they are desirable qualifications.

Table IX - 4. Bidder Experience Rating Scale, illustrates the ratings, criteria and the percent of points awarded to the Bidder's proposal requirement responses associated with desirable experience based on this scale.

Table IX - 4. Bidder Experience Rating Scale

Rating	Criteria	Percent of Points Awarded
Yes	Bidder's response meets the proposal requirement	**100**
No	Bidder's response is non-existent or does not meet the proposal requirement	**0**

For ease of comprehension, Table IX - 5. Example of Bidder Experience Scoring, illustrates this evaluation and scoring process. **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 5. Example of Bidder Experience Scoring

Proposal Requirement	Available Points	Consensus Rating	Awarded Points
It is desirable that the Bidder has ten (10) years of experience applying best practices and industry standards in information technology processes, methods and solutions	10	Yes	10
It is desirable that the Bidder has designed, developed and implemented a large health and human services Information Technology (IT) project	25	No	0
It is desirable that the Bidder has designed, developed and implemented systems built using a service oriented architecture on two (2) or more IT projects	20	Yes	20
It is desirable that the Bidder has designed, developed and implemented on three (3) or more public sector IT projects	15	No	0
It is desirable that the Bidder has designed, developed and implemented data warehouses that interfaced with multiple data sources on four (4) or more IT projects	10	Yes	10

It is desirable that the Bidder has ten (10) years of experience providing service and support for large applications similar in scope to the Bidder's proposed solution	20	Yes	20
Total	**100**		**60**

IX.6.2.2 Bidder Staff Qualifications (Available Points = 450)

The CWS/Web evaluation team will assess and score Bidder's responses to all mandatory and desirable staff qualifications stated in RFP Section VI.8.1.2, Bidder Staff Qualifications. This major evaluation category consists of the following subcategories (i.e., Key Staff positions):

- Project Manager
- Functional Manager
- Chief Architect
- Software Architect
- Database Architect
- Infrastructure Architect
- Data Conversion Manager
- Security Architect
- Software Development Manager
- Transition Manager
- Test Manager
- Training Manager
- Quality Assurance Manager
- Service and Support Manager

The CWS/Web evaluation team will assess each Form 6.3, Key Staff Experience Reference Form, in RFP Appendix C, Bid Response Forms, submitted by the Bidder.

The Bidder must meet the mandatory qualifications for all Key Staff. These mandatory qualifications are proposal requirements described in RFP Section VI.8.1.2, Bidder Staff Qualifications and are scored using a pass/fail criterion. Bidder proposals that do not pass all of the Key Staff mandatory qualifications will be considered non-responsive and disqualified.

The CWS/Web evaluation team will also assess and score the Bidder's proposal requirement responses to the desirable qualifications specified in RFP Section

VI.8.1.2, Bidder Staff Qualifications. There are 450 points allocated toward Key Staff that are distributed across several key positions. These key positions, including their assigned points, are shown in RFP Section VI.8.1.2, Bidder Staff Qualifications. The CWS/Web evaluation team will use the Key Staff Rating Scale to score each Bidder's proposal requirement response. These ratings reflect whether or not the Bidder's response has met a specified proposal requirement including the percent of points awarded for that requirement. NOTE: Bidder responses to these proposal requirements are optional and not required since they are desirable qualifications.

Table IX - 6. Key Staff Rating Scale, illustrates the ratings, criteria and the percent of points awarded to the Bidder's proposal requirement responses associated with desirable qualifications based on this scale.

Table IX - 6. Key Staff Rating Scale

Rating	Criteria	Percent of Points Awarded
Yes	Bidder's response meets the proposal requirement	**100**
No	Bidder's response is non-existent or does not meet the proposal requirement	**0**

For ease of comprehension, Table IX - 7. Example of Key Staff Experience Scoring (Software Architect), illustrates this evaluation and scoring process. **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 7. Example of Key Staff Experience Scoring (Software Architect)

Minimum Qualifications	Rating	Bidder's Score
The Software Architect shall have a minimum of six (6) years experience leading software architecture in web software development, with a specialization in web content management solutions and application architectures.	Pass/Fail	Pass
The Software Architect shall have a minimum of six (6) years experience with in-depth exposure in defining the core software architecture of an enterprise web application platform.	Pass/Fail	Pass
The Software Architect shall have a minimum of four (4) years experience in analysis, design, development and implementation of service-oriented web applications similar in scope to the Bidder's proposed solution.	Pass/Fail	Pass
The Software Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.	Pass/Fail	Pass

Desirable Qualifications	Available Points	Consensus Rating	Awarded Points
It is desirable that the Software Architect has five (5) years experience in current and emerging software application platforms.	9	Yes	9

It is desirable that the Software Architect has four (4) years experience in analysis, design, development and implementation on public sector projects.	9	Yes	9
It is desirable that the Software Architect has two (2) years experience working with Statewide Automated Child Welfare Information Systems (SACWIS), or human services information technology (IT) projects.	9	No	0
It is desirable that the Software Architect has one or more technical industry certifications.	8	Yes	8
Total	**35**		**26**

The CWS/Web evaluation team will also conduct reference checks to verify and validate the Bidder's information submitted on Form 6.3, Key Staff Experience Reference Form, located in RFP Appendix C, Bid Response Forms. At a minimum, the CWS/Web evaluation team will perform one (1) random reference check for each of the fourteen (14) Key Staff resulting in at least 14 reference checks per Bidder. Reference checks for other Project staff will be conducted on an as-needed basis. The CWS/Web evaluation team will use the Form 6.4, Key Staff Reference Check Form (RFP Appendix C, Bid Response Forms) to conduct and document the reference checks. The CWS/Web evaluation team will not score the reference checks as they are being conducted for information verification and validation purposes only.

IX.6.2.3 Evaluation of Approaches to Achieving Requirements

The CWS/Web evaluation team will assess and score the Bidder's responses to all proposal requirements stated in RFP Section VI.8.2, Approaches to Achieving Requirements, including the following subcategories:

- Project Management Approach
- Solution Development Approach
- Solution Transition Approach
- Support SACWIS Assessment Review Approach
- Service and Support Approach

There are 3,750 points allocated toward these evaluation subcategories that are distributed across several proposal requirements. These proposal requirements, including their assigned points, are shown in Table IX-1 and described in RFP Sections VI.8.2.1 through VI.8.2.5.

During the assessment process, the CWS/Web evaluation team will use a consensus-based scoring methodology and the CWS/Web Rating Scale to score the Bidder proposal requirement responses related to Project Management Approach, Solution Development Approach, Solution Transition Approach, Support SACWIS Assessment Review Approach, and Service and Support Approach. Ratings on the scale reflect the degree in which the Bidder's response has met a specified proposal requirement including the percent of points awarded for that requirement.

Table IX - 8. CWS/Web Rating Scale, illustrates the ratings, criteria and the percent of points awarded to the Bidder's proposal requirement responses based on this scale.

Table IX - 8. CWS/Web Rating Scale

Rating	Criteria	Percent of Points Awarded
Excellent	Achievable and applies best practices; clearly and concisely presented and logically organized; well integrated and proven; very effective; minimal or no impact to existing operations; or comprehensive scope of work and services	**100%**
Good	Achievable and suitable; acceptably presented and organized; integrated and proven; effective; moderate impact to existing operations; or reasonable scope of work and services	**80%**
Fair	Achievable and somewhat suitable; less than acceptably presented and organized; somewhat integrated and proven; somewhat effective; somewhat significant impact to existing operations; or marginal scope of work and services	**40%**
Poor	Provides no additional information beyond minimum requirements; not fully achievable, suitable or addressed; not integrated or proven; not effective; significant impact to existing operations; minimal scope of work and services	**0%**

Definition of CWS/Web Rating Scale Criteria Terms

- Achievable – Doable with proposed resources, schedule and constraints
- Best Practice – Considered a foremost, capable and competent method(s)
- Integrated – Linked to one or more components/elements of the business case
- Effective – Producing the desired or intended result in an efficient manner
- Presented – Both written and oral form
- Proven - Demonstrates having a particular quality or worth based on past history
- Concisely – To the point without any hyperbole
- Logically – Sensible, easy to follow and plausible
- Suitable – Achieves objectives, but not necessarily a best practice
- Addressed – Referenced or comment provided

For each of the five (5) evaluation subcategories under Approaches to Achieving Requirements, except for Support SACWIS Assessment Review Approach, there is a minimum scoring threshold (i.e., 60 percent of the available points) that Bidders must meet or exceed to move on to the Cost Proposal Evaluation. These thresholds are safeguards to ensure all components of the Bidder's solution meet the State's minimum level of acceptance. Support SACWIS Assessment Review Approach does not have a minimum scoring threshold. **Proposals that do not obtain a score equal**

to or greater than the assigned minimum scoring threshold for each of the applicable non-cost evaluation categories will be deemed non-responsive.

For ease of comprehension, Table IX - 9. Example of Project Management Scoring, illustrates this evaluation and scoring process. **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 9. Example of Project Management Scoring

Proposal Requirement	Available Points	Consensus Rating	Awarded Points
Description of the project management methodology to be employed and integrated into the State's project management processes.	25	Excellent	25
Description of the approach to communications and the methodology to be employed and integrated into the State's project management and communication management processes.	25	Good	20
Description of the approach to issue resolution and the methodology to be employed in the CWS/Web Project, and integrated into the State's project management processes.	25	Good	20
Description of the approach to quality management and the methodology to be employed and integrated into the State's project management processes.	25	Good	20
Description of the approach to configuration management and the methodology to be employed in the CWS/Web Project, and integrated into the State's project management processes.	25	Fair	10
Description of the approach to project change control and the methodology to be employed in the CWS/Web Project, and integrated into the State's project management processes.	25	Good	20
Description of the approach to project risk management.	25	Fair	10
Description of the approach to subcontractor management and how planning, coordination, and communications within the Bidder's project team will be conducted.	25	Good	20
Description of the project organization, including an organizational chart with proposed Bidder and subcontractor staff that will be assigned to this project and their roles.	25	Good	20
Description of how the Bidder team will be integrated with the State/county project team, including the Bidder staff to be co-located with the CWS/Web Project Office.	75	Excellent	75
A Staffing Plan by WBS element identifying the type and number of bidder staff to be assigned to the project by month. The Staffing Plan should also summarize by month the number of bidder staff to be located at the CWS/Web Project facility and the percentage of time that each of the Bidder's proposed staff will be on-site and dedicated to the CWS/Web Project.	50	Excellent	50

A Project schedule, including tasks, durations (not to exceed one month for lowest-level tasks), deliverables milestones, and dependencies.	150	Good	120
Total	**500**		**410**

IX.6.2.4 Evaluation of Conceptual System Requirements

The CWS/Web evaluation team will assess and score the Bidder's responses to all proposal requirements stated in RFP Section VI.8.3, CWS/Web Conceptual System, including the following subcategories:

- Business Function View
- Architectural View
- Information View

There are 1,600 points allocated toward these evaluation subcategories that are distributed across several proposal requirements. These proposal requirements, including their assigned points, are shown in Table IX-1 and described in RFP Sections VI.8.3.1 through VI.8.3.3.

During the assessment process, the CWS/Web evaluation team will use a consensus-based scoring methodology and Table IX - 8. CWS/Web Rating Scale, to score the Bidder proposal requirement responses related to the Business Function View, Architectural View and Information View. Ratings on the scale reflect the degree in which the Bidder's response has met a specified proposal requirement including the percent of points awarded for that requirement.

The Bidder must meet or exceed the minimum scoring threshold (i.e., 60 percent of the available points) for CWS/Web Conceptual System to move on to the Cost Proposal Evaluation. The score used to meet or exceed the minimum scoring threshold is the sum of the points awarded to the Bidder for its proposal responses to the Business Function View, Architectural View and Information View. This threshold is a safeguard to ensure all components of the Bidder's CWS/Web Conceptual System meet the State's minimum level of acceptance. **Proposals that do not obtain a score equal to or greater than the assigned minimum scoring threshold for the CWS/Web Conceptual System Category will be deemed non-responsive.**

For ease of comprehension, Table IX - 10. Example of the Information View Scoring, illustrates this evaluation and scoring process. **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 10. Example of the Information View Scoring

Proposal Requirement	Consensus Rating	Available Points	Awarded Points
The Bidder should provide a description of the CWS/Web proposed information architecture and how it will be integrated into the CWS enterprise. The information view should include, at a minimum, the following information:			
An overview and definition of the information stores used in the CWS enterprise and their interrelationships, including information stores that are part of the CWS/Web Solution.	Good	100	80
Description of the approach for the integration broker and message infrastructure.	Excellent	50	50
Description of the approach to business intelligence and reporting architecture requirements.	Fair	50	20
Total		**200**	**150**

IX.6.3 Normalization of the Non-Cost Score

The Non-Cost Score represents 6,000 of the total 10,000 points attainable in the RFP evaluation process, excluding Small Business Preferences and DVBE Incentives. The CWS/Web evaluation team will normalize (i.e., adjust) the Bidders' Non-Cost Scores to maintain the 60/40 weighting between the Bidder's Non-Cost Score and Cost Score.

The following formula shows how the CWS/Web evaluation team will normalize and derive the Bidders' Final Non-Cost Scores:

$$\text{Final Non – Cost Score} = \frac{\overbrace{\text{Non - Cost Score for Bidder X}}}{\text{Highest Non – Cost Score Among All Responsive Proposals}} \text{ x Available Points}$$

During the calculation, the CWS/Web evaluation team will carry out the adjustment factor three (3) decimal places, and round the Final Non-Cost Score to the nearest whole number.

For ease of comprehension, Table IX - 11. Example of Final Non-Cost Score Calculations, illustrates this scoring adjustment process. **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 11. Example of Final Non-Cost Score Calculations

Bidder	Non-Cost Score	Calculation to Normalize Score	Final Non-Cost Score
A	5,400	$\frac{5,400}{5,400}$ (Adjustment Factor) X 6,000 (Available Points)	**6,000**

B	3,900	$\frac{3,900}{5,400}$ (Adjustment Factor) X 6,000 (Available Points)	**4,332**
C	4,200	$\frac{4,200}{5,400}$ (Adjustment Factor) X 6,000 (Available Points)	**4,667**

IX.7 EVALUATING AND SCORING COSTS (AVAILABLE POINTS = 4,000)

IX.7.1 Cost Evaluation

The State Procurement Official will schedule a public cost opening. Prior to the cost opening, the CWS/Web evaluation team will not open sealed cost information until the team has completed the evaluation of all prior RFP requirement areas shown in RFP Section IX.5, Final Proposal Review. Also, the CWS/Web evaluation team will only open and evaluate proposed costs from Bidders who had no material deviations in their bids and were responsive to the following: (1) Bid Opening and Content Validation Check; (2) Administrative Requirements; (3) Project Management Requirements; (4) Solution Development Requirements; (5) Solution Transition Requirements; (6) Support SACWIS Review Requirements; (7) Service and Support Requirements; (8) System Requirements; (9) Proposal Requirements; and (10) Contract Review. **NOTE: Proposals that do not obtain a score equal to or greater than the assigned minimum scoring threshold for each of the applicable non-cost evaluation categories will be deemed non-responsive.**

The State Procurement Official will contact each Bidder with the scheduled date and time for the public cost opening. The CWS/Web evaluation team will evaluate the Cost Proposals for compliance with RFP requirements as noted below.

IX.7.1.1 Cost Requirements Evaluation

The cost requirements evaluation of the Final Proposal focuses on ensuring that the following requirements are met:

- The Bidder's cost information includes costs of staff, services, software purchase/lease/license, hardware, and tools to meet the requirements defined in this RFP.
- The hardware and/or software items presented are consistent with and include all of the items identified in the CWS/Web Solution and elsewhere in the proposal submitted in response to RFP Section VI, Solution Requirements.
- Costs, quantities, and extensions are checked for any mathematical errors. The CWS/Web evaluation team may, at its discretion, correct any errors in the Cost Proposal in accordance with RFP Section II.3.7.d, Errors in the Final Proposal.
- Any calculated fields in the Bidder's hard copy cost proposal should match those in the Bidder's submitted soft copy cost worksheets. The CWS/Web

evaluation team will, in addition, re-enter the Bidder's data from the hard copy cost proposal into its own copy of the cost worksheets for verification. If there are variations, the CWS/Web evaluation team may, at its discretion, correct any errors as allowed in RFP Section II.3.7.d, Errors in the Final Proposal. After all cost proposals are evaluated, the CWS/Web evaluation team will meet to calculate the cost score, taking into account small business preferences claimed, and/or the DVBE incentives, as applicable.

NOTE: It is absolutely essential that Bidders carefully review the cost elements in their Final Proposal, since they will not have the option to change them after the FINAL PROPOSAL submittal. Also, the CWS/Web evaluation team may deem a Cost Proposal non-responsive if inconsistent information is identified within and/or among the Cost Worksheets.

IX.7.1.2 Consistency with the Bidder's CWS/Web Solution Proposal

The CWS/Web evaluation team will evaluate the cost proposals for consistency with the Bidders' CWS/Web Solution proposals. **NOTE: The CWS/Web evaluation team may deem a cost proposal non-responsive if information contained in the Cost Proposal deviates from the Bidder's CWS/Web Solution proposal.**

IX.7.1.3 State Data Center Services Cost Evaluation

State data center services (i.e., OTech) costs are those that are required to provide the CWS/Web infrastructure necessary to meet the RFP requirements and proposed technical solution. State data center services costs may include:

- Physical data center environment costs
- Server hardware and software operation and support costs
- Server storage and usage costs
- Media handling and storage costs
- Wide Area Network costs

The Bidder is expected to work directly with the OTech for data center services information as specified in RFP Section I.11, Office of Technology Services Discussions. The Bidder must also complete Form 5.16 located in RFP Appendix C, Bid Response Forms, and Worksheet VII-15a, OTech Cost Summary, located in RFP Appendix E, Cost Workbook.
As part of the Cost Evaluation, the CWS/Web evaluation team, with assistance from the State data center subject matter experts, will evaluate the cost proposal to verify that the descriptions, quantities and costs of State data center services are consistent with State data center statement of work, network services statement of work, State data center service standards, and "Base Rate Schedule" and "Rates Guide" available at: http://www.dts.ca.gov/Customers/default.asp. The CWS/Web evaluation team, with assistance from the State data center subject matter experts, will also

evaluate if the quantities are consistent with the proposed technical solution. **NOTE: The CWS/Web evaluation team may deem information contained in Worksheet VII-15a, OTech Cost Summary, as non-responsive if any deviations exist.**

IX.7.2 Cost Scoring (Available Points = 4,000)

The CWS/Web evaluation team will not open sealed cost information until the team has completed the previous steps in the evaluation process as stated in RFP Section IX.5, Final Proposal Review. Also, the CWS/Web evaluation team will only open and evaluate bids that contain no material deviations and were responsive to all RFP requirements.

The cost assessment will incorporate costs defined in RFP Section VIIA, Pricing Proposal, and provided by the Bidder in RFP Appendix E, Cost Workbook. The cost score represents 40 percent of the total points attainable in the RFP evaluation process, excluding small business preferences and DVBE incentives. The CWS/Web evaluation team will use the Total Bid Amount proposed by the Bidders and shown in Worksheet VII-1, Total Cost Summary (Bid Amount), in RFP Appendix E, Cost Workbook to calculate the Cost Scores.

The formula below shows how the CWS/Web evaluation team will normalize and derive the Bidders' final cost scores:

$$\textbf{Final Cost Score} = \frac{\overbrace{\textbf{Lowest Proposed Cost from All Responsive Proposals}}}{\textbf{Proposed Cost from Bidder X}} \times \textbf{Available Points}$$

During the calculation, the CWS/Web evaluation team will carry out the adjustment factor three (3) decimal places, and round the Final Cost Score to the nearest whole number.

For ease of comprehension, Table IX - 12. Example of Final Cost Score Calculations, illustrates this scoring adjustment process. **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 12. Example of Final Cost Score Calculations

Bidder	Cost Score	Calculation to Normalize Score	Final Cost Score
A	$7,750,000	$\frac{\$7,250,000}{\$7,750,000}$ (Adjustment Factor) X 4,000 (Max. Points)	**3,740**
B	$9,500,000	$\frac{\$7,250,000}{\$9,500,000}$ (Adjustment Factor) X 4,000 (Max. Points)	**3,052**
C	$7,250,000	$\frac{\$7,250,000}{\$7,250,000}$ (Adjustment Factor) X 4,000 (Max. Points)	**4,000**

IX.7.3 Applying Preferences and Incentives

The final step in the Final Proposal evaluation consists of the application of preference and incentive points in order to determine a final score that the CWS/Web evaluation team will use for bid award purposes.

IX.7.3.1 Small Business Preference

The CWS/Web evaluation team will award Small Business Preference points to Bidders who claim the preference and meet the State requirements of a small business or for those business Bidders that claim the preference by committing to contract 25 percent or more of the total Contract value to certified small businesses and who also meet all other RFP requirements.

The Small Business Preference is equal to five (5) percent of the total number of points (accumulated non-cost and cost points, prior to incentives and preferences) awarded to the highest scoring responsive Bidder who is not receiving Small Business Preference points. If after applying the Preference a small business has the highest score, only another small business can displace it by applying the Disabled Veterans Business Enterprise Incentive.

IX.7.3.2 Disabled Veterans Business Enterprise Incentive

The DVBE incentive points are applied to the Bidder's total points based on the confirmed DVBE participation and associated DVBE incentive identified in Table IX-13 DVBE Incentive Calculation.

Table IX - 13. DVBE Incentive Calculation, illustrates the incentive points available based on the Bidder's confirmed percent of DVBE participation and 10,000 points (total points available).

Table IX - 13. DVBE Incentive Calculation

DVBE INCENTIVE POINT SCALE	
Confirmed DVBE Participation of	**DVBE Incentive**
10% or more	2.0% (of 10,000 points) = 200

8% up to 9.99%	1.6% (of 10,000 points) = 160
6% up to 7.99%	1.2% (of 10,000 points) = 120
4% up to 5.99%	.08% (of 10,000 points) = 80

For ease of comprehension, Table IX - 14. Example of Bidder Points with Incentives Applied - Small Business, illustrates how the CWS/Web evaluation team will apply the DVBE incentives and small business preferences. In the example, Bidder A initially has the most points (9,740 total non-cost and cost points). As the only small business, Bidder C earns the five (5) percent small business preference, which is applied to the total score (accumulated non-cost and cost points, prior to incentives and preferences) to yield the highest overall total points with small business of 9,929. Next, Bidders A and B earn DVBE incentives of two (2) percent and one and six tenths (1.6) percent respectively (resulting from confirmed DVBE participation of eleven percent and eight (8) percent respectively). With the DVBE incentive points, Bidder A has the highest total score of 9,940. In this example, however, the CWS/Web evaluation team will award Bidder C the Contract because a small business cannot be displaced by a non-small business, even though Bidder A had the highest total score when applying DVBE incentive points. **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 14. Example of Bidder Points with Incentives Applied - Small Business

Bidder	Meets Small Bus. Req.?	Non-Cost Requirement Points (A)	Cost Points (B)	Total Points Before Incentives (C)	Small Business Preference Points D=(X*0.05)	Total Points w/Small Business E=(C+D)	DVBE Participa-tion from Table IX-14	DVBE Incentive Points from Table IX-14	Total Score (F+G)
A	no	6,000	3,740	9,740	-	9,740	11%	200	9,940
B	no	4,332	3,052	7,384	-	7,384	8%	160	7,544
C	yes	5,442	4,000	9,442	487	9,929	0%	-	9,929
Where X = the highest Total Point score among the non-small business Bidders – in this case, 9,740 (Bidder A).									

Table IX - 15. Example of Bidder Points with Incentives Applied - DVBE, illustrates how the CWS/Web evaluation team would apply DVBE incentives and small business preferences in a slightly different scenario. In the example, Bidder A initially has the most points (9,300 total non-cost and cost points). As the only small business, Bidder C earns the five (5) percent small business preference (465 points), which is applied to the total score (9,065 total non-cost and cost points) but does not yield the highest total points with small business. Bidders A and B earn DVBE incentive points, and Bidder B has the highest total points after applying the DVBE incentive of two (2) percent (resulting from confirmed DVBE participation of more than ten (10) percent). In this example Bidder B would be awarded the Contract. Bidder C did not win because its Total Points w/Small Business (column E) was not greater than either Bidder A or B before incentives were added (Column C). **NOTE: The table contains hypothetical content and figures that are provided for illustration purposes only.**

Table IX - 15. Example of Bidder Points with Incentives Applied - DVBE

Bidder	Meets Small Bus. Req.?	Non-Cost Requirement Points (A)	Cost Points (B)	Total Points Before Incentives (C)	Small Business Preference Points D=(X*0.05)	Total Points w/Small Business E=(C+D)	DVBE Participa-tion from Table IX-IX-14	DVBE Incentive Points from Table IX-14	Total Score (F+G)
A	No	5,300	4,000	9,300	-	9,300	4.6%	80	9,380
B	No	6,000	3,200	9,200	-	9,200	11%	200	9,400
C	yes	4,900	3,700	8,600	465	9,065	0%	-	9,065
Where X = the highest Total Point score among the non-small business Bidders – in this case, 9,300 (Bidder A).									

IX.8 SELECTING THE CONTRACTOR

Among the pool of responsive proposals, the CWS/Web evaluation team will determine the proposal with the highest combined score for all evaluation components up to a maximum of 10,000 points, plus any preference and incentive points. The CWS/Web evaluation team will tentatively identify the Bidder with the highest total score as the selected Contractor. The State Procurement Official shall post a Notice of Intent to Award in accordance with RFP Section I.9, Key Action Dates.

A. CWS/WEB CONTRACT

OFFICE OF SYSTEMS INTEGRATION

REQUEST FOR PROPOSAL 0530-208
Child Welfare Services/Web

APPENDIX A

CWS/Web Contract

ISSUED BY:

State of California

Department of General Services
Technology Acquisitions
707 3rd Street, 2nd Floor
West Sacramento, CA 95605

Appendix A

CWS/Web Contract

A. Contract Structure and Modifications.

These instructions are provided to explain how the CWS/Web Contract (the "Contract") is structured and how it may be modified to develop a mutually agreeable final Contract. It is imperative that Bidders follow these instructions carefully in order to be fully responsive to the requirements of the RFP. Alterations of the Contract will NOT be permitted subsequent to the time established for receipt of Final Proposals except as provided by law.

Bidders must recommend changes to Contract terms consistent with the process set forth in RFP Section I.10.4 (Proposed Contract Changes) and according to the schedule included in RFP Section I.9 (Key Action Dates). The Bidder's Final Proposal must include either a completed copy of the State's Contract as it appears in Appendix A or with any approved changes, if applicable. The Contract will make up Volume II of the Bidder's Final Proposal submission. Volume II will consist of the following documents:

1. State of California Standard Agreement form – STD 213

2. CWS/Web Special Provisions

   a. Exhibit A Guaranty
   b. Exhibit B Work Authorization (Sample)
   c. Exhibit C System Change Authorization (Sample), and
   d. Any other Exhibits

3. CWS/Web General Provisions

B. Final Contract Structure.

After receipt and evaluation of Final Proposals by the State, the State will reassemble various parts of the RFP documentation to create the final Contract which will govern the activities and obligations of the parties for the duration of the Contract term. The Statement of Work ("SOW"), a collection of documents and requirements, will be a key component of the Contract. The organization of the Contract will be at the State's discretion; however, it is anticipated that the final Contract will consist of the State of California Standard Agreement form – STD 213 and the following Attachments:

1. Statement of Work

   a. CWS/Web Special Provisions
      i. Exhibit A Guaranty
      ii. Exhibit B Work Authorization (Sample)
      iii. Exhibit C System Change Authorization (Sample)
      iv. Exhibit D TBD

   b. Applicable sections (and appendices) of the RFP, including but not limited to:
      i. Section V (Administrative Requirements)

ii. Section VI (Solution Requirements)
iii. Section VIIA (Pricing Proposal)
iv. Section VIIB (Compensation Model)

c. Plans, DIDs, DEDs, or MEDs submitted with the Final Proposal. Initial documents will be replaced by final documents after the State's acceptance thereof.

2. CWS/Web General Provisions

3. Cost Workbook

4. Bidder's Final Proposal, to the extent not already included in B.1, B.2, or B.3

C. Standard Agreement – STD 213 Instructions.

The State of California's Standard Agreement, STD. 213, is to be completed by the Bidder and submitted to State with the proposed Contract according to the schedule for submitting the Final Proposal included in RFP Section I.9 (Key Action Dates).

STATE OF CALIFORNIA
STANDARD AGREEMENT
STD. 213 (NEW 06/03)

STANDARD AGREEMENT

FOR I.T. GOODS/SERVICES ONLY

	REGISTRATION NUMBER
PURCHASING AUTHORITY NUMBER	Agreement NUMBER

1. This Agreement is entered into between the State Agency and the Contractor named below
   STATE AGENCY'S NAME:
   Office of Systems Integration (hereinafter the "State")
   CONTRACTOR'S NAME:

2. The term of this Agreement is:

3. The maximum amount of this Agreement is: $

4. The parties agree to comply with the terms and conditions of the following attachments which are by this reference made a part of the Agreement :
   Attachment 1 – Statement of Work
   Attachment 2 – CWS/Web General Provisions
   Attachment 3 – Cost Workbook

RFP OSI #0530-208 and Contractor's bid in response to RFP OSI #0530-208 are hereby incorporated and made a part of this Agreement. In the event of a conflict the RFP shall prevail.

IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.

CONTRACTOR		CALIFORNIA **Department of General Services** Use Only
CONTRACTOR'S NAME *(If other than an individual, state whether a corporation, partnership, etc.)*		
BY *(Authorized Signature)* ?	DATE SIGNED	
PRINTED NAME AND TITLE OF PERSON SIGNING		
ADDRESS		
STATE OF CALIFORNIA		
AGENCY NAME Office of Systems Integration		
BY (Authorized Signature) ?	DATE SIGNED	
PRINTED NAME AND TITLE OF PERSON SIGNING		
ADDRESS		• Exempt Per

CWS/Web
Special Provisions

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Exhibit A Guaranty
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RECITALS

State issued Request for Proposal #0530-208 (the "RFP"), dated _____, 2009, for the purpose of acquiring a business solution, the "CWS/Web Solution," which will be designed, implemented and integrated by Contractor and which will include the design, development, implementation and operation of a new Statewide Automated Child Welfare Information System (SACWIS);

This SACWIS, the "CWS/Web System," will be operated and maintained on equipment operated by a State agency within a comprehensive model of service and support that is established by the CWS/Web Solution;

The CWS/Web System will replace CWS/CMS, the current automated system used by State in the delivery and administration of child welfare services;

Contractor submitted a proposal in response to the RFP, dated _____, 20__;

State evaluated the proposal and identified Contractor as the apparently successful bidder in the procurement for the CWS/Web Solution;

Contractor desires to enter into an agreement with State to provide State with a business solution to meet its needs;

State and Contractor have agreed that the terms and conditions of this Agreement shall govern Contractor's furnishing to the State the CWS/Web Solution which includes the CWS/Web System and associated systems and services; and

The parties agree they will perform their respective obligations as described below in this Agreement.

NOW THEREFORE, in consideration of the foregoing Recitals and the mutual promises and covenants as set forth below, the parties agree as follows:

DEFINITIONS. The following terms shall be given the meaning shown, unless context requires otherwise or a unique meaning is otherwise specified.

"Acceptance": a notice from the State to Contractor that a Deliverable or Service has been conformed to its applicable Acceptance Criteria in accordance with the process described in RFP Appendix A, Contract Special Provisions Section 10 (Products and Services); for Materials, an operative condition of acceptance that exists when a Material has been submitted, received and not been the subject of a written notice of rejection or non-acceptance by State.

"Acceptance Criteria": the applicable Specifications against which each Deliverable, Service or Material shall be evaluated for Acceptance in accordance with Special Provisions Section 10 (Products and Services), the requirements described in the Contract, and the Specifications for Services which are not subsumed in a Deliverable or Material.

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"Acceptance Tests": the tests or reviews that are performed by the State to determine there

are no Deficiencies in the Deliverables or Services and that must be satisfied before Acceptance can occur as set forth in RFP Appendix A, Contract Special Provision, Section 10 (Products and Services), including without limitation User Acceptance Tests, System Qualification Tests, and System Acceptance Reviews. For Materials, tests or reviews that could apply under certain circumstances.

"ACF": the Administration for Children and Families, an organizational division of the U.S. Department of Health and Human Services (or any successor governmental entity), which is the federal sponsor for Child Welfare Services and the Statewide Automated Child Welfare Information Systems (SACWIS) program.

"Adaptive Maintenance": modification performed to keep the CWS/Web Solution, or any component thereof, usable in a changed or changing environment. (derived from IEEE Std. 14764-2006).

"Agreement": another term for "**Contract**."

"Certification": the State's receipt of notice and, if requested by State, full supporting and written documentation (including without limitation test results) from Contractor that Contractor has, as applicable: completed a Product or Service in accordance with its Acceptance Criteria or pre-tested a system for compliance with the applicable Specifications; and confirmed that the Product, including but not limited to the CWS/Web System, is ready for applicable Acceptance Tests and/or implementation.

"Commercial Software": software developed or regularly used that: (i) has been sold, leased, or licensed to the general public; (ii) has been offered for sale, lease, or license to the general public; or (iii) has not been offered, sold, leased, or licensed to the public but will be available for commercial sale, lease, or license in time to satisfy the delivery requirements of this Contract.

"Confidential Information": shall have the meaning described in Sections 4.2 and 4.3 of these Special Provisions.

"Contract": This Contract or agreement (including any purchase order), by whatever name known or in whatever format used.

"Contract Document(s)": any or all of the documents that make up the Contract or that are referred to in the Contract or whose Specifications have been incorporated into the Contract, including but not limited to Certifications, Notices of Acceptance/Non-Acceptance, Acknowledgements of Receipt, Exhibits, Appendices, Riders, Schedules, Amendments, Work Authorizations, System Change Authorizations, Technical Services Requests, Invoices, DIDs, DEDs, MEDs, the Project Management Plan and any component thereof, and, to the extent that they are not a component of the Project Management Plan, the Schedule and all Project Plans.

"Contractor Functional Manager": for purposes of the Contract's dispute resolution process, the Contractor staff who manages the operation of the particular service or business function generating or underlying a dispute.

"Contractor Project Manager" or "CPM": the person designated by Contractor to lead the Contractor's Project Management team and to manage Contractor staff and resources for the purpose of meeting all obligations under the Contract.

"Contractor Technology": intellectual property owned by Contractor prior to the Effective Date or developed outside the scope of this Contract and any modifications, enhancements or improvements thereto, including Proprietary Software and Contractor's proprietary information, methodologies, deliverable examples, procedures**,** processes, techniques, data models, templates, and software tools, utilities, and routines.

"Conversion": the Services performed by Contractor for converting historical and other Data for Processing by the Software and CWS/Web Solution as described in RFP Section VI.3.4 (Data Conversion Development Requirements).

"Converted Data": the Data which has been successfully converted by Contractor for Processing by the CWS/Web Solution or any component thereof.

"Corrective Maintenance": Reactive modification performed to correct discovered Deficiencies and bring the CWS/Web Solution, or any component thereof, into compliance with Specifications. (derived from IEEE Std. 14764-2006).

"Cosmetic Deficiencies": Deficiencies which are cosmetic or inconsequential or that fail to conform to reasonable commercial or industry standards for appearance, format and quality, e.g., spelling or grammatical errors.

"Cost to Cover: Cost, properly mitigated, of procuring Products or Services of equivalent capability, function, and performance from sources other than the Contractor.

"County" or "county": One of the 58 geographical and political subdivisions of the State of California. In addition, for purposes of the RFP, the California Department of Social Services is considered a user group equivalent to an additional county and is referenced as the 59th county.

"CPM": Contractor Project Manager.

"Custom Software": software designed, developed or produced by Contractor under the Contract, including without limitation interfaces, and modifications and changes to Licensed Software.

"CWS Business Functions": The business operations, program management and Service and Support activities performed by the CWS Program.

"CWS Business Function Documentation": Any and all electronic or printed information, plans, reports, manuals, instructions, explanations, definitions, files, codes, keys, tables or materials that are used to define the CWS Business Functions related to the CWS/Web Solution.

"CWS/CMS" or "Child Welfare Services/Case Management System": the existing automated system used in California as of the date that RFP 0530-208 is issued.

"CWS/Web": Another term for CWS/Web System.

"CWS/Web Application": The complete collection of (1) Releases and Software that perform services in support of CWS Business Functions, (2) databases containing the CWS/Web Data, and (3) interactions sent or received by the CWS/Web Application, integrated and functioning together in accordance with the applicable Specifications, not including system software for Equipment or independent software tools used to develop or maintain the CWS/Web Application.

"CWS/Web Documentation": Any and all electronic or printed information, plans, reports, manuals, instructions, explanations, definitions, files, codes, keys, tables or materials that are used in connection with the Equipment, Software, procedures or processes that support or comprise the CWS/Web System.

"CWS/Web Facilities": The collection of buildings, rooms and offices used to house CWS/Web staff and Equipment.

"CWS/Web Infrastructure": The collection of Equipment, communication hardware, enterprise middleware and database management system software upon which the CWS/Web Application operates.

"CWS/Web Project": For the purpose of Contractor's obligations under this Contract, the planned undertaking for the CWS/Web Solution from Solution Development and Transition through expiration or termination of the Contract. For the larger purposes of the State, the planned undertaking for the CWS/Web Solution from the initiation of planning activities through the project life cycle..

"CWS/Web Solution": The business solution proposed by the Contractor, in its entirety, in response to RFP OSI-0530-208 and accepted by the State in its execution of the Contract, as amended. As assembled, it will be an interconnected set of products, services and people including but not limited to the CWS/Web System, CWS/Web Support Systems, Users, project management, program management, system support staff, CWS Business Functions, Documentation and CWS/Web Facilities.

"CWS/Web Support Systems": The independent systems or software tools used for system development, testing, project management, or to perform Service and Support activities for the CWS/Web Solution, i.e., systems or software tools that are NOT integrated into the CWS/Web Application.

"CWS/Web System": The CWS/Web Application, CWS/Web Infrastructure and related CWS/Web Documentation.

"Data": The State's or Counties' records, client information, files, forms, and financial, statistical, personal, personnel, technical and other data and other information that will be processed by the Software or that originates from or is provided by the State or Counties in connection with the Contract.

"Data Item Description" or **"DID":** a document which is prepared by the State and which describes the Specifications for a document Deliverable, including but not limited to format, content, due dates, Acceptance Criteria, and updates or changes required during the term of the Contract.

"Deficiency": a failure of a Product or Service, or an omission, fault, defect or deficiency in a Product or Service, causing it not to conform to its applicable Specifications.

"Deliverables": Products that are subject to a formal acceptance process as described in Special Provisions Section 10 (Products and Services). Deliverables include but are not limited to Software Deliverables, DIDs, DEDs, MEDs, other non-Software Deliverables, Equipment, the CWS/Web System, the CWS/Web Solution, Deliverables listed in the Product Table, Table VI-108 of RFP Section VI.9 (Contractor Products and Document Submission Process) or identified in other Contract Documents, as well as all designs, structures, know-how, techniques, and models developed in the course of rendering the Services and incorporated into such Deliverable

"Deliverable Expectation Document" or **"DED":** a document which is developed by the Contractor and approved by State and which describes the Specifications for a Deliverable, including but not limited to format, content, due dates, Acceptance Criteria, and updates or changes required during the term of the Contract. Initially, a DED may include minimum expectations of State with regard to Specifications, but Contractor is required to fully develop the final DED.

"Deployment": the activities for implementing the CWS/Web Solution, in whole or in part.

"Documentation": any and all electronic or printed information, instructions, explanations, definitions, files, manuals, codes, keys, tables or materials that are used in connection with the Equipment, Software, procedures or processes that support or comprise the CWS/Web Solution, including CWS/Web Documentation and CWS Business Process Documentation.

"DTS": the California Department of Technology Services; the State department that hosts production environments and operations.

"Effective Date": the date after which the Contract has been executed by the State and Contractor has received approval by ACF and DGS.

"Equipment": An all-inclusive term which refers either to individual Machines or to a complete Data Processing System or subsystem, including its Operating System (if any), and Hardware (e.g., telecommunication equipment, routers, switches, hubs, server racks, cables, and other computer peripheral equipment).

"Equipment Failure": a malfunction in the Equipment, excluding all external factors, which prevents the Equipment from accomplishing its intended function(s) or from performing in accordance with applicable Specifications. If microcode or Operating Software residing in the Equipment is necessary for the proper operation of the Equipment, a failure of such microcode or Operating Software which prevents the accomplishment of the Equipment's intended functions shall be deemed to be an Equipment Failure.

"Emergency Maintenance": an unscheduled fix performed to temporarily keep the CWS/Web solution or any component thereof operational pending Corrective Maintenance. (derived from IEEE Std. 14764-2006)

"Federal Financial Participation" or **"FFP":** the federal government's share of an expenditure

made under the Contract.

"Fees": the amounts charged to State by Contractor for Services rendered by Contractor to State under the Contract.

"Final Acceptance": in the event that a Product or Service has been conditionally accepted, a notice from State to Contractor that a Product or Service has satisfied all conditions set forth in a previous Acceptance and conformed to its applicable Acceptance Criteria in accordance with the process described in Special Provisions Section 10 (Products and Services).

"Final Proposal": Contractor's proposal submitted in response to the RFP and finalized in the course of the State's RFP bid process.

"Future Release" or **"FR":** the Release that is to be delivered at a subsequent time after Initial Release Implementation Acceptance and as designated in the Requirements as "FR."

"Future Release Implementation": Deployment of the Future Release to all Counties and the State and completion of this Deployment in accordance with the terms of the Project Management Plan and Contract Documents so that the Future Release is available for Productive Use in all County and State Sites.

"Future Release Implementation Acceptance: Acceptance of the Future Release Implementation without Deficiencies (except for Cosmetic Deficiencies) following completion of the Future Release Implementation Acceptance Tests and the lapse of a Production Stability Period in accordance with Special Provisions Section 10 (Products and Services).

"Holdback(s)": any or all payment amounts held back by State from the Purchase Price for each Release, and, as applicable, for Work Authorizations and System Change Authorizations as described in RFP Section VIIB (Compensation Model).

"Implementation": the process for making the CWS/Web Solution fully Operational for Processing the Data in the State's normal business operations. Implementation shall be completed when Contractor has completed the Implementation Services according to the applicable Project Plan.

"Initial Release" or **"IR":** The Release that will be the first statewide deployment of the CWS/Web Solution as designated in the Requirements for "IR" and which will include all SACWIS functionality.

"Initial Release Implementation": Deployment of the Initial Release to all Counties and the State and completion of this Deployment in accordance with the terms of the Project Management Plan and Contract Documents so that the Initial Release is available for Productive Use in all County and State Sites.

"Initial Release Implementation Acceptance": Acceptance of the Initial Release without Deficiencies (except for Cosmetic Deficiencies) following completion of the Initial Release Implementation Acceptance Tests and the lapse of a Production Stability Period in accordance with RFP Appendix A, Contract Special Provisions Section 10 (Products and Services)..

"Initial Release SD&T Service and Support": Service and Support provided by the

Contractor during the Initial Release SD&T period, specifically the period that starts at Pilot initiation and ends once Initial Release Implementation is completed.

"Installation Date": the date specified in the Statement of Work or Contract Documents by which the Contractor must have the ordered Equipment ready for use and must have provided Certification for the Equipment.

"Key Staff": Contractor's personnel who perform the key staff roles that are described in RFP Section VI.8.1.2. (Contractor Staff Qualifications).

"Licensed Software": the Transfer Software, Proprietary Software and Third Party Software licensed or sublicensed to State by Contractor or third parties in connection with the performance of the Contract.

"Maintenance": the activities undertaken for the purpose of modifying the CWS/Web Solution, or any component thereof, at the start of Initial Release SD&T Service and Support, to perform Corrective Maintenance, Preventive Maintenance, Perfective Maintenance, Emergency Maintenance or Adaptive Maintenance.

"Materials": products that will be subject to an acceptance process that is less formal and elaborate than that for Deliverables. Materials include Products: (i) that are produced under or result directly or indirectly from this Contract including, but not limited to, discoveries, formulae, ideas, improvements, inventions, methods, models, processes, techniques, findings, conclusions, recommendations, reports, designs, plans, diagrams, drawings, papers, materials, Data and databases, documents, pamphlets, advertisements, books, magazines, surveys, studies, computer programs, films, tapes, and/or sound reproductions, to the extent provided by law and (ii) that will be subject to the acceptance process for Materials described in RFP Appendix A, Contract Special Provisions Section 10 (Products and Services)..

"Material Expectation Document" or **"MED":** a document which is developed by the Contractor and approved by State and which describes the Specifications for a Material, including but not limited to format, content, due dates, Acceptance Criteria, and updates or changes required during the term of the Contract. Initially, a MED may include minimum expectations of State with regard to Specifications, but Contractor is required to fully develop the final MED.

"Maximum Amount": the amount designated as such on Standard Agreement page 1, STD 213 which will be the total of amounts paid and payable to Contractor by State under this Contract.

"Non-Software Deliverable": a Deliverable that is not comprised of Software.

"Operational": the condition when the CWS/Web Solution is totally functional in accordance with its applicable Specifications and usable for its purposes in the daily operations of State, and all of the appropriate Data has been loaded into the CWS/Web Solution and is available for use by State in its daily business operations.

"Perfective Maintenance": Modification performed to detect and correct latent Deficiencies in the CWS/Web Solution, or any component thereof, before they are manifested as failures; modifications that will improve the performance, maintainability, or other attributes of the

CWS/Web Solution or any component thereof. (derived from IEEE Std 14764-2006)

"Performance Standards": the standards which will be applicable during the term of the Contract to the various functions of and services provided by the CWS/Web Solution, including but not limited to the Services provided by the Contractor, as described in RFP Section VI.6.2.9 (Performance Measures), and as otherwise indicated in Specifications or Contract Documents.

"Pilot": A partial Deployment.

"Pre-existing Materials": shall have the meaning provided in General Provisions Section 37 (Rights in Work Product).

"Processing": the performance by the Software, in concert with the Equipment, of logical operations and calculations on the Data.

"Production Phase": the period of CWS/Web Solution operations that begins upon Acceptance of Initial Release Implementation.

"Production Stability Period": a period of stable performance of the CWS/Web Solution in accordance with Specifications or Acceptance Criteria following Implementation of a Release..

"Productive Use": use by State of the CWS/Web System or, as applicable, the CWS/Web Solution, in its actual and daily, regular business operations following initiation of Pilot or as otherwise identified in Specifications.

"Products": the totality of Contractor's products which result from the Services and which are prepared for State (either independently or in concert with State or third parties) during the course of Contractor's performance under this Contract. Products are comprised of Deliverables and Materials, with the latter being subject to a less complicated and formal acceptance process than the former..

"Project": see "CWS/Web Project."

"Project Executive Committee": for purposes of the Contract's dispute resolution process, the committee formed or used by the State and Contractor to aid in the resolution of disputes.

"Project Management Plan": the controlling document for managing the CWS/Web Project; it defines the technical and managerial processes necessary to achieve the objectives of the CWS/Web within the scope, schedule and resource constraints defined for the Project, as submitted with the Final Proposal and updated in accordance with the DID/DED for the Project Management Plan. The Project Management Plan and each of its components shall be incorporated herein as part of the Contract, and each revised Project Management Plan shall be incorporated herein upon its Acceptance by State.

"Project Plan": any of the plans related to the design, development, implementation, and operation of the CWS/Web Solution, e.g., the Project Management Plan, the Requirements Control Plan and the Business Process Transition Plan,

"Project Start Date": the date on which Project activities begin.

"Property": All State Equipment and other State real and personal property.

"Proprietary Software": all computer programs which were developed and owned by Contractor or Subcontractors prior to the Effective Date or which are developed during the term by Contractor staff in performing Work that is not for the Project and any modifications thereof and derivative works based therein, and the documentation used to describe, maintain and use such Proprietary Software.

"Purchase Price": the price for the purchase of a Product or Service.

"RFP": the State's CWS/Web Request for Proposal No. 0530-208, as amended.

"Release": the functionality, products, and services to be provided by Contractor and, as applicable, third parties and which are described as a Release in Contract Documents (e.g., Initial Release and Future Release).

"Release Implementation": Deployment of a Release and the rest of the CWS/Web Solution, in whole or in part, to all Counties and the State and completion of this Deployment in accordance with the terms of the Project Management Plan and Contract Documents so that the CWS/Web Solution is available for Productive Use in all County and State sites.

"Release Implementation Acceptance": Acceptance of the CWS/Web Solution, in whole or in part, without Deficiencies (except for Cosmetic Deficiencies) following completion of the Release Implementation Acceptance Tests and, as applicable, the lapse of a Production Stability Period in accordance with Special Provisions Section 10 (Products and Services).

"Requirements": the requirements described in the Contract Documents.

"Schedule": the component of the Project Management Plan that sets forth the time frames, resources and dependencies for all facets of Project activity, including the performance of Services, the delivery or submission of Products, the occurrence of milestones and the periods allowed for review, correction and retesting.

"Service and Support": Generally, the Services that will be performed by Contractor as described in RFP Section VI.6, Service and Support Requirements, to support the CWS/Web Solution during the Production Phase, including but not limited to operations and maintenance of the CWS/Web System and CWS/Web Support Systems, knowledge transfer and Transition Out activities. However, Service and Support can also be provided during the latter part of the Solution Development and Transition Phase, in which case it can be referred to as "SD&T Service and Support."

"Services": The tasks and services to be performed by Contractor, as described in the Contract, including without limitation: solution design and development, solution testing and implementation, integration of solution activities, project management, training, Service and Support, knowledge transfer, Warranty Services and the production and delivery of Products.

"Severity Levels": the three categories of Deficiency level (Severity Levels 1, 2 and 3) that will be used in the Incident Management Function to determine the appropriate service response.

"Site(s)": the location(s) for the State or Contractor Equipment and Software, as agreed to by

State.

"Software": the Licensed Software, Custom Software, and all modifications or enhancements thereto, all in Source Code and executable code formats. Modifications or enhancements provided by Contractor during the term of the Contract shall be included as part of the Software.

"Software Deliverable": a Deliverable that is comprised of Software.

"Solution Development and Transition" or "SD&T": the Services associated with system software development that are typically referred to as "design, development and implementation" as supplemented by other tasks and activities to be performed or coordinated by Contractor during the Solution Development and Transition periods as described in RFP Sections VI.3 (Solution Development Requirements) and VI.4 (Solution Transition Requirements).

"Source Code": the series of instructions to the computer for carrying out the various tasks that are performed by a computer software program, expressed in a programming language that is easily comprehensible to appropriately trained persons. Source code is used as the input and is either interpreted or compiled to produce a program executed by the computer.

"Specifications": the technical and other written specifications and objectives that define the Requirements and/or Acceptance Criteria, as described in the RFP, the Final Proposal, Performance Standards, Documentation and subsequent Products which have received Acceptance including but not limited to any and all Project Plans and the Schedule. Such Specifications shall include and be in compliance as of the Effective Date and at any later date as agreed to in writing in any Contract Document with all applicable state and federal policies, laws, regulations, usability standards, e.g., the American Disabilities Act (ADA), Older Americans Act, and the Rehabilitation Act. The Specifications are, by this reference, made a part of this Contract, as though completely set forth herein.

"State Functional Manager": for purposes of the Contract's dispute resolution process, the State staff who manages the operation of the particular service or business function generating or underlying a dispute.

"State Project Director": the person designated by State to be responsible for financial and contractual matters regarding the Contract. The term includes, except as otherwise provided herein, an authorized representative of the State Project Director acting within the limits of his/her authority.

"State Project Manager" or **"SPM":** the person designated by State to be responsible for day-to-day management of State resources for the Project and monitoring the status of Contractor's performance under the Contract.

"Statement of Work" or **"SOW":** the document(s) described as such in RFP Appendix A, Section B (Final Contract Structure).

"Statewide Implementation": completion of Implementation of each Release in all County and State Sites in accordance with the terms of the Project Management Plan and its Acceptance Criteria.

"Subcontractor": a person, partnership, or company, not in the employment of or owned by Contractor, which is performing Services under this Contract under a separate contract with or on behalf of Contractor.

"System": see **"CWS/Web System."**

"System Acceptance Review": a type of Acceptance Test; usually conducted after a system is in Productive Use.

"System Change Authorization" or "SCA": an authorization by the State for the Contractor to perform Services during the Production Phase of CWS/Web Solution in accordance with Special Provisions Section 3.2 (System Change Authorizations).

"System Qualification Test": a type of Acceptance Test; usually conducted before a system is in Productive Use.

"System Testing": functional and integration testing performed on the CWS/Web Solution by Contractor so that Contractor can provide Certification of each Release and the CWS/Web Solution's readiness for User Acceptance Tests by State on each Release of the CWS/Web Solution and after Contractor has: completed design and development of the Custom Software and integrated the Licensed Software, Custom Software, Data and Equipment with the other parts of as the CWS/Web Solution.

"Technical Services": the category of Services that the Contractor may provide during the Production Phase pursuant to Special Provisions Section 14 (Technical Services) that relate to the operations and support of the CWS/Web Solution.

"Technical Services Request" or **"TSR":** the form by which the State will authorize the Contractor to perform Technical Services referenced in Special Provisions Section 14 (Technical Services).

"Third Party Software": Software which is developed by third parties (not including Subcontractors) and generally distributed for commercial use, and not specifically designed or developed for State, including without limitation operating system software, tools, utilities, and commercial off the shelf software.

"Transfer Software": Software that is transferred by Contractor from another agency for use by State and that is provided by Contractor under this Contract in Source Code form.

"Transition Out": the process by which the Contractor transfers responsibility for certain Services and associated assets to the State or its designee, as described in RFP Section VI.6 (Service and Support Requirements).

"User(s)": parties who will have authorized use of and access to the CWS/Web Solution.

"User Acceptance Test": a type of Acceptance Test; usually conducted before a system is in Pilot or Productive Use.

"Warranty Services": the Services to be provided to State by Contractor during the term of the Contract as described in Special Provisions Section 17 (Warranty Services).

"Work": the activities performed by Contractor under this Agreement.

"Work Authorization": an authorization by the State for the Contractor to perform Work on unanticipated tasks in accordance with Special Provisions Section 3.1 (Work Authorizations).

TERM.

The term shall begin on the Effective Date and shall continue for six (6) years thereafter, unless terminated earlier as provided herein. The State reserves the option to extend the term for two additional periods of one year each upon notice to Contractor of its intent to renew the Contract.

ADDITIONAL WORK.

4.1 Work Authorizations (Unanticipated Tasks).

In the event that additional Work must be performed which was wholly unanticipated and is not specified in the Statement of Work, but which in the opinion of both parties is necessary to the successful accomplishment of the general scope of Work outlined, the procedures outlined in this Section will be employed. In no event shall the total amount paid for such Work exceed ten percent (10%) of one-time costs related to Solution Development and Transition. For each item of unanticipated Work not specified in the Statement of Work, a Work Authorization will be prepared in accordance with the sample attached as Exhibit B and will be incorporated in this Contract by this reference.

4.2 System Change Authorizations (Undefined Tasks).

In the event that Work must be performed during the Production Phase of the CWS/Web Solution which is (1) identified but not specified in the Statement of Work, (2) necessary to the successful accomplishment of the general scope of Work outlined in the Contract, and (3) of a size and scope that makes it unsuitable for performance pursuant to a Technical Services Request as described in Special Provisions Section 14 (Technical Services), the procedures outlined in this Section 3 (Additional Work) will be employed to accomplish the Work. For each item of such Work, a System Change Authorization will be prepared in accordance with the sample attached as Exhibit C and will be incorporated in this Contract by this reference.

4.3 Other Contract Terms Remain the Same

It is understood and agreed by both parties to this Contract that all of the terms and conditions of this Contract shall remain in force with the inclusion of any such Work Authorization or System Change Authorization. Such Work Authorization or System Change Authorization shall in no way constitute a contract other than as provided pursuant to this Contract nor in any way amend or supersede any of the other provisions of the Contract.

4.4 Form

Each Work Authorization or System Change Authorization shall consist of a detailed statement of the purpose, objective, or goals to be undertaken by the Contractor, the job classification or skill level of the personnel to be made available by the Contractor, an identification of all significant material to be developed by the Contractor and delivered to the State, an identification of all significant materials to be delivered by the State to the Contractor, an estimated time schedule for the provisions of these services by the Contractor, completion criteria for the Work to be performed, the name or identification of the Contractor personnel to be assigned, the Contractor's work hours required to accomplish the purpose, objective or goals, the Contractor's billing rates per work hour, and the Contractor's total price for the Work Authorization or System Change Authorization.

4.5 Written.

All Work Authorizations or System Change Authorizations must be in writing and signed by authorized representatives of the Contractor and the State prior to beginning Work.

4.6 Contractor Response.

The Contractor shall respond in writing to a Work Authorization or System Change Authorization request within ten calendar days of receipt. Contractor shall base prices for Work Authorizations and System Change Authorizations on staff hours resulting from the function point count or the alternative cost estimation model approved by the State, and labor rates permitted under the Contract. Contractor shall not charge the State for preparing a Work Authorization or System Change Authorization.

4.7 Fixed Price.

Contractor will offer its price for a Work Authorization or System Change Authorization on a fixed price basis. Personnel resources expended on task accomplishment in excess of the work hours authorized in the Work Authorization or System Change Authorization will be at no cost to the State.

4.8 Agreement.

Contractor and the State shall negotiate in good faith and in a timely manner as to the price and the impact on the Schedule of any Work Authorizations or System Change Authorizations. If the parties reach an agreement in writing, the terms of the Work Authorization or System Change Authorization and the Schedule shall be modified accordingly.

4.9 Disagreement.

If the parties are unable to reach an agreement in writing within ten calendar days of Contractor's response to a Work /System Change Authorization, the SPM may make a determination of the revised price and Schedule and shall provide Contractor with a written explanation in the event of such determination. Following receipt of such written explanation, Contractor shall immediately proceed with the Work according to such price and Schedule, subject to Contractor's right to appeal the SPM's determination of the price and/or Schedule pursuant to Special Provisions Section 11.6 (Dispute Resolution Procedure). Nothing in this Section shall in any manner excuse Contractor from proceeding diligently with the Contract as changed by the Work Authorization or System Change Authorization.

4.10 Termination.

If Contractor fails or refuses to perform its Services pursuant to a Work Authorization or System Change Authorization, Contractor shall be in material breach of this Contract, and the State shall have the right to immediately terminate the Contract for such a breach.

4.11 Stop Work.

The State has the right to require the Contractor to stop or suspend Work on any Work Authorization or System Change Authorization pursuant to the "Stop Work" provision of the General Provisions, Section 42.

CONFIDENTIAL INFORMATION.

5.1 Access and Nondisclosure Obligation.

During the term of the Contract, Contractor and the State will have access to and become acquainted with each party's Confidential Information. The State and Contractor, and each of their officers, employees and agents, shall maintain all Confidential Information of the other party in strict confidence and will not at any time use, publish, reproduce or disclose any Confidential Information, except to authorized employees, contractors, and agents requiring such information, as authorized in writing by the other party, as otherwise specifically permitted herein, or to perform its obligations as authorized hereunder, unless required by State law.

5.2 Confidential Data Designation.

a. For purposes of Section 34 of the CWS/Web General Provisions (Confidentiality of Data), the State hereby designates as confidential the following: all financial, statistical, personal, technical and other data and information which relate to the State's operation, or which become available to the Contractor in carrying out this Contract, including but not limited to: (i) nonpublic data and information regarding the State's clients and employees, Social Security numbers, e-mail addresses, telephone numbers, financial profiles, credit card information, driver's license numbers, medical data and health information, law enforcement records, the State Source Code or object code, the State security data, and (ii) Data and information that are learned by or made available to the Contractor during the performance of this Contract. Such Confidential Information and Data shall be protected by the Contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State.

b. The State will review the adequacy of the methods and procedures employed by the Contractor for the protection of the State's data and information. If the methods and procedures are deemed by the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used, with the written consent of the State,

5.3 Exceptions.

a. The following information shall not be considered Confidential Information for the purposes of this Contract: information previously known when received from the other party; information lawfully obtainable by the general public; information which now is or hereafter becomes publicly known by other than a breach hereof; information which is developed by one party independently of any disclosures made by the other party of such information; or information which is disclosed by a party pursuant to subpoena or other legal process and which as a result becomes lawfully obtainable by the public.

b. Notwithstanding anything to the contrary herein. The Contractor acknowledges that this Contract shall be a public record under State law. Any specific information that is claimed by the Contractor to be Confidential Information must be clearly identified as such by the Contractor. To the extent consistent with State law, the State will maintain the confidentiality of all information marked Confidential Information

c. The State will notify the Contractor as soon as reasonably practicable of any and all public records requests for Contractor's Confidential Information in accordance with and subject to applicable State laws regarding disclosure of such Confidential Information. If Contractor

disagrees with disclosure of the Contractor's Confidential Information by the State, the Contractor shall have the right to contest disclosure in accordance with State law. If the Contractor fails to obtain a court order enjoining disclosure, the State will release the requested information on the date specified.

5.4 Injunctive Relief and Indemnity.

Contractor will immediately report to the State any and all unauthorized disclosures or uses of the State's Confidential Information of which it or its Staff is aware or has knowledge. Contractor acknowledges that any publication or disclosure of the State's Confidential Information to others may cause immediate and irreparable harm to the State. If Contractor should publish or disclose such Confidential Information to others without authorization, the State shall immediately be entitled to injunctive relief or any other remedies to which it is entitled under law or equity without requiring a cure period as described in Special Provisions Section 16.3 (Termination for Rejection of Products). Contractor shall indemnify and hold harmless the State from all damages, costs, liabilities and expenses (including without limitation reasonable attorneys' fees) caused by or arising from Contractor's failure to protect the State's Confidential Information.

5.5 Protective Measures.

Both parties shall take steps to safeguard the other party's Confidential Information against unauthorized disclosure, reproduction, publication or use, and to satisfy their obligations under this Contract. Contractor shall have written policies governing access to, duplication and dissemination of, all such Confidential Information. Contractor shall advise and have agreements with its employees, agents and Subcontractors, if any, that they are subject to these confidentiality requirements. Contractor shall provide its employees, agents and Subcontractors with a copy of written explanation of these confidentiality requirements and have an agreement with such parties before access to confidential data is permitted. In addition, the use or disclosure by Contractor of any information concerning the State for any purpose not directly connected with the administration of the State's or Contractor's responsibilities with respect to Service(s) provided under the Contract are prohibited except by prior written consent of the State.

5.6 Security Requirements.

Each party, and its officers, employees, contractors, and Subcontractors shall at all times comply with all security standards, practices, and procedures which are equal to or exceed those of the State and which the other party may establish from time-to-time, with respect to information and materials which come into each party's possession and to which such party gains access under this Contract. Such information and materials include without limitation all Confidential Information.

5.7 Survival.

The terms of this Section 4 of the Special Provisions shall remain in effect following the termination or expiration of this Contract.

EQUIPMENT.

6.1 Access.

Contractor shall have access to the Equipment at the Sites to provide Services described in this section, subject to the security and administrative requirements existing at the Site(s) and subject to advance confirmation, with the local contact designated by the State Project Manager or his/her designee (in writing), that such access will be available.

6.2 Codes.

Contractor shall comply with all applicable federal, State, county and local codes, inspection standards and ordinances related to installing the Equipment which are existing at the time of installation. In the event that any Services performed by Contractor are subsequently found to be in violation of codes existing until the Installation Date for each item of Equipment, Contractor shall bring the Services into compliance at no additional cost.

6.3 Delivery.

Contractor shall strictly adhere to the delivery and Installation Dates specified in the Schedule or other Contract Documents. Delivery may be restricted by the State to non-peak commute hours at specific Sites. Contractor shall ship Equipment pursuant to this Contract, FOB Destination and freight prepaid. Contractor shall deliver Equipment to the Site designated by the State, as applicable at the Site. Contractor shall include with Equipment a detailed packing list and appropriate handling instructions, as well as Equipment Documentation for a user of such Equipment.

6.4 Documentation.

6.4.1 Contractor shall provide one copy of all User Documentation for each unit of Equipment and Software leased or purchased by the State, including updated versions thereof, which are useful and necessary to the State in its use of the Equipment and Software, at no additional charge to the State.

6.4.2 Contractor agrees to provide to the State all User Documentation, as required in the RFP, and updated versions thereof, which are necessary or useful to the State in the use of the Equipment or Software provided hereunder. Contractor shall supply to the State a camera-ready copy and an electronic copy (in a commercially standard format) of any Documentation that Contractor developed pertaining to the operation of the CWS/Web Solution. The State and/or Counties may duplicate such Documentation, in whole or in part, as they deem necessary.

6.5 Equipment Product Substitution.

If an Equipment component is withdrawn from the market and/or a new component is announced by Contractor or manufacturer during the Contract term, a substitute or replacement component may be provided, subject to the following conditions:

6.5.1 The component meets or exceeds the Specifications without loss of any functionality;

6.5.2 The price of the Equipment component is no more than the component to be replaced if such substitute or replacement component meets the Specifications without loss of any functionality;

6.5.3 If the substitute or replacement Equipment component exceeds the Specifications without loss of any functionality, the parties will agree in writing on its price; and

6.5.4 Substitution will take place only with the mutual consent of both parties, with such consent not unreasonably withheld by the State or Contractor.

6.6 Installation.

6.6.1 Contractor will perform all Equipment installation Services in accordance with the Project Management Plan and this Contract. Contractor or its Subcontractors, who are performing such installation Services, will notify the person who is designated by the State Project Manager or her designee (in writing) as the single point of contact at a Site, at least seven days in advance, that Contractor or such Subcontractors will be arriving to provide installation Services.

6.6.2 Contractor or its Subcontractors shall unpack, uncrate and install the Equipment at each Site as described in the Project Management Plan or other Contract Documents. The installations will be conducted by manufacturer-certified technicians. Such technicians shall be trained at least to the level of technicians certified on the then-current version of the Equipment being installed and shall be certified by applicable manufacturers.

6.6.3 Contractor shall conduct its installation Services so as to minimize interference with normal activities of the State. Contractor will be responsible for safety conditions in the areas of work performance and shall keep the portions of the Site in which it is installing the Equipment safe, clean and orderly at all times. This requirement will apply continuously and not be limited to normal work hours. Contractor will restore the Site to a condition no less finished than prior to the initiation of the Equipment's installation. Upon completion of installation, Contractor will leave the Site clean and free from all of its materials, tools, and Equipment not required after installation and from all rubbish and debris which result from installation.

6.6.4 Installation Dates may be changed by mutual consent of Contractor and the State; however, consent of Contractor is not required if, at least 30 calendar days prior to the Installation Date, the State defers the installation of any Equipment, but a new Installation Date will be established by mutual agreement. Such unilateral deferment shall not exceed 90 calendar days, except by mutual agreement.

6.7 Protection from Damage.

Contractor shall protect the Equipment from damage, destruction or loss caused by the acts or omissions of its employees, agents and Subcontractors, and shall protect the State's real and personal property from injury arising from the acts or omissions of its employees, agents and Subcontractors in connection with the delivery and installation of the Equipment. Contractor shall repair any such damage, destruction, or loss at the Site.

6.8 Site Preparation.

6.8.1 If the Equipment to be installed requires special power or environmental considerations, Contractor shall provide Site preparation Specifications for Equipment listed on the order within a reasonable time upon request by the State, unless such Specifications have been included in the Proposal. These Specifications shall be in such detail as to ensure that Equipment, if installed according to these Specifications, shall operate in accordance with all requirements in the Contract.

6.8.2 Contractor shall prepare a Site plan showing the location of each item of Equipment listed in the order and detailing the associated electrical power and environmental control facilities. Contractor shall be permitted access, subject to the security requirements for the Site, for this purpose. The State will review and approve each Site plan.

6.8.3 Contractor shall cause the Site(s) to be prepared in accordance with Contractor's written minimum Site and environmental Specifications on or before the Facility Readiness Date specified on the Equipment order.

6.8.4 Any subsequent alterations or modifications to the Site which are directly attributable to incomplete or erroneous Specifications provided by Contractor and which involve additional expense shall be made at the expense of Contractor, to the extent that such costs would not have been incurred had the complete and/or correct Specifications been initially provided.

6.8.5 The State is responsible for arranging for procurement, installation, and maintenance of communication facilities and equipment (such as telephone lines) necessary for the operation of Equipment at the State Site.

6.9 Supplies.

Contractor shall supply all consumable supplies necessary for the Contractor staff performing the Services under the Contract.

6.10 Title.

Unless otherwise specifically provided in Specifications, title to the Equipment provided by Contractor under this Contract shall remain in the Contractor and assigns, if any, until such time as Equipment Acceptance has occurred. Upon Acceptance, title of the Equipment shall be transferred to the State. Title to a special feature installed on Equipment and for which only a single installation charge was paid shall pass to the State at no additional charge, together with title to the Equipment on which it was installed.

FINANCIAL MATTERS.

7.1 Advance Payments Prohibited.

No advance payment shall be made for goods or Services furnished by Contractor pursuant to this Contract.

7.2 Contingency of Federal Funds.

7.2.1 In addition to the contingency referred to in Section 21 of the General

Provisions (Termination for Non-Appropriation of Funds), financial obligations of the State payable in fiscal years subsequent to those in which the Contract is approved are contingent upon and subject to federal funds for that purpose being appropriated, allotted, and otherwise made available.

7.2.2 Payment pursuant to this Contract, whether in whole or in part, is subject to and contingent upon the continuing availability of federal funds for the purposes hereof. If such funds, or any part thereof, become unavailable as reasonably determined by the State or if the funds the State relied upon to establish or continue the Contract are withdrawn or not appropriated, Contractor agrees to take back any Products which are furnished under this Contract and which are returned by the State, terminate any service supplied to the State under this Contract after receipt of notice from the State, and relieve the State of any further obligation therefor.

7.2.3 State agrees that if the above Section 6.2.2 is invoked, Products shall be returned to the Contractor in substantially the same condition in which they were delivered to the State, subject to normal wear and tear. State further agrees to pay for packing, crating, transportation to Contractor's nearest facility and for reimbursement to the Contractor for expenses incurred for its assistance in such packing and crating.

7.3 Contractor Expenses.

The consideration to be paid Contractor, as provided herein, shall be in compensation for all of Contractor's expenses incurred in the performance hereof, including without limitation travel and per diem, unless otherwise expressly agreed to in writing by the State.

7.4 Credits.

Any credits due the State under this Contract may be applied against Contractor's invoices with appropriate information attached, upon giving of prior notice required herein, if any, by the State to Contractor.

7.5 Holdbacks.

State shall retain 5% of the Purchase Price for each Release and, at its discretion, for each Product or group of Products acquired by a Work Authorization or System Change Authorization. State will pay Contractor the 5% Holdback for each Release after receipt of an Invoice therefor submitted in accordance with the terms of the Contract following each Release Implementation Acceptance or in accordance with the terms of the Work Authorization or System Change Authorization, as applicable.

7.6 Invoices.

7.6.1 Approval of State Project Manager.

All invoices submitted must meet with the approval of the State Project Manager or his or her designee prior to payment. Contractor must submit original invoices and two copies specifying the amount due and certifying that Services requested under the Contract have been performed by Contractor according to the Contract. Invoices shall not be submitted more frequently than monthly to the State. Invoices payable by the State shall be submitted to:

_____
_____
_____

7.6.2 Contract and Work Order Number. All invoices, bills of lading, shipping memos, packages and any other form of correspondence must refer to this Contract number plus any unique identifier generated by the State on a Statement of Work or Work Authorization, System Change Authorization, Technical Service Request or other Work order.

7.6.3 Description. Invoices shall account in full detail for each Product or Service by description, category and payments by unit and in total as described herein and as deemed necessary by the State. Details will include, but not be limited to, the following as applicable:

7.6.3.1 **Compensation type** (e.g., Solution Development and Transition--Initial Release, Solution Development and Transition--Future Release, Work Authorization, System Change Authorization, Technical Service Request, Balanced Scorecard, and Service and Support);

7.6.3.2 **Compensation components** (e.g., Milestone, Holdback, Credits, and Deductions);

7.6.3.3 **Staff Identification** for discretionary payments based on an hourly rate (Staff Name, Position, Hourly Rate, Total Number of Hours and WBS Element);

7.6.3.4 **Product details** (e.g., manufacturer, model, version, any unique identification number, serial number, date of delivery or installation, location, time period of warranty or maintenance agreement, shipping, taxes and identification of any pre-installed software on Equipment including manufacturer, serial number, and/or version; and

7.6.3.5 **Training details** (e.g., class name, number, location, staffing charges, non-staff charges, and WBS element).

7.6.4 Monthly Payment in Arrears. Invoices shall not be submitted until the month following the month for which charges accrue. Charges for Products or Services subject to a Compensation Milestone Review are not due and payable and do not constitute an obligation to the State until a correct invoice is submitted to the State following Acceptance of a Compensation Milestone Report. Charges for Products or Services subject only to Acceptance are not due and payable and do not constitute an obligation to the State until a correct invoice is submitted to the State following Acceptance thereof. Charges for all other Products or Services are not due and payable and do not constitute an obligation to the State until a correct invoice therefor is submitted to the State in accordance with the terms of the Contract. The State will make only one payment per month to the Contractor for invoices issued as permitted herein. Notwithstanding anything to the contrary above, all payments are subject to Contractor's performance of its obligations as required herein and are subject to the State's exercise of its available remedies, e.g., withholding.

7.6.5 Disputed Invoices. For purposes of payment, incorrect invoices are disputed invoices and, therefore, not due and payable under the terms of the Contract. Contractor shall make every effort to correct incorrect invoices in a timely manner, not to exceed 30 days from notification by the State of a discrepancy. At its option, the State may, at its discretion, process the undisputed part of an invoice while the parties are in the process of reconciling any disputed parts.

7.7 Most Favored Customer.

Contractor agrees all the prices, terms, warranties, and benefits granted by Contractor are no less favorable than comparable terms being offered by Contractor to any federal, state or local governmental entity meeting substantially similar qualifications or requirements as the State. Except as otherwise herein provided, if Contractor shall, during the term of this Contract, enter into arrangements with any other governmental entity providing greater benefits or more favorable terms, Contractor shall provide the same to the State, effective as of the date they are agreed upon with such other state.

7.8 No Increase.

Except as otherwise mutually agreed upon in a Work Authorization, System Change Authorization, Technical Services Request or Contract amendment, Contractor shall not increase the Maximum Amount due from State under this Contract for all Services and Products, Purchase Prices, or other Fees during the term of this Contract.

7.9 Overpayments to Contractor.

Contractor shall promptly, but in all cases within 30 calendar days, pay to State the full amount of any erroneous payment or overpayment upon notice of an erroneous payment or overpayment to which Contractor is not entitled. If Contractor fails to make such a timely refund, State may charge Contractor one percent per month on the amount due until paid in full.

7.10 Payment.

Except as otherwise provided herein and subject to Contractor's performance of its obligations under this Contract and the State's exercise of its rights and remedies, the State shall pay Contractor for its Services in accordance with Section 30 of the General Provisions (Required Payment Date).

7.11 Payment Methods.

Contractor is eligible to receive the following four categories of payment under the Contract's Compensation Model (RFP Section VIIB) for Products and Services that are definitely being provided under the Contract: (1) Solution Development and Transition; (2) Management Performance Balanced Scorecard; (3) Holdbacks; and (4) Service and Support. Contractor may be paid for additional Services, at the State's discretion, by means of the following processes:

7.11.1 Work Authorization: for the performance of unanticipated tasks as fully detailed in Section 3.1 (Work Authorizations) of these Special Provisions;

7.11.2 System Change Authorization: for the performance of undefined tasks, usually major modifications, during the Production Phase, as fully detailed in Section 3.2 (System Change Authorizations) of these Special Provisions; and

7.11.3 Technical Services Request: for the performance of Technical Services during the Production Phase, as fully detailed in Section 14 (Technical Services) of these Special Provisions.

7.12 Price Decline.

7.12.1 In General.

Price declines by providers of Equipment, Software or other materials shall be immediately passed through to the State.

7.12.2 Applicable to Third Party Contractors. Prices quoted shall be the maximum for the term subject to any price escalation provisions reflected in the Contract. However, should a price decline be announced by the manufacturer after contract award, but prior to a third party contractor taking title to the Equipment, and should the third party contractor be the recipient of this manufacturer's price decline, it shall be passed on in total to the State by the third party contractor. [Any interest, finance, or other charges based on the contract price will be recomputed using the original bid rates and the differences will also be passed to the State in total.]

7.12.3 Applicable to Manufacturers. Prices quoted shall be the maximum for the term subject to any price escalation provisions reflected in the Statement of Work. However, should a price decline be announced by the manufacturer after contract award, but prior to the State taking title to the Equipment, it shall be passed on in total to the State by the manufacturer. Any interest, finance, or other charges based on the contract price will be recomputed using the original bid rates and the differences will also be passed to the State in total.

7.13 Transportation and Insurance Charges.

The costs associated with transportation, delivery and insurance for each Product, if any, shall be paid for by Contractor.

LICENSES: CONTRACTOR TECHNOLOGY.

8.1 Grant.

Contractor hereby grants to the State and the State accepts from Contractor, subject to the terms and conditions of this Contract, a non-exclusive license to use Contractor Technology that will be used by Contractor or other parties to perform Solution Development and Transition activities, Service and Support functions, Statement of Work requirements, and all other Services of the Contract, as amended.

8.1.1 State may use and exercise the rights in Special Provisions Section 7.9 (Right to Copy or Modify) for the Contractor Technology in the conduct of its own business, and any division thereof and for any Users.

8.1.2 The license granted above authorizes the State or any of its agents, contractors, designees, assignees or sub-licensees to access and use Contractor Technology in machine-readable form (if applicable) on the CWS/Web Solution or in support of its operation and Maintenance for as long as the CWS/Web Solution is in Productive Use.

8.1.3 If a license is associated with or required to be used with particular Equipment, the State may redesignate the Equipment on which the Contractor Technology

is to be used by written notice to Contractor at no additional cost to State. The redesignation will be effective upon the date specified in the notice of redesignation.

8.2 Documentation.

Contractor will provide two copies of the Contractor Technology Documentation for each Site at which Contractor Technology is used unless Specifications provide for a greater number of copies.

8.3 Encryption/ID Authorization Codes.

8.3.1 When encryption/identification (ID) authorization codes are required to operate Contractor Technology, the Contractor will provide all codes to the State with delivery of the Contractor Technology or as otherwise requested by State.

8.3.2 In the event that the CWS/Web Solution or any component thereof is inoperable by reason of an ineffective encryption/ID authorization code, Contractor will provide another encryption/ID authorization code to the State immediately upon the State's request therefor. Failure by the Contractor to comply with such request will be a material breach and grounds for termination of the Contract.

8.4 Licensing and Upgrades.

State will pay for licenses for Contractor Technology as part of a Deliverable as set forth in the Compensation Model. Upgrades or patches to the Contractor Technology and its Documentation will be provided at no additional charge for the term of the Contract unless otherwise specifically provided.

8.5 Maintenance of Contractor Technology.

8.5.1 Contractor will provide Maintenance for Contractor Technology licensed to the State.

8.5.2 Contractor will perform Corrective Maintenance on Contractor Technology licensed to the State as Warranty Services for the correction of all Deficiencies attributable to Contractor. Contractor will perform all other kinds of Maintenance on Contractor Technology as a part of the Services included within (1) Initial Release Solution Development and Transition (SD&T) Service and Support or (2) Post SD&T Service and Support. Such other kinds of Maintenance will include Corrective Maintenance for all Deficiencies not attributable to Contractor, Preventive Maintenance, Perfective Maintenance, Adaptive Maintenance and Emergency Maintenance.

8.6 Pricing of Version Updates

Unless otherwise specifically provided in this Contract, if improved versions of any Contractor Technology are developed by Contractor, and are made available to other licensees, they will be made available to the State at the State's option at a price no greater than the original Contract price therefor.

8.7 Replacement Equipment.

State shall be entitled to exercise its rights to Contractor Technology on the Equipment or any replacement equipment used by State, and with any replacement Third Party Software chosen by State at no additional cost.

8.8 Restrictions.

Except as otherwise permitted in this Contract, by Contractor in writing, by Contractor's third party licensors in writing, or as authorized in the applicable Specifications, the State agrees not to: otherwise copy, display, transfer, adapt, modify, or distribute the Contractor Technology (electronically or otherwise) to any third party except Counties, authorized contractors or Users; reverse assemble or reverse compile the Contractor Technology; or lease the Contractor Technology or any copy of it.

8.9 Right To Copy or Modify.

8.9.1 The State may make copies of the Contractor Technology and/or its documentation for meeting the State's operational or back-up requirements for use within the scope of this Contract at no additional charge. The State will reproduce and include the copyright and other proprietary notices and product identifications if provided by Contractor on such copies, in whole or in part, or on any form of the Contractor Technology or its Documentation.

8.9.2 The State agrees to keep any such copies and the original at a designated State location, except that the State may transport or transmit a copy of the original or copy of any Contractor Technology to another State location for backup use when required by CWS/Web Solution malfunction, provided the copy or the original is destroyed or returned to the designated location when the malfunction is corrected.

8.9.3 The State may modify any non-personal computer Contractor Technology, in machine-readable form, for its own use and merge it into other program material; provided that nothing in this sub-section 7.9.3 will be construed to contradict the terms of any separate applicable third party license agreement. Any portion of the Contractor Technology included in any merged program material shall be used only on the designated system and shall be subject to the terms and conditions of this Contract.

8.10 Term.

The license hereunder is granted as of the Effective Date and continues until the State or its assignee or transferee discontinues the use of the Contractor Technology. The State will destroy all copies of Contractor Technology which has had its license terminated within three months after such license termination. However, the State shall have the right to retain a copy of any such Contractor Technology for audit or archival purposes.

8.11 Title.

Subject to the rights granted herein, Contractor and its suppliers shall hold all right, title and interest in the Contractor Technology.

LICENSES: THIRD PARTY SOFTWARE.

9.1 Documentation.

Contractor will provide two copies of the Third Party Software Documentation for each Site that receives a copy of the Third Party Software unless Specifications provide for a greater number of copies.

9.2 Pricing for Licensing and Upgrades.

State will pay for licenses and maintenance agreements for Third Party Software as part of a Deliverable or as otherwise set forth in the Compensation Model. Upgrades or patches to the Third Party Software and its Documentation will be provided at no additional charge for the term of the Contract unless otherwise specifically provided.

9.3 Licensed to State.

Contractor shall assign to State applicable licenses for the Third Party Software upon Initial Release Implementation completion and, as applicable, upon Acceptance of each Release thereafter. Prior to utilizing any Third Party Software that may be included as part of a Software Deliverable for the State, Contractor shall provide to State copies of any applicable license agreement from the licensor of the Third Party Software to allow State to pre-approve such license agreement. If the State does not approve any such license agreement verbatim, Contractor shall negotiate changes which are required by the State with the licensor or find functionally equivalent substitute Third Party Software.

9.4 Service and Support.

Unless otherwise specifically provided in Specifications:

9.4.1 Contractor must ensure, for the term of the Contract, that any Third Party Software that is a part of the CWS/Web Solution is covered by a warranty that such third Party Software shall operate in accordance with applicable Specifications and an agreement for support by the licensor or any party authorized by the licensor to provide such support.

9.4.2 The Contractor must take the lead to correct Deficiencies with Third Party Software that is a part of the CWS/Web Solution and serve as the point of contact with Third Party Software licensors, sellers, manufacturers or maintenance providers in the resolution of any Deficiency related to use of the Third Party Software in connection with the CWS/Web Solution. The Contractor must diligently pursue engagement and communication with such parties until the Deficiency is corrected and the CWS/Web Solution operates in accordance with Specifications.

9.4.3 In the event that Contractor's engagement with Third Party Software licensors, sellers, manufacturers or maintenance providers does not correct the Deficiency, Contractor must develop and implement a workaround solution to enable the CWS/Web Solution to operate in accordance with Specifications. The workaround must function such that the CWS/Web Solution achieves the same level of performance and functionality that it would have had the Third Party Software operated without Deficiency.

9.4.4 In the event that a workaround solution does not correct the Deficiency, the Contractor must provide functionally and technically equivalent substitute Software such that the CWS/Web Solution achieves the same level of performance and functionality that it would have had the original Third Party Software operated without Deficiency.

9.5 Versions.

Unless otherwise mutually agreed to in writing, Contractor shall, during the term of the Contract, maintain any and all Third Party Software at its most current version or, at the State's request, the previous major version.

MAINTENANCE OF CWS/WEB SOLUTION.

10.1 General.

Contractor shall provide Maintenance pursuant to RFP Section VI.6 (Service and Support Requirements) within the framework of the Service and Support model and in conjunction with other service providers. When Contractor does provide Maintenance Services within the context of this model, the terms of this section shall apply to the sources of compensation for such Services.

10.2 Source of Compensation for Maintenance Services.

Contractor shall perform Maintenance as described in RFP Section VI.6 (Service and Support Requirements) under the following terms:

10.2.1 Corrective Maintenance for all Deficiencies attributable to Contractor shall be covered under Warranty Services.

10.2.2 Corrective Maintenance for all Deficiencies not attributable to Contractor shall be paid for by the monthly payment for Service and Support. If the correction results in a need for Adaptive Maintenance, Special Provisions section 9.2.5 shall apply.

10.2.3 Preventive Maintenance shall be paid for by the monthly payment for Services and Support.

10.2.4 Perfective Maintenance shall be paid for by the monthly payment for Services and Support.

10.2.5 Adaptive Maintenance shall be paid for by Work Authorizations, System Change Authorizations or Technical Service Requests.

10.2.6 Emergency Maintenance shall be performed, and once the determination is made by the State as to the type of Maintenance that is required, e.g., Adaptive Maintenance, it shall be paid for in accordance with the nature of the required Maintenance.

PRODUCTS AND SERVICES.

11.1 General.

11.1.1 Contractor shall provide State with the Products (Deliverables and Materials) and Services on or before the applicable delivery dates in the Schedule, as mutually agreed upon in writing and described in this Contract. Contractor shall utilize the Specifications, the DIDs, DEDs, MEDs, the Project Management Plan, the RFP, the Final Proposal, the Products for which State has previously granted Acceptance, Contractor's professional knowledge, and this Contract as the basis of subsequent Products and Services. Contractor shall retain backup copies in writing and on electronic media of all Products until 180 calendar days after termination or expiration of this Contract and shall provide State on its request with a copy thereof until that time.

11.1.2 All Products shall be subject to State's Acceptance, including without limitation Products provided pursuant to Work Authorizations, System Change Authorizations and Technical Service Requests. At the State's request, Contractor shall provide a walk-through of a Product prior to delivery or Acceptance thereof, notwithstanding the absence of a requirement as such in a product definition document or other Contract Document. State's review of Products shall be in accordance with the time frames established therefor in Contract Documents.

11.2 Compensation Milestone Report Acceptance Process.

11.2.1 Content. Upon reaching a Compensation Milestone on the date specified in Cost Worksheets VII-13a, VII-13b, and VII-14 (RFP Section VIIA Pricing Proposal), Contractor will participate in a Milestone Review. Contractor will prepare a Milestone Report for this Milestone Review and deliver the Milestone Report at least 5 calendar days prior to each Milestone Review. The Milestone Report will (1) detail the achievements, Deficiencies and "lessons learned" associated with the Products forming the basis of the Compensation Milestone, (2) describe the resolution of any such Deficiencies and the satisfaction of any conditions imposed by a conditional acceptance, and (3) include a copy of all notices of Acceptance and receipt for Deliverables and Materials, respectively, forming the basis of the Compensation Milestone. Contractor will give a presentation on the Milestone Report at the Milestone Review to State reviewers in which it will explain the information contained in the Report and respond to any State inquiries regarding the information presented. Contractor will deliver the Milestone Report in soft and hard copies. Unless otherwise directed by the State, the hard copy shall consist of a well-organized binder with tabs, a table of contents and page numbers. Contractor will provide sufficient hard copies of the Milestone Report to accommodate all participants, up to a maximum of 25, attending the Milestone Review on behalf of the State.

11.2.2 Acceptance. The State will provide Acceptance of the Milestone Report if it has no Deficiencies (except for Cosmetic Deficiencies), after which the Contractor can invoice the State for the Compensation Milestone in the amount agreed upon in the Contract therefor. If the State does not accept the Milestone Report, the State will notify Contractor in an email or other document of the Deficiencies causing the non-acceptance. Contractor will correct the Deficiencies as indicated by the State within the time frames established therefor in the Schedule or other Contract Documents. If time periods for correcting Deficiencies by Contractor and reviewing corrected Deliverables are not specified, each such time shall be ten business days. Upon Contractor's correction of non-Cosmetic

Deficiencies and State Acceptance of the Milestone Report, Contractor can invoice the State for the Compensation Milestone in the amount agreed upon in the Contract therefor.

11.2.3 Remedies for Deficiencies after 10 Business Days. If Contractor is unable to correct all Deficiencies (except for Cosmetic Deficiencies), within the number of days indicated in the Schedule or Contract Documents following the Milestone Report's scheduled Acceptance, or if no such date is specified, within ten business days from such scheduled Acceptance, State may, at its option: (a) continue reviewing the Deliverable and require Contractor to continue correcting non-cosmetic Deficiencies until they are eliminated, or (b) set-off from the Purchase Price to the extent State determines the non-Cosmetic Deficiencies for the Deliverables have not been corrected and/or provide full or conditional Acceptance therefor.

11.2.4 Remedies for Deficiencies after 60 Calendar Days. If Contractor is unable to correct all Deficiencies (except for Cosmetic Deficiencies) within the number of days indicated in the Schedule or Contract Documents following the Report's scheduled Acceptance, or if no such date is specified, within sixty calendar days from such scheduled Acceptance, State may, at its option, terminate this Contract, in whole or in part, as provided in Special Provisions Section 15.3 (Termination for Rejection of Products) or General Provisions Section 25 (Rights and Remedies of State for Default). In the event State terminates the Contract as provided herein, Contractor shall return to State all amounts paid by State for Products returned pursuant to Special Provisions Section 15.3 (Termination for Rejection of Products).

11.3 Deliverable Acceptance Process – In General.

11.3.1 Conformance with Acceptance Criteria. The Deliverables are described in the Product Table, RFP Section VI.9 (Contractor Products and Document Submission Process), and shall include, without limitation, plans, designs, other non-Software Deliverables, and Software with complete or partial functionality. Upon delivery of a Deliverable and receipt of Certification from Contractor that the Deliverable meets its Acceptance Criteria, State will, with Contractor's assistance, promptly review or perform Acceptance Tests on the Deliverable, as applicable, to determine whether the Deliverable conforms to its Acceptance Criteria. State will provide Acceptance for a Deliverable if it has no Deficiencies (except for Cosmetic Deficiencies).

11.3.2 Deficiency Correction. If a Deficiency (other than a Cosmetic Deficiency) is found, State will notify Contractor in an email or other document of the Deficiencies used as grounds for State's decision not to give Acceptance. Contractor shall correct Deficiencies and resubmit a corrected Deliverable to State which will review or perform Acceptance Tests on the Deliverable to verify whether the Deliverable lacks Deficiencies (except for Cosmetic Deficiencies) and in writing shall either give its Acceptance or reject it following such review or Acceptance Tests. Contractor's times for correcting Deficiencies and State's review of Deliverables shall be in accordance with the timeframes set therefor in the Schedule or other Contract Documents. If time periods for correcting Deficiencies by Contractor and reviewing and retesting corrected Deliverables are unspecified, each such time period shall be ten business days.

11.3.3 Remedies for Deficiencies. If Contractor is unable to correct all Deficiencies (except for Cosmetic Deficiencies) within the number of days indicated therefor following the Deliverable's scheduled Acceptance, or if no such date is specified, within sixty

calendar days from such scheduled Acceptance, State may, at its option: (a) continue reviewing or performing Acceptance Tests on the Deliverable and require Contractor to continue until Deficiencies are corrected or eliminated; (b) request Contractor to provide, at its expense, a replacement Deliverable for further review or Acceptance Tests; (c) set-off from the Purchase Price to the extent State determines the Deficiencies for the Deliverable have not been corrected and/or provide full or conditional Acceptance for the applicable Deliverable; or (d) terminate this Contract, in whole or in part, as provided in Special Provisions Section 15.3 (Termination for Rejection of Products) or General Provisions Section 25 (Rights and Remedies of State for Default), after providing notice of default to Contractor. In the event State terminates the Contract as provided herein, Contractor shall return to State all amounts paid by State for Products returned pursuant to Special Provisions Section 15.3 (Termination for Rejection of Products).

11.4 Deliverable Expectation Documents.

11.4.1 Contractor shall submit a DED to the State for each Deliverable due under the Contract, except as otherwise specifically provided, e.g., if the Deliverable must be submitted pursuant to a DID. The DED for each Deliverable is itself a Deliverable and is due for delivery to the State in accordance with the terms of the Project Management Plan or Schedule. The Contractor shall gain the State's Acceptance of the DED before starting Work on the Deliverable described therein.
For each DED and DID, the parties will agree on Acceptance Criteria based on the Specifications during the course of the Project and will incorporate the Acceptance Criteria agreements into the Contract via amendment.

11.4.2 Each DED will contain the following:

11.4.2.1 An annotated outline of the Deliverable, table of contents, sample format and sample pages and general description of the information that will be contained in the Deliverable

11.4.2.2 Time frames for activities related to the Deliverable, including without limitation dates for the Deliverable consistent with the Schedule;

11.4.2.3 Proposed State review timeframes for the Deliverable consistent with the Schedule;

11.4.2.4 Contractor correction time frames for the Deliverable;

11.4.2.5 Deliverable objectives; and

11.4.2.6 Acceptance Criteria which are consistent with the Requirements of this Contract, prior Deliverables and communications between the parties.

11.5 Deliverable Submission Process.

11.5.1 Each Deliverable submitted to the SPM for review and Acceptance shall have a cover letter from the CPM and shall be addressed to the SPM. The cover letter shall contain the following Certification: "I certify that this Deliverable has been prepared in accordance with the relevant terms and conditions of the CWS/Web Contract and conforms to and meets its applicable Acceptance Criteria." The cover letter shall also contain a Certification that the Contractor has performed an internal quality assurance review of the Deliverable and a reference to the quality assurance report which must be submitted with each Deliverable. Deliverables shall be signed as complete by the CPM and by a Contractor representative who is authorized to sign legal documents for the company.

11.5.2 Unless otherwise permitted by the Project Management Plan, Work on subsequent Deliverables may not proceed prior to the State's formal Acceptance of the preceding Deliverables. However, if Contractor proceeds with Work on subsequent Deliverables prior to such Acceptance of preceding Deliverables, with or without the State's approval, Contractor shall proceed with such Work at Contractor's sole risk and understanding Contractor may need to repeat previously performed Work without payment therefor by the State.

11.5.3 Contractor will provide all Deliverables in complete form no later than the dates indicated in the Schedule and make them available on the Project LAN. Deliverables must be presented to the State consistent with the standards in the CWS/Web Document Management Plan. Unless specifically provided otherwise in Specifications, Contractor shall (1) include an Executive Summary with every Deliverable, (2) supply at least one electronic copy on CD-ROM in the appropriate State-designated standard commercial software product, and (3) once the Deliverable receives an unconditional Acceptance, supply three hard copies in binders, in a professional font not smaller than 12 points.

11.5.4 Contractor shall prepare all Deliverables and Project correspondence using the standard project management, word processing, relational database management, presentation and spreadsheets products used by the State (currently Microsoft Office), at the version levels specified by the State. Contractor shall upgrade commercial software versions at no cost to remain compatible with the State.

11.5.5 By submitting a Deliverable, Contractor represents that, to the best of its knowledge, it has performed the associated tasks in a manner which will, in concert with other tasks, meet the Specifications stated or referred to in the Contract. The parties acknowledge and agree that the State's Acceptance of a Deliverable indicates only that it has reviewed the Deliverable and detected no Deficiencies at that time and that the State's Acceptance of a Deliverable does not discharge any of Contractor's obligation to insure comprehensiveness, functionality, effectiveness or Certification of the CWS/Web Solution as a whole.

11.6 Delivery.

All deliveries made pursuant to this Contract must be complete. Contractor shall deliver hard copy and electronic versions of the Products in formats agreed to by the parties. All packages must be accompanied by a packing slip which identifies all items included with the shipment and State's contract number. Contractor's delivery receipt must be signed by an authorized representative of State for all deliveries made hereunder.

11.7 Equipment Provided by Contractor.

11.7.1 All Equipment provided by Contractor shall perform in accordance with applicable Specifications prior to Acceptance by the State. The Acceptance Tests for the Equipment will be performed in a State approved test environment in accordance with the applicable Project Plan or Contract Document.

11.7.2 Contractor shall give Certification to the State when the Equipment provided by Contractor and the State approved testing environment are installed and ready for use in accordance with their Specifications. Acceptance Tests shall commence as

described in the Schedule following such Certification, and shall end after successful completion of the Acceptance Tests. Contractor must coordinate resolution with the State and manufacturers for any areas that do not pass Acceptance Tests and coordinate retesting of all related and affected areas of the environment for which the Equipment was provided, as determined by the State. Unless approved otherwise by the State, a complete end-to-end test of the Equipment within the environment for which it was provided must be performed without Deficiencies before the Acceptance Tests will be considered completed.

11.8 Federal Approval.

11.8.1 Primary Objective. State and Contractor agree that development and implementation of an information system meeting the intent of 42 U.S.C. 674 and 45 CFR 1355.52 is a primary objective of this Contract.

11.8.2 Contractor Obligations. Pursuant to achieving this objective, Contractor agrees to:

11.8.2.1 Perform Services as described in RFP Section VI (Solution Requirements);

11.8.2.2 Provide a CWS/Web Solution that meets the requirements of the ACF, including all regulations that are published and that are incorporated by reference in the Contract or associated Contract Documents during the term of the Contract;

11.8.2.3 Provide a CWS/Web Solution that meets any other state and federal law requirements which may be enacted, including regulations or other guidelines, and that are incorporated by reference in the Contract or associated Contract Documents;

11.8.2.4 Provide on a timely basis, all information, data, forms, CWS/Web Solution modifications, documentation, correspondence, consultation, and assistance in training as needed to assist State in obtaining federal approval;

11.8.2.5 Address the means of implementing program regulations, which may be required following the application for federal approval; and

11.8.2.6 Complete, test, and implement the changes required to bring the CWS/Web Solution into compliance with the requirements for SACWIS, including those set forth in the SACWIS Assessment Review conducted by ACF, in accordance with RFP Section VI.5 (Support SACWIS Review Requirements).

11.9 Final Acceptance.

State shall grant Final Acceptance of a Deliverable, Material or Service if it conforms to its applicable Acceptance Criteria and if Contractor has met all conditions associated with a previous Acceptance therefor.

11.10 Interpretation of Products.

In the event of a contradiction, conflict, ambiguity or inconsistency in or between Products and other documents comprising this Contract, including without limitation a Product that has already received Acceptance, any such contradiction, conflict, ambiguity or

inconsistency shall be resolved in favor of the latest State-approved Deliverable or Material except in the case where a previous documented requirement is inadvertently omitted or not addressed directly in a subsequent Deliverable or Material. No Requirements can be omitted from the Specifications without the written consent of the State Project Manager.

11.11 Knowledge Transfer.

11.11.1 Contractor shall be responsible for training identified State and County staff on all aspects of the CWS/Web Solution.

11.11.2 While constructing and developing the Deliverables and Materials, and during Acceptance Tests, Contractor shall demonstrate and provide information to staff designated by State about the functions and operations of the CWS/Web Solution in accordance with the applicable Specifications and the Project Management Plan.

11.11.3 The State's training Acceptance Tests shall not be considered concluded until all identified staff are successfully trained and the CWS/Web Solution knowledge transfer and CWS/Web Solution operations transition has occurred in accordance with the Requirements of the Master Training and Knowledge Management Plan TR001.

11.12 Materials.

11.12.1 Material Expectation Documents. Contractor shall submit a MED to the State for each Material as designated by the State. The MED for each Material is itself a Deliverable and is due for delivery to the State in accordance with the terms of the Schedule or other Contract Documents. Except as specifically provided, the Contractor shall gain the State's Acceptance of the MED before starting Work on the Material described therein.

11.12.2 Material Acceptance Process. Materials designated for submission in the Product Table, RFP Section VI.9 (Contractor Products and Document Submission Process) or other Contract Documents shall be submitted in accordance with the time frames and Specifications indicated therein. Since it is the expectation that the threshold for the approval of Materials will be lower than that for Deliverables, the Acceptance process applicable to Materials will be similarly less complex than that for Deliverables. Pursuant to this process, Contractor shall submit Materials to the State, after which the State shall acknowledge receipt thereof in a manner and format to be mutually agreed upon by the parties. Such acknowledgement of receipt will serve as a record of the date of submission. The submission of a Material will not initiate a formal Acceptance process, although the State will reserve the right to reject Materials that do not conform to applicable Specifications or Acceptance Criteria. Notwithstanding this right, it is anticipated that the process of submission and acknowledgement of receipt will suffice as the entire Acceptance process for Materials in most cases. Unless the State affirmatively indicates in writing that it does not accept a Material, a Material will be deemed approved and accepted by the State upon Acceptance of the Milestone Report associated with such Material. If the State does reject a Material on the basis of failure to meet Specifications or applicable Acceptance Criteria, the terms of Special Provisions Sections 10.3.2. (Deficiency Correction) and 10.3.3 (Remedies for Deficiencies) will apply.

11.13 Project Management Plan. Revisions to Initial Project Management Plan. The initial Project Management Plan shall be comprised of Contractor's Project Management Plan in the Final Proposal. This initial Project Management Plan shall be revised by Contractor to reflect Project changes since Contractor's initial submission. Contractor shall deliver the revised Project Management Plan to the State Project Manager for State's review not later than 20 calendar days after the Project Start Date. In the event of failure of the parties to agree upon this Project Management Plan and/or of State to give its Acceptance thereof within 45 calendar days of the Project Start Date, State may invoke its right to immediately terminate this Contract.

11.13.2 Schedule.

11.13.2.1 **Updates**. Contractor shall provide updates to the Schedule regularly (no less than monthly) and as otherwise necessary throughout the Project to accurately reflect the status of activities, tasks, events, Services, and projected completion dates for such activities, tasks, events and Services. Any such update changes must be agreed upon by State prior to their final incorporation into the Schedule. However, unless otherwise specifically agreed to in writing, State's agreement on a change to the official Schedule shall not relieve Contractor of liability for liquidated damages and other damages arising from such failures to perform its obligations as required herein. Contractor shall maintain updated copies of its detailed schedule and Work plans in a common server drive accessible by State.

11.13.2.2 **Mitigation of Delays**. The Schedule shall not change as a result of time required by Contractor to correct Deficiencies, unless otherwise agreed beforehand in writing by State. However, the Schedule may, in State's discretion, be extended on a day-to-day basis to the extent that State's review of a Deliverable and review of corrections of Deficiencies in accordance with the Acceptance process is longer than described in the Schedule. Contractor shall continue to perform its obligations that are not affected by State review and shall mitigate any impact on Contractor from such delays caused by State, e.g., redirecting its Staff to perform other tasks, to the extent reasonably possible. To the extent it cannot redirect Staff and mitigate such impacts, then an adjustment, if any, to the Schedule will be made, if appropriate, based upon the State Project Manager's reasonable consideration of all relevant circumstances, including but not limited to Contractor's opportunity and efforts to mitigate the effect of the impact and if State's failure to perform is not due to an event described in Section 13.5 of these Special Provisions (Force Majeure-State).

11.14 Protection from Damage.

Contractor shall continuously protect all Products and backups therefor prior to their Acceptance and while in Contractor's possession or control from damage, destruction or loss resulting from or caused by the acts or omissions of Contractor in connection with the Services. Contractor shall ship all Products, as applicable, pursuant to this Contract, FOB and freight prepaid to the State's destination for State's inspection. The method of shipment shall be consistent with the nature of the goods and hazards of transportation. During the period Products are in transit and in possession of Contractor, its carriers or State prior to their Acceptance, Contractor and its insurers, if any, shall relieve State of responsibility for all risks of loss or damage thereto, unless such loss or damage are caused by the negligence or misconduct of State. After State provides Acceptance for a Product, the risk of loss or damage shall be borne by State, except loss or damage attributable to Contractor's acts or omissions.

11.15 Releases: Testing and Deployment of Initial Release.

11.15.1 Application. This section applies to the Acceptance Tests for Deployment of the Initial Release that occurs prior to the date of Initial Release Implementation.

11.15.2 Performance of Tests. Following receipt of notice from Contractor that Certification has occurred for Initial Release or some part or phase thereof, State shall begin to perform the appropriate Acceptance Test (e.g., User Acceptance Test,) to determine whether that part of the Initial Release (e.g., a phase or a function) or the entire Release performs without Deficiency (except for Cosmetic Deficiencies). Contractor will assist State as requested in performing such Acceptance Tests at no additional cost to State.

11.15.3 Acceptance. State will provide Acceptance of the Initial Release in part or whole if it has no Deficiencies (except for Cosmetic Deficiencies) during the Acceptance Tests. However, if a Deficiency (except for Cosmetic Deficiencies) occurs during the Acceptance Tests, State shall give Contractor notice of its non-acceptance of the Initial Release in part or whole, with such notice delineating Deficiencies used as the grounds for State's decision. Contractor shall promptly correct Deficiencies described in any notice(s) of non-acceptance from State.

11.15.4 Retesting and Correction. After Contractor has corrected such Deficiencies, State shall verify whether the Initial Release in part or whole satisfies the Acceptance Criteria and in writing shall either accept or not accept the Initial Release in part or whole following such verification. If Contractor corrects all Deficiencies referenced in the notice of non-acceptance (except for Cosmetic Deficiencies), and the Initial Release in part or whole passes the Acceptance Tests without Deficiencies (except for Cosmetic Deficiencies), State shall give Contractor Acceptance therefor.

11.15.5 Remedies for Deficiencies. If Contractor is unable to correct all Deficiencies (except for Cosmetic Deficiencies) in the Initial Release in part or whole within the number of days of the Certification as required in the Schedule or other Contract Documents, or if no such date is specified, within 60 calendar days from such Certification, State may, at its option: (a) continue performing Acceptance Tests on the Initial Release and require Contractor to continue until Deficiencies are corrected; (b) request Contractor to provide replacement Software for further Acceptance Tests; (c) set-off from the Purchase Price to the extent State determines the Deficiencies for the Initial Release have not been corrected and/or provide full or conditional Acceptance for the Initial Release or (d) immediately terminate the Contract, in whole or in part, as provided in Special Provisions Section 15.3 (Termination for Rejection of Products) or General Provisions Section 25 (Rights and Remedies of State for Default) without penalty to State and, at State's option, require Contractor to remove the Software for the Initial Release, in whole or in part, from the Equipment. In the event State terminates the Contract as provided herein, Contractor shall return to State all amounts paid by State for Products returned pursuant to Special Provisions Section 15.3 (Termination for Rejection of Products).

11.16 Releases: Initial Release and Future Release Implementation.

11.16.1 Application. This section applies to the Initial Release Implementation and the Future Release Implementation.

11.16.2 Performance of Tests. After completion of Implementation of the Release at the State and at each County, State shall begin to perform Acceptance Tests to determine whether the Release performs without Deficiency (except for Cosmetic Deficiencies). In the case of Future Release, the Release will be the Initial Release integrated with Future Release and other components of the CWS/Web Solution. Contractor will assist State as requested in performing such Acceptance Tests at no additional cost to State.

11.16.3 Acceptance and Production Stability Period. State will provide Acceptance if the Release has no Deficiencies (except for Cosmetic Deficiencies) at the State and each County during Acceptance Tests and it undergoes a Production Stability Period of compliance with Acceptance Criteria for 90 consecutive calendar days after statewide implementation or an alternate time period as approved by the State. However, if a Deficiency (except for Cosmetic Deficiencies) occurs during Acceptance Tests, including the Production Stability Period, State shall give Contractor notice of its non-acceptance, with such notice delineating Deficiencies used as the grounds for State's decision. Contractor shall promptly correct Deficiencies described in the notice of non-acceptance from State.

11.16.4 Retesting and Correction. After Contractor has corrected Deficiencies delineated in a notice of non-acceptance, State shall verify whether the Release satisfies the Acceptance Criteria. If Contractor has corrected all Deficiencies (except for Cosmetic Deficiencies) and the Release undergoes a Production Stability Period of compliance with Acceptance Criteria for 90 consecutive days following correction of the Deficiencies, or an alternate time period as approved by the State, State shall give Acceptance therefor.

11.16.5 Remedies for Deficiencies. If Contractor is unable to correct all Deficiencies (except for Cosmetic Deficiencies) in the Release within the number of days of initiating the Release as required in the Schedule or Contract Documents, or if no such date is specified, within 90 calendar days from such initiation, State may, at its option: (a) continue performing Acceptance Tests on the Release and require Contractor to continue until Deficiencies are corrected; (b) request Contractor to provide replacement Software for further Acceptance Tests; (c) set-off from the Purchase Price to the extent State determines the Deficiencies in the CWS/Web Solution have not been corrected and/or provide full or conditional Acceptance; or (d) immediately terminate the Contract, in whole or in part, as provided in Special Provisions Section 15.3 (Termination for Rejection of Products) or General Provisions Section 25 (Rights and Remedies of State for Default) without penalty to State and, at State's option, require Contractor to remove the Software for the Release, in whole or in part, from the Equipment In the event State terminates the Contract as provided herein, Contractor shall return to State all amounts paid by State for Products returned pursuant to Special Provisions Section 15.3 (Termination for Rejection of Products).

11.17 Releases: Post Initial Release Implementation Acceptance.

11.17.1 Application. This section applies to Releases other than the Future Release that occur after the date that the State accepts Initial Release Implementation.

11.17.2 Performance of Tests. Following receipt of notice from Contractor that Certification has occurred for a Release, State shall begin to perform Acceptance Tests to determine whether the Release performs without Deficiency (except for Cosmetic

Deficiencies). For purposes of this Section 10.17 (Releases: Post Initial Release Implementation), Acceptance Tests on any Release will include Acceptance Tests of the Release and of previous Releases integrated together and with other components of the CWS/Web Solution. Contractor will assist State as requested in performing such Acceptance Tests at no additional cost to State.

11.17.3 Acceptance and Production Stability Period. State will provide Acceptance if the Release has no Deficiencies (except for Cosmetic Deficiencies) at the State and each County during Acceptance Tests and it undergoes a Production Stability Period of compliance with Acceptance Criteria for 60 consecutive calendar days after Statewide Implementation of the Release or an alternate time period as approved by the State. However, if a Deficiency (except for Cosmetic Deficiencies) occurs during Acceptance Tests, including the Production Stability Period, State shall give Contractor notice of its non-acceptance, with such notice delineating Deficiencies used as the grounds for State's decision. Contractor shall promptly correct Deficiencies described in any notice(s) of non-acceptance from State.

11.17.4 Retesting and Correction. After Contractor has corrected Deficiencies delineated in a notice of non-acceptance, State shall verify whether the Release satisfies the Acceptance Criteria. If Contractor has corrected all Deficiencies (except for Cosmetic Deficiencies) and the Release undergoes a Production Stability Period of compliance with Acceptance Criteria for sixty 60 consecutive days following correction of the Deficiencies, or an alternate time period as approved by the State, State shall give Acceptance therefor.

11.17.5 Remedies for Deficiencies. If Contractor is unable to correct all Deficiencies (except for Cosmetic Deficiencies) in the Release within the number of days of the Release's Certification as required in the Schedule or other Contract Documents, or if no such date is specified, within sixty 60 calendar days from such Certification, State may, at its option: (a) continue performing Acceptance Tests on the Release and require Contractor to continue until Deficiencies are corrected; (b) request Contractor to provide replacement Software for further Acceptance Tests; (c) set-off from the Purchase Price to the extent State determines the Deficiencies in the CWS/Web Solution have not been corrected and/or provide full or conditional Acceptance; or (d) immediately terminate the Contract, in whole or in part, as provided in Special Provisions Section 15.3 (Termination for Rejection of Products) or General Provisions Section 25 (Rights and Remedies of State for Default) without penalty to State and, at State's option, require Contractor to remove the Software for the Release, in whole or in part, from the Equipment In the event State terminates the Contract as provided herein, Contractor shall return to State all amounts paid by State for Products returned pursuant to Special Provisions Section 15.3 (Termination for Rejection of Products).

11.18 Source Code.

Contractor shall provide State with a copy of the Source Code and updated associated technical documentation for the Custom Software and for the Licensed Software which is licensed by Contractor to State in Source Code form: (i) upon Acceptance of any Release; (ii) as described in any applicable Project Plan; and (iii) at other times during the Project as requested by State. Contractor shall provide such Source Code and Documentation at no additional cost on magnetic media in a format acceptable to State.

PROJECT STAFF AND ADMINISTRATION.

12.1 Background and Reference Check on Staff and Subcontractors.

12.1.1 For the safety and welfare of the children to be served under this Contract, Contractor agrees to conduct a criminal and child abuse background check on all current and prospective Contractor and Subcontractor staff who will have access to Client files or Data in CWS/CMS or CWS/Web in the course and scope of their responsibilities related to this Contract. The criminal and child abuse background check shall consist of a criminal history, Federal Bureau of Investigation (FBI) check, Child Abuse Central Index (CACI) check and subsequent arrest notification.

12.1.2 Contractor agrees to conduct this background check before the subjects begin providing Services. Contractor agrees not to engage or continue to engage such persons to provide the Services if they have been convicted of any crime involving harm to a minor.

12.1.3 State shall have the right to inspect the results of these checks and request additional checks during the term of the Contract. Contractor agrees to immediately notify the State Project Manager of any change in status related to the criminal record of any individual subject to these provisions.

12.1.4 Both Contractor and State agree to maintain the confidentiality of information gathered under this provision and use it solely to promote the safety and welfare of children served by the operation of this Contract.

12.1.5 Due to the confidential nature of the information and materials which will be accessible to Contractor, State reserves the right to check the references, background, criminal history or fingerprints of any Contractor or Subcontractor staff to be used to provide the Services of this Contract. Contractor will conduct background and reference checks as requested by State and cooperate with State in any effort to exercise the rights provided herein.

12.2 Conflict of Interest.

During the performance of this Contract, should Contractor become aware of a financial conflict of interest that may foreseeably allow an individual or organization involved in this Contract to materially benefit from State's adoption of an action(s) recommended as a result of this Contract, Contractor must inform State in writing within ten business days. If, in State's judgment, the financial interest will jeopardize the objectivity of the recommendations, State shall have the option of terminating the Contract.

Failure to disclose a relevant financial interest on the part of Contractor will be deemed grounds for termination of the Contract with all associated costs to be borne by Contractor and, in addition, Contractor may be excluded from participating in State's bid processes for a period of up to 360 calendar days in accordance with Public Contract Code section 12102(j).

12.3 Contractor Project Manager.

12.3.1 Contractor shall assign to the Project a CPM of a management level sufficient to assure timely responses from all Contractor personnel and whose resume and

qualifications will be reviewed and approved by State prior to his or her appointment as CPM. The approval process may include, at State's discretion, an interview with the proposed CPM and background and other checks in accordance with Section 11.1 of these Special Provisions. State will not unreasonably delay or deny approval of the CPM. The CPM shall be responsible for acting as a liaison with the State Project Manager. The Project Manager shall be responsible and accountable for the Project to the State's executive staff, Project Director or designee.

12.3.2 Contractor agrees and represents that the CPM shall be fully qualified to perform the tasks required of that position under this Contract. The CPM shall function as Contractor's authorized representative for all management and administrative matters not inconsistent with the provisions contained herein. The CPM shall be able to make binding decisions pursuant to this Contract for Contractor.

12.3.3 The CPM shall not be changed from the person proposed in the Final Proposal, except as provided in Special Provisions Section 11.4.2 (Key Staff). If the CPM is removed or replaced, Contractor will promptly provide notice to State, follow the procedures outlined in Special Provisions Section 11.4.2 (Key Staff) and obtain approval of the replacement CPM from State prior to his or her beginning Work on the Project.

12.3.4 Any written commitment by the CPM and persons designated by him or her in writing for this purpose, within the scope of this Contract, shall be binding upon Contractor.

12.4 Contractor Project Staff.

12.4.1 Organization Chart. Contractor shall maintain a current organization chart of Contractor's Staff, including names of Key Staff for the Project , positions and contact information during the term of the Contract in accordance with RFP Section VI.2.1 (General Project Management and Reporting Requirements)

12.4.2 Key Staff.

12.4.2.1 Except in the case of a legally required leave of absence, sickness, death, termination of employment (and not being rehired as a contractor directly or indirectly by Contractor) or unpaid leave of absence, Key Staff shall not be changed during the Project from the people who were described in the Final Proposal. Substitute Key Staff must have equivalent skills and experience as those being replaced, including any desirable qualifications held thereby, and such skills and experience must be identified on a Staff Experience Reference Form.

12.4.2.2 If a Key Staff must be replaced at any time during the Contract, Contractor shall submit to the State a written explanation for the change as well as a Staff Experience Reference Form for the replacement staff. The State will either approve or reject the substitution. If the Contractor is unable to provide a suitable substitution within ten business days of notice of the State's decision, the State reserves the right to consider the Contractor in default and terminate the Contract in whole or part for cause.

12.4.2.3 Contractor shall provide State with a Staff Experience Reference Form for any member of its Key Staff or a Subcontractor's Key Staff assigned to or proposed to be assigned to any aspect of the performance of this Contract prior to the Key Staff

commencing any Services.

12.4.3 All Staff.

12.4.3.1 Contractor staff shall perform their duties on the premises of the State, during the State's regular work days and normal work hours, except as may be specifically agreed to otherwise by the State.

12.4.3.2 During the term of the Contract, the State reserves the right to approve or disapprove Contractor's Staff, including but not limited to any Subcontractor's Staff assigned to this Contract, or to approve or disapprove any proposed changes in Staff or staffing levels. The State may request, and Contractor will remove from Work on the Project, Contractor employees or Subcontractors who the State identifies as being unacceptable, subject to State's compliance with applicable laws.

12.4.3.3 All Staff proposed by Contractor as Staff and as replacements for other Staff shall be technically competent and shall have the skills necessary to perform that person's Project activities, including having comparable or greater skills for performing the activities as performed by the Staff being replaced. If the Staff being replaced had both mandatory and desired experience and skills, the replacement Staff must also have such mandatory and desired experience and skills.

12.4.3.4 The Staff shall be experienced and fully qualified to engage in the activities and perform the Services required under this Contract. The Staff shall comply with all applicable licensing and operating requirements imposed or required under Federal, State, or County law, and other standards of quality generally accepted in the field of the activities of such Staff.

12.4.3.5 Contractor assumes sole and full responsibility for its acts and the acts of its personnel. Contractor understands and agrees that State does not assume liability for the actions of Contractor's Subcontractors or agents. Contractor agrees that it has no right to indemnification or contribution from State for any judgments rendered against Contractor, its Subcontractors or agents.

12.4.3.6 Contractor agrees that any claim on behalf of any person arising out of employment or alleged employment by Contractor or its subcontractors (including, but not limited to, claims of discrimination against Contractor, its officers, or its agents) is the sole responsibility of Contractor and are not the responsibility of State. Contractor will indemnify and hold State harmless from any and all such claims asserted against State. Any person who alleges a claim arising out of employment or alleged employment by Contractor or Subcontractor will not be entitled to any compensation, rights, or benefits from State (including, but not limited to, tenure rights, medical and hospital care, sick and annual/vacation leave, severance pay, or retirement benefits).

12.5 Cooperation of Parties.

The parties agree to fully cooperate with each other in connection with the performance of their respective obligations and covenants under this Contract.

12.6 Dispute Resolution Procedure.

12.6.1 Good Faith. When a bona fide dispute arises between the State and Contractor, both parties shall attempt to resolve the dispute pursuant to this section. The parties shall deal in good faith and attempt to resolve potential disputes informally and at the lowest level possible.

12.6.2 Functional Manager Communication. Informal dispute resolution shall be initiated by the State Functional Manager and Contractor Functional Manager each providing notice to the other of the dispute, with the notice specifying the disputed issues and the position of the party submitting the notice. The State Functional Manager and the Contractor Functional Manager shall use their best, good faith efforts to resolve the dispute within 10 calendar days of submission by either party to the other of such notice of dispute, or such other time as mutually agreed by the parties.

12.6.3 Project Manager Communication. If the dispute persists, informal dispute resolution shall be continued by the State Project Manager and Contractor Project Manager each providing notice to the other of the dispute, with the notice specifying the disputed issues and the position of the party submitting the notice. The State Project Manager and the Contractor Project Manager shall use their best, good faith efforts to resolve the dispute within 10 calendar days of submission by either party to the other of such notice of dispute, or such other time as mutually agreed by the parties.

12.6.4 Project Executive Communication. If the dispute persists, informal dispute resolution shall be continued by the State Project Director and Contractor Project Executive each providing notice to the other of the dispute, with the notice specifying the disputed issues and the position of the party submitting the notice. The State Project Director and the Contractor Project Executive shall use their best, good faith efforts to resolve the dispute within 10 calendar days of submission by either party to the other of such notice of dispute, or such other time as mutually agreed by the parties.

12.6.5 Project Executive Committee. If the dispute persists, either party may submit a written demand for a final decision on the matter to the State Project Manager who will, in turn, submit the demand for a final decision to the Project Executive Committee. The Project Executive Committee shall be comprised of State and Contractor executives as selected by the respective parties. The written demand shall be fully supported by factual information, and if such demand involves a cost adjustment to the Contract, it shall include a written statement signed by a person authorized to act on behalf of and bind the party, indicating that the demand is made in good faith, that the data supporting the cost adjustment are accurate and complete and that the amount requested accurately reflects the contract adjustment for which party believes the other is responsible. After members of the Project Executive Committee have received the written demand for a final decision, a meeting of the Committee will be convened and a resolution decided with five business days thereof.

12.6.6 Department of General Services. If the efforts of the Project Executive Committee do not result in resolution of the dispute, either party may submit a written demand to the Department of General Services, Deputy Director, Procurement Division. Pending the final resolution of any dispute arising under, related to or involving this Contract, Contractor agrees to diligently proceed with the performance of this Contract. Contractor's failure to diligently proceed in accordance with the Contract shall be considered a material breach of this Contract.

12.6.7 Final Decision. Any final decision of the State shall be expressly identified as such, shall be in writing, and shall be signed by the members of the Project Executive Committee or, if an appeal was made, by the Deputy Director, Procurement Division. If the State fails to render a final decision within 90 calendar days after receipt of Contractor's demand, it shall be deemed a final decision adverse to Contractor's contentions. The State's final decision shall be conclusive and binding regarding the dispute unless Contractor commences an action in a court of competent jurisdiction to contest such decision within two weeks following the date of the final decision or one year following the accrual of the cause of action, whichever is later.

12.7 Limitation of Authority.

Only a State official with authority to approve and sign contracts on behalf of the State or his/her delegate by writing (with the delegation to be made prior to action) shall have the express, implied, or apparent authority to waive any clause or condition of this Contract on behalf of the State. Also, any waiver of any clause or condition of this Contract is not effective or binding until made in writing and signed by a State official with such authority or his/her delegate.

12.8 Professional Liability Insurance.

In performing Work under this Contract, Contractor shall maintain professional liability insurance, also known as errors and omissions insurance. Contractor shall furnish an insurance certificate evidencing required insurance coverage acceptable to the State.

12.9 Publicity.

The award of this Contract to Contractor is not in any way an endorsement of Contractor or Contractor's Services by State and shall not be so construed by Contractor in any advertising or publicity materials, including but not limited to hyperlinks or information on Contractor web sites. Contractor agrees to submit to the State Project Manager all advertising, sales promotion, and other publicity matters relating to this Contract wherein State's name is mentioned or language used from which the connection of State's name therewith may, in State's judgment, be inferred or implied. Contractor further agrees not to publish or use such advertising, sales promotion, or publicity matter without the prior written consent of State. Contractor shall not in any way contract on behalf of or in the name of State. Nor shall Contractor release any informational pamphlets, notices, press releases, research reports, or similar public notices concerning this Project without obtaining the prior written approval of State.

12.10 Records Retention, Access and Accounting Requirement.

12.10.1 Contractor shall agree to the conditions of all applicable State and federal regulations, which are incorporated herein by this reference, regarding retention and access requirements relating to all financial and programmatic records, supporting documents, statistical records, and other records of this Contract. In addition, Contractor shall agree to the following terms regarding retention of records and access for State and federal government officials.

12.10.2 Contractor and its Subcontractors shall maintain books, records, documents and other evidence which sufficiently and properly reflects the accuracy of amounts billed to State during the performance of this Contract and shall retain all such

records for three years after the expiration or termination of this Contract or until the conclusion of any litigation or proceeding related to this Contract, whichever is later.

12.10.3 All such records shall be subject at reasonable times and upon prior notice to examination, inspection, copying, or audit by personnel so authorized by the State Project Manager and/or State and federal officials so authorized by law, rule, regulation or contract, when applicable. During the term of this Contract, access to these items will be provided within Sacramento County. During the period after this Contract for which records must be maintained, delivery of and access to these items will be at no cost to State. Contractor shall be responsible for any audit exceptions or disallowed costs incurred by Contractor or any of its Subcontractors.

12.10.4 The records retention and review requirements of this section shall be included by Contractor in any of its subcontracts with Subcontractors. State's personnel shall be accompanied by Contractor personnel at all times during any examination, inspection, review or audit. Contractor shall make no charges for services rendered in connection with an audit requested by State.

12.10.5 Contractor shall provide right of access to its facilities to State, or any of State's officers or to any other authorized agent or official of the State of California or the federal government, at all reasonable times, in order to monitor and evaluate performance, compliance and/or quality assurance under this Contract.

12.10.6 As part of the Services, Contractor shall provide, upon State's request, a copy of those portions of Contractor's and its Subcontractors' internal audit reports relating to the Services provided to State under this Contract.

12.10.7 Accounting Requirements. Contractor shall establish and maintain an accounting system with procedures and practices in accordance with generally accepted accounting principles. The accounting system shall maintain records pertaining to the Services and all other costs and expenditures made under this Contract, and the costs properly applicable to the Contract shall be readily ascertainable therefrom.

12.11 Reports and Meetings.

12.11.1 The CPM and other Key Staff shall participate in status meetings with the SPM and other members of the State Project team during the Project at times as mutually agreed upon or indicated in Contract Documents. Unless otherwise specified in Contract Documents, these status meetings shall follow a preset agenda jointly prepared by the CPM and SPM, but will also allow both Contractor and State to discuss other issues that may concern either party.

12.11.2 Bi-Weekly Meetings and Reports.

12.11.2.1 The CPM and other key Contractor individuals as agreed to by the parties shall attend bi-weekly meetings with the SPM and other members of the State's Project team at the Sacramento Project office. These bi-weekly meetings shall follow a preset agenda prepared by the CPM in cooperation with the SPM, but will also allow both parties to discuss other issues that may concern either party. The CPM shall lead these meetings. At these bi-weekly meetings, the Bi-Weekly Status Reports and any related matters shall be reviewed. Any variances from the approved Project Management Plan, including the Schedule,

shall be presented for Acceptance of such variances by the State, but such Acceptance by the State shall not relieve Contractor of any liability or liquidated or other damages contingent on meeting the original Schedule in the Project Management Plan. Subsequent to Acceptance of the variances, Contractor shall update the Project Management Plan as needed, including the Schedule, Staff elements and Product Table, RFP Section VI.9 (Contractor Products and Document Submission Process) to reflect the changes and send an updated copy of those sections to the SPM within five working days.

12.11.2.2 Contractor shall provide a Bi-Weekly Status Report to the SPM at least 48 hours prior to these bi-weekly meetings or as approved by the SPM. The Bi-Weekly Status Reports shall describe the previous two week's activities, comparing actual progress for the preceding weeks and tasks anticipated to be completed in the following weeks with the approved Project Schedule. It shall also describe problems encountered or anticipated and their disposition, results of tests, whether or not deadlines were met and any problems that may have arisen that need to be addressed before proceeding to the next activities. Contractor's proposed format and level of detail for the status Reports shall be mutually agreed to in writing by the parties or indicated in Specifications.

12.11.2.3 Such bi-weekly meetings and Reports as described herein shall continue until mutually agreed to by the parties or as indicated in Specifications. The CPM and SPM may agree to change the frequency of such meetings and to call special meetings as Project status requires. Either party may call special meetings.

12.11.2.4 Although bi-weekly status meetings will be required, it is anticipated that coordination of activities between the CPM and the SPM or designee will occur on a more frequent basis.

12.11.3 Monthly Meetings and Reports.

12.11.3.1 Unless otherwise indicated in Specifications: The CPM shall attend, at a minimum, monthly (or other period agreed by the parties) status meetings with the SPM, and other parties designated by the State. In preparation for such monthly meetings, Contractor shall submit a Monthly Status Report that will be due in the SPM's office by the fifth day following the end of each month during the term of the Contract. The narrative portion of the Report will address, at a minimum, the following:

12.11.3.2 Overall Project progress against approved milestones in the approved Project Management Plan including descriptions of activities underway, percentage complete, and any variances between planned and actual task/activity schedules;

12.11.3.3 Product status and next month Schedule for review;

12.11.3.4 Problems, risks and issues encountered, the potential or actual impact of such issues, problems or risks to the Project; recommendations for resolution, corrective action, and or mitigation strategies; and benefits and risks associated with alternative actions and recommendations;

12.11.3.5 Problems and issues requiring attention and resolution, with proposed remedies and designation of parties responsible for resolution;

12.11.3.6 Each month's Service activities and performance against the

Performance Standards; and

12.11.3.7 Proposed changes to the Project Management Plan, if any, that have received the State's Acceptance in the bi-weekly meeting and reporting process.

12.11.4 Unique or Special Reports. As reasonably requested by the State, the CPM shall assist the SPM in preparing special Reports and presentations related to the Project management and participate in such presentations at no additional cost. The CPM shall also provide or produce such Reports or information as are reasonably requested by the SPM regarding the Project.

12.12 Responsibilities of Contractor.

Excluding those tasks to be performed by DTS, OSI or other parties, Contractor is responsible for all tasks and Products required for the design, development, implementation, integration, and operation and maintenance of CWS/Web Solution, including but not limited to tasks as described in detail in the RFP, the Final Proposal and the Project Management Plan. Responsibilities of Contractor include, but are not limited to the following:

12.12.1 Provide the personnel, materials and resources necessary for the performance of the Services, including but not limited to equipment and consumables for its staff and subcontractors,

12.12.2 Provide Project management, integration and coordination of functions and tasks for the CWS/Web Solution activities;

12.12.3 Provide functional and technical design of the CWS/Web Solution;

12.12.4 Provide and install Equipment for Contractor Staff;

12.12.5 Provide and install Equipment for the Development/Test Environment;

12.12.6 Provide specifications of Equipment and Software for the production environment to be located at DTS;

12.12.7 Conduct CWS/Web Solution testing, in coordination with the State;

12.12.8 Implement, operate and maintain the CWS/Web Solution

12.12.9 Provide full and complete CWS/Web Solution Documentation;

12.12.10 Provide training to CWS/Web Solution Users;

12.12.11 Propose revisions to the CWS/Web Solution, in whole and in part, as necessary to meet State's Processing and business needs;

12.12.12 Provide routine CWS/Web Solution upgrades and fixes at no additional cost for those CWS/Web Solution components under control of Contractor;

12.12.13 Provide training on all designs and Products associated with all

functions required to maintain, operate, support and modify the CWS/Web Solution; and

12.12.14 Provide Transition Out Services as needed throughout the Contract to enable different sourcing arrangements or for the orderly transfer of CWS/Web Solution operations to the State or its designee upon the expiration of this Contract.

12.13 Responsibilities of State.

12.13.1 The State shall provide normal office working facilities for those Contractor Staff to be co-located with State staff in a State facility for the purpose of performance of the Services.

12.13.2 The State is responsible for providing required information, data, documentation, and test data to facilitate the Contractor's performance of the Work, and will provide such additional assistance and services as is expressly set forth in the Specifications.

12.14 State Project Manager (SPM).

The CPM's primary point of contact in matters of Project management will be the SPM. In his or her Project management role, the SPM will be responsible for the following:

12.14.1 Coordinating the reporting, review and Contract compliance and Acceptance processes;

12.14.2 Facilitating the effective participation of the State staff;

12.14.3 Resolving questions raised by Contractor requiring clarification of the State requirements, policies, and procedures;

12.14.4 Monitoring the progress of all principal Project participants, including Contractor and the State;

12.14.5 Administering and managing this Contract; and

12.14.6 Facilitating the timely resolution of issues raised by Project participants.

12.15 Subcontractors.

12.15.1 Contractor may, with prior written permission from State Project Manager, which consent shall not be unreasonably withheld, enter into subcontracts with third parties for its performance of any part of Contractor's duties and obligations. Subject to the other provisions of this Section, State expressly consents to Contractor's use of Subcontractors designated in its Final Proposal for the provision of the Services specified in the Final Proposal. Any such approval may be rescinded in State's sole discretion.Contractor is responsible and liable for the proper performance and quality of any Work performed by any and all Subcontractors and their compliance with the Contract and the subcontract terms and conditions. In no event shall the existence of a subcontract operate to release or reduce the liability of Contractor to State for any breach in the performance of Contractor's duties. In addition, Contractor's use of any Subcontractor shall not cause the loss of any warranty from Contractor. All subcontracts will be made in writing and copies provided to State upon request. State has the right to refuse reimbursement for obligations incurred under any subcontract that does not comply with the terms and conditions of this Contract.For purposes of this Contract, Contractor agrees to indemnify, defend, and hold State harmless from and against any and all claims, actions, losses,

liabilities, damages, costs and expenses (including reasonable attorney fees) arising out of or related to or acts or omissions of Contractor's Subcontractors, their agents, contractors or employees.

12.15.4 For any Subcontractor, Contractor shall include in the Subcontractor's subcontract substantially similar terms as are provided in Special Provisions Sections 4 (Confidential Information),11.1 (Background and Reference Check on Staff and Subcontractors), 11.11 (Records Retention, Access and Accounting Requirement) and General Provisions Sections 20 (Insurance), 34 (Confidentiality of Data) and 37 (Rights in Work Product).

12.15.5 Upon expiration or termination of this Contract for any reason, State will have the right to enter into direct agreements with any of the Subcontractors. Contractor agrees that its arrangements with Subcontractors will not prohibit or restrict such Subcontractors from entering into direct agreements with State.

12.16 Supplemental Contracts.

The State may undertake or award supplemental contracts for Work related to this Contract, or any portion thereof. Contractor shall cooperate with such other contractors and the State in all such cases. Contractor will ensure that all Subcontractors will abide by this provision. It is understood and agreed by the parties hereto that Contractor shall not be responsible for the acts or failures to act of any such other contractors or for any delays which may be caused by any such other contractors, except that Contractor shall be responsible for delays of, or acts or failures to act of, such other contractors to the extent such delays, or acts or failures to act are caused by or due to the fault of Contractor.

12.17 Surrender of Property.

Contractor will ensure that the Property will be returned to the State in like condition to that in which it was furnished to Contractor, reasonable wear and tear excepted. Contractor shall surrender to the State all Property upon the earlier of expiration or termination of this Contract. Contractor grants the State the right to enter upon Contractor’s premises for the sole purpose of recovering any the State property that Contractor fails to return within ten calendar days of termination of the Contract. Upon failure to return the State Property within ten calendar days of the Contract termination, Contractor shall be charged with all reasonable costs of recovery, including transportation and attorney’s fees.

12.18 Use of Property.

Any Property furnished to Contractor shall, unless otherwise provided herein, or approved in writing by the State Project Manager, be used only for the performance of and subject to the terms of this Contract. Contractor’s use of the State’s Equipment shall be subject to the State’s security, administrative and other requirements.

STATE PROPERTY.

13.1 Damage to Property.

Contractor shall protect and be responsible for any loss, destruction, or damage to Property which results from or is caused by Contractor’s acts or omissions. Contractor shall

repair or replace any damage, destruction, personal injury or loss at the CWS/Web Facilities or Sites caused by Contractor's acts or omissions.

13.2 Notice of Damage.

Upon the loss of, destruction of, or damage to any of the Property, Contractor shall notify the State Project Manager thereof and shall take all reasonable steps to protect that Property from further damage.

13.3 Ownership.

The State shall retain title to all Property furnished by the State to Contractor under the Project.

SUPPLEMENTAL RIGHTS AND REMEDIES.

14.1 Application Replacement by Contractor.

If the CWS/Web Application fails to meet all CWS/Web Application Performance Standards, Contractor shall modify, reconfigure, upgrade or replace the CWS/Web Application Software at no additional cost to the State in order to provide Software that complies with such Performance Standards.

14.2 Claims.

Contractor must submit claims against State within the earlier of six months of the date upon which Contractor knew of the existence of the claim or six months from expiration or termination of the Contract. No claims shall be allowed unless notice of such claim has been given within the above described time period. Such claims must be submitted to the State Project Manager or his or her designee by Contractor in the form and with the certification prescribed by the State Project Manager or his or her designee. Upon failure of Contractor to submit its claim within the time allowed, all rights to seek amounts due on account of such claims shall be waived and forever barred. Submission of such claims against State shall be, except as provided in Special Provisions Section 15.1 (Contractor's Rights of Termination), Contractor's sole and exclusive remedy in the event that State breaches this Contract.

14.3 Corrective Action Plan.

Prior to Initial Release Implementation Acceptance hereunder, when and as often as the State determines that the Work, Materials, Deliverables or Services furnished under the Contract are not fully and completely in accordance with the Specifications, it may give notice and description of such non compliance to Contractor. Within 30 calendar days of receiving such Notice, Contractor may supply the State with a written detailed plan which indicates the time and methods needed to bring the Work, Materials, Deliverables, or Services within acceptable limits of the Specifications. If Contractor provides such a plan, the State may reject or accept this plan at its discretion. In the event this plan is rejected, the Deliverables, Work, Materials or Services will be deemed not accepted and returned to Contractor at Contractor's expense. This procedure to remedy Deficiencies is not intended to limit or preclude any other remedies available to the State by law.

14.4 Cover.

If, in the reasonable judgment of the State, a default by Contractor is not so substantial as to require termination, reasonable efforts to induce Contractor to cure the default are unavailing, Contractor fails to cure such default within ten calendar days of receipt of notice from the State, and the default is capable of being cured by the State or by another resource without unduly interfering with continued performance by Contractor, the State may, without prejudice to any other remedy it may have, provide or procure the Services reasonably necessary to cure the default, in which event Contractor shall reimburse the State for the reasonable cost of the Services in default (but not the Services that were not the subject of the default). In addition, Contractor must cooperate with these third-party resources in allowing access to the Software or CWS/Web Solution exclusively for the above purposes. Contractor provided warranties shall not be negated by use of third parties for the purposes stated in this Section.

14.5 Force Majeure – State.

The State shall not be liable or responsible for delays or failures in performance resulting from events beyond the reasonable control of, and without fault or negligence of, the State. Such events shall include but not be limited to acts of God, strikes, lockouts, riots, acts of war, epidemics, acts of government, fire, power failures, nuclear accidents, earthquakes, unusually severe weather, acts of terrorism, or other disasters, whether or not similar to the foregoing, acts or omissions of the Contractor or third parties, or failure by the Contractor or third parties to cooperate (except as otherwise specifically provided herein).

14.6 Guaranty.

Within 10 calendar days of the Effective Date, Contractor shall provide the State with a Guaranty in the form of Exhibit A, which is attached hereto and incorporated by this reference, and which shall be executed by its parent company, _____. The State may invoke the Guaranty in addition to all other remedies available under this Contract, in law or in equity.

14.7 Legal and Regulatory Compliance.

The Services and CWS/Web Solution shall comply with all applicable federal, state, and State laws, regulations, codes, standards and ordinances during the term. In the event that any Services performed or the CWS/Web Solution provided by Contractor is subsequently found to be in violation of such laws, regulations, codes, standards and ordinances, it shall be the sole responsibility of Contractor to bring the Services and CWS/Web Solution into compliance at no additional cost to State.

14.8 Liquidated Damages - General.

14.8.1 In the event that the Contractor fails to perform its obligations as required herein, the parties agree that the delay will interfere with the proper Implementation of the CWS/Web Solution, to the loss and damage of the State. From the nature of the case, it would be impracticable and extremely difficult to fix the actual damages sustained in the event of any such delay. The State and Contractor, therefore, presume that in the event of any such delay the amount of damage which will be sustained from a delay will be the amounts set forth in the Contract, and the State and the Contractor agree that in the event of any such delay, the Contractor shall pay such amounts as liquidated damages and not as

a penalty. Amounts due the State as liquidated damages may be deducted by the State from any money payable to the Contractor. The State shall use its best efforts to notify the Contractor in writing of any claim for liquidated damages pursuant to this paragraph on or before the date State deducts such sums from money payable to the Contractor.

14.8.2 Notwithstanding anything to the contrary herein, Contractor shall not be liable for liquidated damages under this Section to the extent that Contractor's performance failures giving rise to such liquidated damages arise out of causes beyond the reasonable control and without the fault or negligence of the Contractor.

14.8.3 The assessment of liquidated damages shall not (a) stand in lieu of all other damages for late performance or nonperformance or (b) constitute a waiver or release of any other remedy the State may have under this Contract for Contractor's breach of this Contract, including without limitation, the State's right to terminate this Contract, and the State shall be entitled in its discretion to recover actual damages caused by Contractor's failure to perform its obligations under this Contract. However, the State will reduce such actual damages by the amounts of liquidated damages received for the same events causing the actual damages.

14.9 Liquidated Damages - Specific Amounts.

14.9.1 Deliverables. If Contractor does not receive Acceptance for the following Deliverables in conformance with the original Project Management Plan or Schedule and the Acceptance Criteria, the State may assess as liquidated damages the daily cost for base maintenance and operations (M&O) of CWS/CMS under State Contract No. 31091 per Deliverable for each day that the Deliverable is late or is rejected by the State due to failure to receive Acceptance. The daily cost for base M&O for CWS/CMS will be based on the annual rate that will be in effect in the last 12 months of Contract No. 31091. The daily rate will be calculated by dividing the annual rate by 365:

14.9.2 CWS/Web Application Certification for User Acceptance Testing;

14.9.3 CWS/Web Pilot Completed;

14.9.4 CWS/Web Initial Release Implemented Statewide; and

14.9.5 CWS/Web Initial Release Implementation Acceptance.

14.10 Liquidated Damages – Relief. In the event that Contractor pays liquidated damages to the State for failure to receive Acceptance for any of the above-referenced Deliverables, the State may refund these liquidated damages to Contractor, in whole or in part, if Contractor receives Acceptance in conformance with the Project Management Plan or Schedule for a subsequent Deliverable that is subject to liquidated damages. Similarly, if Contractor has been assessed, but has not yet paid to the State, liquidated damages for failure to receive Acceptance for the above referenced Deliverables, the State may forgive and not require the payment of these assessed liquidated damages, in whole or in part, if Contractor receives Acceptance in conformance with the Project Management Plan or Schedule for a subsequent Deliverable subject to Liquidated Damages. However, Contractor shall pay interest at a rate of one percent per month or at the maximum rate permitted by law, whichever is less, on liquidated damages amounts which are not paid by Contractor when due.

14.11 Non-Exclusive.

Except for remedies designated herein as exclusive, no remedy conferred by any of the specific provisions of the Contract is intended to be exclusive of any other remedy, and each and every remedy shall be cumulative and shall be in addition to every other remedy given hereunder, now or hereafter existing at law or in equity or by statute or otherwise. The election of any one or more remedies by either party shall not constitute a waiver of the right to pursue other available remedies.

14.12 Procurement of Alternate Services and Products.

In the event of termination of this Contract in whole or in part by State under Section 23 of the General Provisions (Termination for Default) or Section 15.3 of these Special Provisions (Termination for Rejection of Products), State shall, in addition to its other available remedies, have the right to procure the Services and Products that are the subject of this Contract on the open market and Contractor shall be liable for: (i) the cost difference between the original Contract price for the Products and/or Services and the replacement costs of such Products and/or Services acquired from another vendor, subject to General Provisions Section 26 (Limitation of Liability); and (ii) as applicable, all administrative costs directly related to the replacement of the Products and/or Services, such as costs of competitive bidding, mailing, advertising, applicable fees, charges or penalties, and staff time costs.

14.13 Reductions in Payments Due.

Amounts due the State by Contractor, including but not limited to liquidated or other damages, or claims for damages, may be deducted or set-off by the State from any money payable to Contractor pursuant to this Contract.

14.14 Right to Inspect.

The Products and Services being provided by Contractor and its Subcontractors, if any, pursuant to this Contract shall be available for inspection and review at any reasonable time by representatives of the State. In addition, the State shall have the right to audit and inspect Contractor's use of its Software design and development methodology.

14.15 Sovereign Immunity.

The parties expressly agree that no provision of this Contract is in any way intended to

constitute a waiver by State of any immunities from suit or from liability that State may have by operation of law.

14.16 Termination of Service and Support Functions. If Contractor fails to meet any Performance Standard applicable to a Service and Support function described in RFP Section VI.6 (Service and Support Requirements) for which it is responsible for four consecutive months after Initial Release Implementation Acceptance, the State shall have the right, in addition to its other available remedies, to discontinue use of Contractor's Services to perform the function and procure alternative Services pursuant to Special Provisions Section 13.12 (Procurement of Alternate Services and Products).

14.17 UCC Applicability. Except to the extent the sections of this Contract are clearly inconsistent, this Contract shall be governed by the Uniform Commercial Code. To the extent this Contract entails delivery or performance of Services, such Services shall be deemed "goods" within the meaning of the Uniform Commercial Code, except when to do so would result in an absurdity. In the event of any clear inconsistency or contradiction between this Contract and the Uniform Commercial Code, the terms and conditions of this Contract shall take precedence and shall prevail unless otherwise provided by law.

14.18 Withholding Payments. Notwithstanding anything to the contrary herein, if Contractor fails to perform its obligations hereunder, the State shall have the right to withhold any payments due hereunder until such failure to perform is cured.

TECHNICAL SERVICES.

15.1 Scope The State will authorize up to 10,000 hours per year for Technical Services for the purpose of performing Adaptive Maintenance that is routine or urgent in nature and for the accomplishment of select Project management and technical services to the extent they are supplementary to the Services and Support as defined at RFP Section VI (Service and Support Requirements), including but not limited to:

15.1.1 Strategic Planning. Activities in support of architecture and infrastructure strategic planning including the identification and assessment of strategic opportunities and risks associated with activities such as changes, upgrades or enhancements to any system architecture or infrastructure component, analysis of proposed changes, analysis and creation of high-level designs and prototypes, participation in CWS/Web Solution strategic planning meetings, impact and cost/benefit analyses, specifications for prototype, technical plans, "white papers" for test and implementation approaches, and preparation of CWS/Web Solution annual strategic and Maintenance plans and proposals.

15.1.2 Technical Project Management. Activities in support of project management of statewide technical infrastructure maintenance changes, developing project management plans for tasks of Contractor, State, Counties and other vendors for technical infrastructure changes (including cost, schedule, change procedures, etc.), providing statewide coordination of the change(s) into production operations, and providing deliverables such as project work plans, coordinated installation and maintenance plans, project status reports, post implementation and "lessons learned" reports.

15.1.3 Technical Support for Counties. Activities to provide local technical support to Counties as requested by the State to ensure the viability of the CWS/Web Solution.

15.2 Form.

The State will authorize the Contractor to perform Technical Services by use of a Technical Service Request, the format and process for which will be mutually agreed upon by the parties. All Technical Service Requests which are agreed upon in writing shall be incorporated into the Contract.

15.3 Rate.

The State will pay Contractor for the performance of Technical Services at the hourly rates established under the Contract, either the blended rate or individual hourly rate based on classification, at the State's discretion.

TERMINATION.

16.1 Contractor's Rights of Termination.

Except when federal or State legislative action or inaction has resulted in a failure to pay amounts due the Contractor under the Contract or when the State is exercising its rights and remedies (e.g., under Section 13.8 (Liquidated Damages) of these Special Provisions), Contractor may terminate this Contract as of a date specified in the notice of termination, by giving notice to the State, if the State fails to pay Contractor undisputed invoices when due under the Contract and fails to make such payments within 90 calendar days of receipt of notice from Contractor of the failure to make such payments. Contractor shall not have the right to terminate the Contract for the State's breach of the Contract except as provided in this Section.

16.2 Termination for Reduced Funding.

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If funding to make payments in accordance with the provisions of this Contract is delayed or reduced from the State for the Project, or is not allocated or allotted in full to the State by the State or federal government for this Contract for periodic payment in the current or any future fiscal period, then the obligations of the State to make payments will be delayed or be reduced accordingly or the State shall have the right to terminate the Contract, in whole or in part, as provided in Section 22 of the General Provisions (Termination for the Convenience of the State). If such funding is reduced, the State (taking into consideration input from Contractor) shall determine which aspects of the Project shall proceed and which Services shall be performed, and the State (taking into consideration input from Contractor) shall determine an appropriate adjustment to Contractor's prices for such Services and Products. In these situations, if the State decides to terminate the Contract in whole or in part, the State will pay Contractor for Services and Products and certain of its costs in accordance with the terms of Section 22 of the General Provisions (Termination for the Convenience of the State). Any obligation to pay by the State will not extend beyond the end of the State's then-current funding period, except as otherwise provided in Section 22 of the General Provisions (Termination for the Convenience of the State). Contractor expressly agrees that no penalty or damages shall be applied to, or shall accrue to, State in the event that the necessary funding to pay under the

terms of this Contract is not available, not allocated, not allotted, delayed or reduced.

16.3 Termination for Rejection of Products.

If Contractor is unable to correct Deficiencies in a Product, as described in Special Provisions Section 10 (Products and Services), State shall have the right to immediately terminate this Contract, in accordance with Section 23, in whole or in part, without penalty or liability to State, and return the Product to Contractor and other Products impacted or affected by the rejected Product. If State terminates the Contract in whole or part for rejection of a Product, Contractor shall, within 20 calendar days thereafter, refund to State all payments made to Contractor for the returned Products rendered therefor.

16.4 Termination Procedure.

16.4.1 Upon termination of this Contract, State, in addition to any other rights provided in this Contract, may require Contractor to deliver to State any Property, including but not limited to Products after payment of amounts due, less amounts withheld in dispute or subject to set-off and Data, for such part of this Contract as has been terminated. State agrees to pay Contractor the purchase price for any Products State keeps and uses after termination under Section 21(Termination for Non-Appropriation of Funds) or Section 22 (Termination for the Convenience of the State) of the General Provisions, less amounts withheld in dispute or subject to set-off.

16.4.2 After receipt of a notice of termination, and except as otherwise directed by State, Contractor shall:

16.4.2.1 Stop Work under this Contract on the date, and to the extent specified, in the notice;

16.4.2.2 Place no further orders or subcontracts for materials, Services, or facilities except as may be necessary for completion of such portion of the Work under this Contract that is not terminated;

16.4.2.3 As soon as practicable, but in no event longer than 30 calendar days after termination, terminate its orders and subcontracts related to the Work which has been terminated and settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of State to the extent required, which approval or ratification shall be final for the purpose of this Section;

16.4.2.4 Complete performance of such part of this Contract as shall not have been terminated by State;

16.4.2.5 Take such action as may be necessary, or as the State Project Manager may direct, for the protection and preservation of the Property related to this Contract which is in the possession of Contractor and in which State has an interest;

16.4.2.6 Transfer title to State and deliver in the manner, at the times, and to the extent directed by the State Project Manager, any Materials, Deliverables and other Property which is required to be furnished to State and which has been accepted or requested by State; and

16.4.2.7 Provide written certification to State that Contractor has surrendered to State all such property.

16.4.3 Upon the expiration of this Contract or the termination of this Contract for any reason, State's rights to the Contractor Technology will be as follows:

16.4.3.1 Unless otherwise agreed to between the parties as part of a turnover plan, Contractor will provide State or its designee a license to use and reproduce for the State's internal purposes Contractor Technology and provide technical and professional support and maintenance support;

16.4.3.2 State will have use of the Contractor Technology at no cost and

16.4.3.3 Contractor's rates for the technical and professional support and maintenance support services addressed above will not exceed the lesser of:

(i) Reasonable and customary rates for such services; or
(ii) Contractor's rates for comparable services for other customers.

16.4.4 Upon expiration of the Contract or Contractor's receipt of notice of termination of the Contract by State, Contractor will provide any transition assistance Services necessary to enable State or its designee to effectively close out the Contract and move the work to another vendor or to perform the Work by itself. Within ten calendar days of receipt of the notice of termination, Contractor shall provide, in machine readable form, an up to date, usable copy of the Data in a format as required by State and a copy of all documentation needed by State to utilize the Data. Contractor will ensure that all consents or approvals to allow Contractor and Subcontractors to provide the assistance required following termination or expiration have been obtained, on a contingent basis, in advance and will be provided by the applicable third parties at no cost or delay to State.

WARRANTIES.

This section of the Contract is intended to contain warranty terms required by State for the CWS/Web Solution and replaces Subsections (a), (c) and (e) of Section 18 ("Warranty") of the CWS/Web General Provisions.

17.1 Ability to Perform.

Contractor represents and warrants that:

17.1.1 Contractor has the financial stability to carry out at least six months of Services, including Warranty Services, during any period of this Contract without reimbursement for the Services or expenses;

17.1.2 Contractor has the financial resources to fund the capital expenditures required under the Contract without advances by State or assignment of any payments by State to a financing source;

17.1.3 Each Subcontractor providing a substantial amount of the Services under this Contract has the financial resources to carry out its duties under this Contract; and

17.1.4 Contractor's methods of accounting are consistent with generally accepted accounting principles and are capable of segregating costs by compensation type, compensation component, Release, stage, segment, or cost objective in order to support the State's detailed invoicing requirements as set forth in Section 6.6 (Invoices) of these

Special Provisions or in other Specifications.

17.2 Authorization.

Contractor represents and warrants that:

17.2.1 Contractor is a corporation duly incorporated, validly existing and in good standing under the laws of its state of incorporation and has all requisite corporate power and authority to execute, deliver and perform its obligations under this Contract;

17.2.2 The execution, delivery and performance of this Contract has been duly authorized by Contractor and no approval, authorization or consent of any governmental or regulatory agency is required to be obtained in order for Contractor to enter into this Contract and perform its obligations under this Contract;

17.2.3 Contractor is duly authorized to conduct business in and is in good standing in each jurisdiction in which Contractor will conduct business in connection with this Contract; and

17.2.4 Contractor has obtained all licenses, certifications, permits, and authorizations necessary to perform the Services under this Contract and currently is in good standing with all regulatory agencies that regulate any or all aspects of Contractor's performance of the Services. Contractor will maintain all required certifications, licenses, permits, and authorizations during the term of this Contract at its own expense.

17.3 Contractor Ownership.

Contractor represents and warrants that:

17.3.1 Contractor or its Subcontractor(s) is(are) the owner(s) of the Proprietary Software and the Products until the Products are transferred to the State, without violating any rights of any third party;

17.3.2 There is no actual or threatened suit by any such third party based on an alleged violation of the rights granted or licensed by Contractor to the State hereunder.

17.4 Date/Time Compliance Warranty.

17.4.1 Contractor warrants that the CWS/Web Solution and all data-related output or results produced by the CWS/Web Solution: (i) do not have a life expectancy limited by date or time format; (ii) will correctly record, store, process, and present calendar dates; (iii) will lose no functionality, data integrity, or performance with respect to any date; and (iv) will be interoperable with other software used by State that may deliver date records from the Software, or interact with date records of the Software.

17.4.2 In the event of a breach of these representations and warranties, Contractor shall immediately begin Work after telephonic notice by State on curing such breaches. If such problem remains unresolved after three calendar days, at State's discretion, Contractor shall send, at Contractor's sole expense, at least one qualified and knowledgeable representative to State's Site(s) where the CWS/Web Solution is located. This representative will continue to address and Work to remedy the Deficiency, failure,

malfunction, defect, or problem at the Site.

17.5 Deliverables.

17.5.1 Contractor represents and warrants that each Deliverable, including without limitation the CWS/Web Solution, shall be free from defects in material and workmanship and shall conform to its applicable Specifications following its Acceptance and during the term of the Contract.

17.5.2 Where the parties have agreed to design specifications (such as a Detailed Design Document) and incorporated the same or equivalent in the Contract directly or by reference, Contractor will warrant that its Deliverables provide all functions required thereby. In addition to the other warranties set forth herein, where the Contract calls for delivery of Commercial Software, Contractor warrants that such Commercial Software will also perform in accordance with its license and accompanying Documentation. Contractor also warrants that any Third-Party Software proposed in the Final Proposal for use by the State, as integrated into the CWS/Web Solution, shall perform the functions described in the applicable Specifications.

17.5.3 Contractor shall trace the cause of the Deficiencies in the Deliverables, promptly repair or replace each of the Deliverables that does not meet its Specifications, and take the lead on contacting Service Partners and other third parties (including Third Party Software licensors) and coordinating the Work required to correct the Deficiency or create a workaround to resolve the Deficiency, including those Deficiencies caused by Third Party Software, at no additional charge during the term of the Contract. The State's approval of designs or Specifications furnished by Contractor shall not relieve the Contractor of its obligations under this warranty.

17.5.4 Should the State in its sole discretion consent, Contractor shall refund all amounts paid by the State for the nonconforming Deliverable or Service and for any other Deliverable that is impacted or affected by the nonconforming Deliverable or Service and pay to the State any additional amounts necessary to equal the State's Cost to Cover. The payment obligation in this Section 16.5.4 will not exceed the limits on Contractor's liability set forth in the General Provisions, Section 28 (Limitation of Liability).

17.6 Disclaimer.

EXCEPT FOR THE EXPRESS WARRANTIES SPECIFIED IN THIS SECTION 16 (WARRANTIES), CONTRACTOR MAKES NO WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

17.7 Exceptions.

Contractor does not warrant that any Software provided hereunder is error-free or that it will run without immaterial interruption. Contractor does not warrant and will have no responsibility for a claim to the extent that it arises directly from (1) a modification to the CWS/Web Solution by State where such modification was not made pursuant to the Documentation or Contractor's guidance, instruction, training or recommendation, (2) use of Software in combination with or on products other than in accordance with Documentation or Contractor's guidance, instruction, training or recommendation, (3) the act or omission of non-

Contractor staff to the extent that the occurrence of such act or omission was not due to the Documentation or Contractor's guidance, instruction, training or recommendation, (4) malfunction of Equipment not under the control of Contractor or (5) misuse by the State.

17.8 Pass-Throughs of Warranties.

Where Contractor resells Equipment or Software it purchased from a third party, and such third party offers additional or more advantageous warranties than those set forth herein, Contractor will pass through any such warranties to the State and will reasonably cooperate in enforcing them. Such warranty pass-through will be supplemental to, and not relieve Contractor from, Contractor's warranty obligations set forth above.

17.9 Physical Media Warranty.

Contractor warrants that each copy of the Software provided by Contractor is and will be free from physical defects in the media that tangibly embodies the copy. Contractor shall replace, at Contractor's expense including shipping and handling costs, any Software provided by Contractor that does not comply with this warranty.

17.10 Power and Authority.

Contractor represents and warrants that it has the full power and authority to grant to State the rights described in this Contract without violating any rights of any third party and that there is currently no actual or threatened suit by any such third party based on an alleged violation of such rights by Contractor. Contractor further represents and warrants that the person executing this Contract for Contractor has actual authority to bind Contractor to each and every term, condition and obligation to this Contract, and that all requirements of Contractor have been fulfilled to provide such actual authority.

17.11 Services.

17.11.1 Contractor warrants that:

17.11.1.1 It shall perform all Services required pursuant to this Contract in a professional manner, with high quality in accordance with the software development and implementation industry;

17.11.1.2 It shall give high priority to the performance of the Services; and

17.11.1.3 Time shall be of the essence in connection with performance of the Services, i.e., Contractor must strictly adhere to the mutually agreed upon Schedule for performance of Services as set forth in the Work Plan.

17.11.2 Contractor shall immediately re-perform Services, which are not in compliance with such warranties, in accordance with the Specifications and Contract Documents, at no cost to State.

WARRANTY SERVICES.

18.1 General Responsibilities.

During the term of the Contract, Contractor shall provide the Services as described

herein as Warranty Services at no additional cost to correct Deficiencies in the CWS/Web Solution and repair and maintain the CWS/Web Solution in accordance with the applicable Specifications and based on the division of labor with DTS and other Service Partners as agreed by the parties. Contractor's Service responsibilities shall include but not be limited to the following while assisting State in operating and maintaining the CWS/Web Solution in collaboration with other Service Partners:

18.1.1 Promptly repairing or replacing the CWS/Web Solution, or any portion thereof, that has Deficiencies;

18.1.2 Upon request by State, re-performing any Service that fails to meet the requirements of this Contract at no additional cost;

18.1.3 Taking the lead to coordinate all tasks related to the correction of Deficiencies in any of the various components of the CWS/Web Solution;

18.1.4 Serving as the point of contact for Service Partners and other third party service or software providers/licensors in the coordination of tasks related to correcting Deficiencies; and

18.1.5 Providing these Services 24 hours a Day, Monday through Sunday.

18.2 Exclusion.

Contractor shall have no obligation or liability to State under this Section 17 (Warranty Services) to the extent that a Deficiency results from (1) a modification to the CWS/Web Solution by State where such modification was not made pursuant to the Documentation or Contractor's guidance, instruction, training or recommendation, (2) use of Software in combination with or on products other than in accordance with Documentation or Contractor's guidance, instruction, training or recommendation, (3) the act or omission of non-Contractor staff to the extent that the occurrence of such act or omission was not due to the Documentation or Contractor's guidance, instruction, training or recommendation, (4) malfunction of Equipment not under the control of Contractor or (5) misuse by the State.

18.3 Performance Standard Measurement.

As defined in applicable Specifications, Contractor shall: (1) maintain the CWS/Web Solution, in whole and in part, to meet the Performance Standards; (2) conduct tests for measuring and certifying the achievement of the Performance Standards; (3) implement all testing, measurement and monitoring tools and procedures required to measure and report on performance of the CWS/Web Solution and Contractor's Services against the applicable Performance Standards. Such testing, measurement and monitoring must permit reporting at a level of detail sufficient to verify compliance with the Performance Standards, and will be subject to audit by State. Contractor will provide State with information and access to all information or Work Product produced by such tools and procedures upon request for purposes of verification.

18.4 Severity Levels.

The nature and content of Severity Levels shall be in Specifications approved by the State. The parties shall jointly ascribe Severity Levels to Deficiencies, with State retaining the discretion, in its reasonable judgment, to determine a Severity Level in the event of a disagreement.

CWS/WEB GENERAL PROVISIONS

March 16, 2009

DEFINITIONS:

Unless otherwise specified in the Statement of Work the following terms shall be given the meaning shown, unless context requires otherwise.

a) **"Application Program"**
means a computer program which is intended to be executed for the purpose of performing useful work for the user of the information being processed. Application programs are developed or otherwise acquired by the user of the Hardware/Software system, but they may be supplied by the Contractor.

b) **"Attachment"**
means a mechanical, electrical, or electronic interconnection to the Contractor-supplied Machine or System of Equipment, manufactured by other than the original Equipment manufacturer, that is not connected by the Contractor.

c) **“Business entity”**
means any individual, business, partnership, joint venture, corporation, S-corporation, limited liability corporation, limited liability partnership, sole proprietorship, joint stock company, consortium, or other private legal entity recognized by statute.

d) **“Buyer”**
means the State’s authorized contracting official.

e) **“Contractor”**
means the Business Entity with whom the State enters into this Contract. Contractor shall be synonymous with “supplier”, “vendor” or other similar term.

f) **"Data Processing Subsystem"**
means a complement of Contractor-furnished individual Machines, including the necessary controlling elements (or the functional equivalent) and Operating Software, if any, which are acquired to operate as an integrated group, and which are interconnected entirely by Contractor-supplied power and/or signal cables; e.g., direct access controller and drives, a cluster of terminals with their controller, etc.

g) **"Data Processing System (System)"**
means the total complement of Contractor-furnished Machines, including one or more central processors (or instruction processors) and Operating Software, which are acquired to operate as an integrated group.

h) **"Designated CPU(s)"**
means for each product, if applicable, the central processing unit of the computers or the server unit, including any associated peripheral units. If no specific “Designated CPU(s)” are specified on the Contract, the term shall mean any and all CPUs located at the site specified therein.

i) **"Facility Readiness Date"**
means the date specified in the Statement of Work by which the State must have the site prepared and available for Equipment delivery and installation.

j) **“Goods”**
means all types of tangible personal property, including but not limited to materials, supplies, and Equipment (including computer and telecommunications Equipment).

k) **"Hardware"**
usually refers to computer Equipment and is contrasted with Software. See also Equipment.

l) **"Installation Date"**
means the date specified in the Statement of Work by which the Contractor must have the ordered Equipment ready (certified) for use by the State.

m) **"Information Technology"**
includes, but is not limited to, all electronic technology systems and services, automated information handling, System design and analysis, conversion of data, computer programming, information storage and retrieval, telecommunications which include voice, video, and data communications, requisite System controls, simulation, electronic commerce, and all related interactions between people and Machines.

n) **"Machine"**
means an individual unit of a Data Processing System or subsystem, separately identified by a type and/or model number, comprised of but not limited to mechanical, electro-mechanical, and electronic parts, microcode, and special features installed thereon and including any necessary Software, e.g., central processing unit, memory module, tape unit, card reader, etc.

o) **"Machine Alteration"**
means any change to a Contractor-supplied Machine which is not made by the Contractor, and which results in the Machine deviating from its physical, mechanical, electrical, or electronic (including microcode) design, whether or not additional devices or parts are employed in making such change.

p) **"Maintenance Diagnostic Routines"**
means the diagnostic programs customarily used by the Contractor to test Equipment for proper functioning and reliability.

q) **“Manufacturing Materials”**
means parts, tools, dies, jigs, fixtures, plans, drawings, and information produced or acquired, or rights acquired, specifically to fulfill obligations set forth herein.

r) **"Mean Time Between Failure (MTBF)"**
means the average expected or observed time between consecutive failures in a System or component.

s) **"Mean Time to Repair (MTTR)"**
means the average expected or observed time required to repair a System or component and return it to normal operation.

t) **"Operating Software"**
means those routines, whether or not identified as Program Products, that reside in the Equipment and are required for the Equipment to perform its intended function(s), and which interface the operator, other Contractor-supplied programs, and user programs to the Equipment.

u) **"Operational Use Time"**
means for performance measurement purposes, that time during which Equipment is in actual operation by the State. For maintenance Operational Use Time purposes, that time during which Equipment is in actual operation and is not synonymous with power on time.

v) **"Performance Testing Period"**
means a period of time during which the State, by appropriate tests and production runs, evaluates the performance of newly installed Equipment and Software prior to its acceptance by the State.

w) **"Period of Maintenance Coverage"**
means the period of time, as selected by the State, during which maintenance services are provided by the Contractor for a fixed monthly charge, as opposed to an hourly charge for services rendered. The Period of Maintenance Coverage consists of the Principal Period of Maintenance and any additional hours of coverage per day, and/or increased coverage for weekends and holidays.

x) **"Preventive Maintenance"**
means that maintenance, performed on a scheduled basis by the Contractor, which is designed to keep the Equipment in proper operating condition including the correction of any Deficiencies.

y) **"Principal Period of Maintenance"**
means any nine consecutive hours per day (usually between the hours of 7:00 a.m. and 6:00 p.m.) as selected by the State, including an official meal period not to exceed one hour, Monday through Friday, excluding holidays observed at the installation.

z) **"Programming Aids"**
means Contractor-supplied programs and routines executable on the Contractor's Equipment which assists a programmer in the development of applications including language processors, sorts, communications modules, data base management systems, and utility routines, (tape-to-disk routines, disk-to-print routines, etc.).

aa) **"Program Product"**
means programs, routines, subroutines, and related items which are proprietary to the Contractor and which are licensed to the State for its use, usually on the basis of separately stated charges and appropriate contractual provisions.

bb) **"Remedial Maintenance"**
means that maintenance performed by the Contractor which results from Equipment (including Operating Software) failure, and which is performed as required, i.e., on an unscheduled basis.

cc) **"Site License"**
means for each product, the term "Site License" shall mean the license established upon

acquisition of the applicable number of copies of such product and payment of the applicable license fees as set forth in the Statement of Work.

dd) **"Software Failure"**
means a malfunction in the Contractor-supplied Software, other than Operating Software, which prevents the accomplishment of work, even though the Equipment (including its Operating Software) may still be capable of operating properly. For Operating Software failure, see definition of Equipment Failure.

ee) **"State"**
means the government of the State of California, its employees and authorized representatives, including without limitation any department, agency, or other unit of the government of the State of California.

ff) **"U.S. Intellectual Property Rights"**
means intellectual property rights enforceable in the United States of America, including without limitation rights in trade secrets, copyrights, and U.S. patents.

CONTRACT FORMATION:

a. If this Contract results from a sealed bid offered in response to a solicitation conducted pursuant to Chapters 2 (commencing with Section 10290), 3 (commencing with Section 12100), and 3.6 (commencing with Section 12125) of Part 2 of Division 2 of the Public Contract Code (PCC), then Contractor's bid is a firm offer to the State which is accepted by the issuance of this Contract and no further action is required by either party.
b. If this Contract results from a solicitation other than described in paragraph a), above, Contractor's quotation or proposal is deemed a firm offer and this Contract document is the State's acceptance of that offer.
c. If this Contract resulted from a joint bid, it shall be deemed one indivisible Contract. Each such joint Contractor will be jointly and severally liable for the performance of the entire Contract. The State assumes no responsibility or obligation for the division of orders or purchases among joint Contractors.

COMPLETE INTEGRATION:

This Contract, including any documents incorporated herein by express reference, is intended to be a complete integration and there are no prior or contemporaneous different or additional agreements pertaining to the subject matter of the Contract.

SEVERABILITY:

The Contractor and the State agree that if any provision of this Contract is found to be illegal or unenforceable, such term or provision shall be deemed stricken and the remainder of the Contract shall remain in full force and effect. Either party having knowledge of such term or provision shall promptly inform the other of the presumed non-applicability of such provision.

INDEPENDENT CONTRACTOR:

Contractor and the agents and employees of Contractor, in the performance of this Contract, shall act in an independent capacity and not as officers or employees or agents of the State.

APPLICABLE LAW:

This Contract shall be governed by and shall be interpreted in accordance with the laws of the State of California; venue of any action brought with regard to this Contract shall be in Sacramento County, Sacramento, California. The United Nations Convention on Contracts for the International Sale of Goods shall not apply to this Contract.

COMPLIANCE WITH STATUTES AND REGULATIONS:

a. Contractor warrants and certifies that in the performance of this Contract, it will comply with all applicable statutes, rules, regulations and orders of the United States and the State of California and agrees to indemnify the State against any loss, cost, damage or liability by reason of the Contractor's violation of this provision.
b. The State will notify Contractor of any such claim in writing and tender the defense thereof within a reasonable time; and
c. Contractor will have sole control of the defense of any action on such claim and all negotiations for its settlement or compromise; provided that (i) when substantial principles of government or public law are involved, when litigation might create precedent affecting future State operations or liability, or when involvement of the State is otherwise mandated by law, the State may participate in such action at its own expense with respect to attorneys' fees and costs (but not liability); (ii) the State will have the right to approve or disapprove any settlement or compromise, which approval will not unreasonably be withheld or delayed; and (iii) the State will reasonably cooperate in the defense and in any related settlement negotiations.
d. If this Contract is in excess of $500,000, it is subject to the requirements of the World Trade Organization (WTO) Government Procurement Agreement (GPA).
e. To the extent that this contract falls within the scope of Government Code Section 11135, Contractor hereby agrees to respond to and resolve any complaint brought to its attention, regarding accessibility of its products or services.

CONTRACTOR'S POWER AND AUTHORITY:

The Contractor warrants that it has full power and authority to grant the rights herein granted and will hold the State harmless from and against any loss, cost, liability, and expense (including reasonable attorney fees) arising out of any breach of this warranty. Further, Contractor avers that it will not enter into any arrangement with any third party which might abridge any rights of the State under this Contract.

a. The State will notify Contractor of any such claim in writing and tender the defense thereof within a reasonable time; and
b. Contractor will have sole control of the defense of any action on such claim and all negotiations for its settlement or compromise; provided that (i) when substantial principles of government or public law are involved, when litigation might create precedent affecting future State operations or liability, or when involvement of the State

is otherwise mandated by law, the State may participate in such action at its own expense with respect to attorneys' fees and costs (but not liability); (ii) the State will have the right to approve or disapprove any settlement or compromise, which approval will not unreasonably be withheld or delayed; and (iii) the State will reasonably cooperate in the defense and in any related settlement negotiations.

ASSIGNMENT:

This Contract shall not be assignable by the Contractor in whole or in part without the written consent of the State. For the purpose of this paragraph, State will not unreasonably prohibit Contractor from freely assigning its right to payment, provided that Contractor remains responsible for its obligations hereunder.

WAIVER OF RIGHTS:

Any action or inaction by the State or the failure of the State on any occasion, to enforce any right or0 provision of the Contract, shall not be construed to be a waiver by the State of its rights hereunder and shall not prevent the State from enforcing such provision or right on any future occasion. The rights and remedies of the State herein are cumulative and are in addition to any other rights or remedies that the State may have at law or in equity.

ORDER OF PRECEDENCE:

In the event of any inconsistency between the articles, attachments, specifications or provisions which constitute this Contract, the following order of precedence shall apply:

a. these *CWS/Web* General Provisions (In the instances provided herein where the paragraph begins: "Unless otherwise specified in the Statement of Work" provisions specified in the Statement of Work replacing these paragraphs shall take precedence over the paragraph referenced in these *CWS/Web* General Provisions) ;
b. contract form, i.e., Purchase Order STD 65, Standard Agreement STD 213, etc., and any amendments thereto;
c. statement of work, including any specifications incorporated by reference herein; and
d. all other attachments incorporated in the contract by reference;

PACKING AND SHIPMENT:

a. All Goods are to be packed in suitable containers for protection in shipment and storage, and in accordance with applicable specifications. Each container of a multiple container shipment shall be identified to:
    i. show the number of the container and the total number of containers in the shipment; and
    ii. the number of the container in which the packing sheet has been enclosed.
b. All shipments by Contractor or its subcontractors must include packing sheets identifying: the State's Contract number; item number; quantity and unit of measure; part number and description of the Goods shipped; and appropriate evidence of inspection, if required. Goods for different Contracts shall be listed on separate packing sheets.

c. Shipments must be made as specified in this Contract, as it may be amended, or otherwise directed in writing by the State's Transportation Management Unit within the Department of General Services, Procurement Division.

TRANSPORTATION COSTS AND OTHER FEES OR EXPENSES:

No charge for delivery, drayage, express, parcel post, packing, cartage, insurance, license fees, permits, cost of bonds, or for any other purpose will be paid by the State unless expressly included and itemized in the Contract.

a. Contractor must strictly follow Contract requirements regarding Free on Board (F.O.B.), freight terms and routing instructions. The State may permit use of an alternate carrier at no additional cost to the State with advance written authorization of the Buyer.
b. If "prepay and add" is selected, supporting freight bills are required when over $50, unless an exact freight charge is approved by the Transportation Management Unit within the Department of General Services Procurement Division and a waiver is granted.
c. On "F.O.B. Shipping Point" transactions, should any shipments under the Contract be received by the State in a damaged condition and any related freight loss and damage claims filed against the carrier or carriers be wholly or partially declined by the carrier or carriers with the inference that damage was the result of the act of the shipper such as inadequate packaging or loading or some inherent defect in the Equipment and/or material, Contractor, on request of the State, shall at Contractor's own expense assist the State in establishing carrier liability by supplying evidence that the Equipment and/or material was properly constructed, manufactured, packaged, and secured to withstand normal transportation conditions.

DELIVERY:

Contractor shall strictly adhere to the delivery and completion schedules specified in this Contract. Time, if stated as a number of days, shall mean calendar days unless otherwise specified. The quantities specified herein are the only quantities required. If Contractor delivers in excess of the quantities specified herein, the State shall not be required to make any payment for the excess Deliverables, and may return them to Contractor at Contractor's expense or utilize any other rights available to the State at law or in equity.

SUBSTITUTIONS:

Substitution of Deliverables may not be tendered without advance written consent of the Buyer. Contractor shall not use any specification in lieu of those contained in the Contract without written consent of the Buyer.

INSPECTION, ACCEPTANCE AND REJECTION:

Unless otherwise specified in the Statement of Work:

a. Contractor and its subcontractors will provide and maintain a quality assurance system acceptable to the State covering Deliverables and services under this Contract and will tender to the State only those Deliverables that have been inspected and found to

conform to this Contract's requirements. Contractor will keep records evidencing inspections and their result, and will make these records available to the State during Contract performance and for three years after final payment. Contractor shall permit the State to review procedures, practices, processes, and related documents to determine the acceptability of Contractor's quality assurance System or other similar business practices related to performance of the Contract.

b. All Deliverables may be subject to inspection and test by the State or its authorized representatives.
c. Contractor and its subcontractors shall provide all reasonable facilities for the safety and convenience of inspectors at no additional cost to the State. Contractor shall furnish to inspectors all information and data as may be reasonably required to perform their inspection.
d. All Deliverables may be subject to final inspection, test and acceptance by the State at destination, notwithstanding any payment or inspection at source.
e. The State shall give written notice of rejection of Deliverables delivered or services performed hereunder within a reasonable time after receipt of such Deliverables or performance of such services. Such notice of rejection will state the respects in which the Deliverables do not substantially conform to their specifications. If the State does not provide such notice of rejection within thirty (30) days of delivery, such Deliverables and services will be deemed to have been accepted. Acceptance by the State will be final and irreversible, except as it relates to latent defects, fraud, and gross mistakes amounting to fraud. Acceptance shall not be construed to waive any warranty rights that the State might have at law or by express reservation in this Contract with respect to any nonconformity.

SAMPLES:

a. Samples of items may be required by the State for inspection and specification testing and must be furnished free of expense to the State. The samples furnished must be identical in all respects to the products bid and/or specified in the Contract.
b. Samples, if not destroyed by tests, may, upon request made at the time the sample is furnished, be returned at Contractor's expense.

WARRANTY:

a. Unless otherwise specified in the Statement of Work, the warranties in this subsection a) begin upon delivery of the goods or services in question and end one (1) year thereafter. Contractor warrants that (i) Deliverables and services furnished hereunder will substantially conform to the requirements of this Contract (including without limitation all descriptions, specifications, and drawings identified in the Statement of Work), and (ii) the Deliverables will be free from material defects in materials and workmanship. Where the parties have agreed to design specifications (such as a Detailed Design Document) and incorporated the same or equivalent in the Statement of Work directly or by reference, Contractor will warrant that its Deliverables provide all material functionality required thereby. In addition to the other warranties set forth herein, where the Contract calls for delivery of Commercial Software, Contractor warrants that such Software will perform in accordance with its license and accompanying Documentation. The State's approval of designs or specifications furnished by Contractor shall not relieve the Contractor of its obligations under this warranty.

b. Contractor warrants that Deliverables furnished hereunder (i) will be free, at the time of delivery, of harmful code (i.e. computer viruses, worms, trap doors, time bombs, disabling code, or any similar malicious mechanism designed to interfere with the intended operation of, or cause damage to, computers, data, or Software); and (ii) will not infringe or violate any U.S. Intellectual Property Right. Without limiting the generality of the foregoing, if the State believes that harmful code may be present in any Commercial Software delivered hereunder, Contractor will, upon the State's request, provide a master copy of the Software for comparison and correction.
c. Unless otherwise specified in the Statement of Work:
    i. Contractor does not warrant that any Software provided hereunder is error-free or that it will run without immaterial interruption.
    ii. Contractor does not warrant and will have no responsibility for a claim to the extent that it arises directly from (A) a modification made by the State, unless such modification is approved or directed by Contractor, (B) use of Software in combination with or on products other than as specified by Contractor, or (C) misuse by the State.
    iii. Where Contractor resells Hardware or Software it purchased from a third party, and such third party offers additional or more advantageous warranties than those set forth herein, Contractor will pass through any such warranties to the State and will reasonably cooperate in enforcing them. Such warranty pass-through will be supplemental to, and not relieve Contractor from, Contractor's warranty obligations set forth above.
d. All warranties, including special warranties specified elsewhere herein, shall inure to the State, its successors, assigns, customer agencies, and governmental users of the Deliverables or services.
e. Except as may be specifically provided in the Statement of Work or elsewhere in this Contract, for any breach of the warranties provided in this Section, the State's exclusive remedy and Contractor's sole obligation will be limited to:
    i. re-performance, repair, or replacement of the nonconforming Deliverable (including without limitation an infringing Deliverable) or service; or
    ii. should the State in its sole discretion consent, refund of all amounts paid by the State for the nonconforming Deliverable or service and payment to the State of any additional amounts necessary to equal the State's Cost to Cover. "Cost to Cover" means the cost, properly mitigated, of procuring Deliverables or services of equivalent capability, function, and performance. The payment obligation in subsection (e)(ii) above will not exceed the limits on Contractor's liability set forth in the Section entitled "Limitation of Liability."
f. EXCEPT FOR THE EXPRESS WARRANTIES SPECIFIED IN THIS SECTION, CONTRACTOR MAKES NO WARRANTIES EITHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE.

SAFETY AND ACCIDENT PREVENTION:

In performing work under this Contract on State premises, Contractor shall conform to any specific safety requirements contained in the Contract or as required by law or regulation. Contractor shall take any additional precautions as the State may reasonably require for safety and accident prevention purposes. Any violation of such rules and requirements, unless promptly corrected, shall be grounds for termination of this Contract in accordance with the default provisions hereof.

INSURANCE:

When performing work on property in the care, custody or control of the State, Contractor shall maintain all commercial general liability insurance, workers' compensation insurance and any other insurance the State deems appropriate under the Contract. Contractor shall furnish an insurance certificate evidencing required insurance coverage acceptable to the State. Upon request by the Buyer, the Contractor may be required to have the State shown as an "additional insured" on selected policies.

TERMINATION FOR NON-APPROPRIATION OF FUNDS:

a. If the term of this Contract extends into fiscal years subsequent to that in which it is approved, such continuation of the Contract is contingent on the appropriation of funds for such purpose by the Legislature. If funds to effect such continued payment are not appropriated, Contractor agrees to take back any affected Deliverables furnished under this Contract *in the State's discretion*, terminate any services supplied to the State under this Contract i and relieve the State of any further obligation therefor.
b. STATE AGREES THAT IF PARAGRAPH a) ABOVE IS INVOKED, DELIVERABLES SHALL BE RETURNED TO THE CONTRACTOR IN SUBSTANTIALLY THE SAME CONDITION IN WHICH DELIVERED TO THE STATE, SUBJECT TO NORMAL WEAR AND TEAR. STATE FURTHER AGREES TO PAY FOR PACKING, CRATING, TRANSPORTATION TO CONTRACTOR'S NEAREST FACILITY AND FOR REIMBURSEMENT TO THE CONTRACTOR FOR EXPENSES INCURRED FOR THEIR ASSISTANCE IN SUCH PACKING AND CRATING.

TERMINATION FOR THE CONVENIENCE OF THE STATE:

a. The State may terminate performance of work under this Contract for its convenience in whole or, from time to time, in part, if the Department of General Services, Deputy Director Procurement Division, or designee, determines that a termination is in the State's interest. The Department of General Services, Deputy Director, Procurement Division, or designee, shall terminate by delivering to the Contractor a Notice of Termination specifying the extent of termination and the effective date thereof.
b. After receipt of a Notice of Termination, and except as directed by the State, the Contractor shall immediately proceed with the following obligations, as applicable, regardless of any delay in determining or adjusting any amounts due under this clause. The Contractor shall:
    i. Stop work as specified in the Notice of Termination.
    ii. Place no further subcontracts for materials, services, or facilities, except as necessary to complete the continuing portion of the Contract.
    iii. Terminate all sub-Contracts to the extent they relate to the work terminated.
    iv. Settle all outstanding liabilities and termination settlement proposals arising from the termination of subcontracts;
c. Unless otherwise set forth in the Statement of Work, if the Contractor and the State fail to agree on the amount to be paid because of the termination for convenience, the State will pay the Contractor the following amounts; provided that in no event will total payments exceed the amount payable to the Contractor if the Contract had been fully performed:
    i. The Contract price for Deliverables or services accepted by the State and not previously paid for, adjusted for any savings on freight and other charges; and

ii. The total of:
   A. The reasonable costs incurred in the performance of the work terminated, including initial costs and preparatory expenses allocable thereto, but excluding any cost attributable to Deliverables or services paid or to be paid;
   B. The reasonable cost of settling and paying termination settlement proposals under terminated subcontracts that are properly chargeable to the terminated portion of the Contract; and
   C. Reasonable storage, transportation, demobilization, unamortized overhead and capital costs, and other costs reasonably incurred by the Contractor in winding down and terminating its work.

d. The Contractor will use generally accepted accounting principles, or accounting principles otherwise agreed to in writing by the parties, and sound business practices in determining all costs claimed, agreed to, or determined under this clause.

TERMINATION FOR DEFAULT:

a. The State may, subject to the clause titled "Force Majeure" and to sub-section d) below, by written notice of default to the Contractor, terminate this Contract in whole or in part if the Contractor fails to:
   i. Deliver the Deliverables or perform the services within the time specified in the Contract or any amendment thereto;
   ii. Make progress, so that the lack of progress endangers performance of this Contract; or
   iii. Perform any of the other provisions of this Contract.
b. The State's right to terminate this Contract under sub-section a) above, may be exercised if the failure constitutes a material breach of this Contract and if the Contractor does not cure such failure within the time frame stated in the State's cure notice, which in no event will be less than fifteen (15) days, unless the Statement of Work calls for a shorter period.
c. If the State terminates this Contract in whole or in part pursuant to this Section, it may acquire, under terms and in the manner the Buyer considers appropriate, Deliverables or services similar to those terminated, and the Contractor will be liable to the State for any excess costs for those Deliverables and services, including without limitation costs third party vendors charge for Manufacturing Materials (but subject to the clause entitled "Limitation of Liability"). However, the Contractor shall continue the work not terminated.
d. If the Contract is terminated for default, the State may require the Contractor to transfer title, or in the case of licensed Software, license, and deliver to the State, as directed by the Buyer, any:
   i. completed Deliverables,
   ii. partially completed Deliverables, and,
   iii. subject to provisions of sub-section e) below, Manufacturing Materials related to the terminated portion of this Contract. Nothing in this sub-section d) will be construed to grant the State rights to Deliverables that it would not have received had this Contract been fully performed. Upon direction of the Buyer, the Contractor shall also protect and preserve property in its possession in which the State has an interest.
e. The State shall pay Contract price for completed Deliverables delivered and accepted. Unless the Statement of Work calls for different procedures or requires no-charge delivery of materials, the Contractor and Buyer shall attempt to agree on the amount of

payment for Manufacturing Materials and other materials delivered and accepted by the State for the protection and preservation of the property; provided that where the Contractor has billed the State for any such materials, no additional charge will apply. Failure to agree will constitute a dispute under the Disputes clause. The State may withhold from these amounts any sum it determines to be necessary to protect the State against loss because of outstanding liens or claims of former lien holders.

f. If, after termination, it is determined by a final ruling in accordance with the Disputes Clause that the Contractor was not in default, the rights and obligations of the parties shall be the same as if the termination had been issued for the convenience of the State.
g. The rights and remedies of the State in this clause are in addition to any other rights and remedies provided by law or under this Contract, and are subject to the clause titled "Limitation of Liability."

FORCE MAJEURE

Except for defaults of subcontractors at any tier, the Contractor shall not be liable for any excess costs if the failure to perform the Contract arises from causes beyond the control and without the fault or negligence of the Contractor. Examples of such causes include, but are not limited to:

a. Acts of God or of the public enemy, and
b. Acts of the federal or State government in either its sovereign or contractual capacity. If the failure to perform is caused by the default of a subcontractor at any tier, and if the cause of the default is beyond the control of both the Contractor and subcontractor, and without the fault or negligence of either, the Contractor shall not be liable for any excess costs for failure to perform.

RIGHTS AND REMEDIES OF STATE FOR DEFAULT:

a. In the event any Deliverables furnished or services provided by the Contractor in the performance of the Contract should fail to conform to the requirements herein, or to the sample submitted by the Contractor, the State may reject the same, and it shall become the duty of the Contractor to reclaim and remove the item promptly or to correct the performance of services, without expense to the State, and immediately replace all such rejected items with others conforming to the Contract.
b. In addition to any other rights and remedies the State may have, the State may require Contractor, at Contractor's expense, to ship Deliverables via air freight or expedited routing to avoid or minimize actual or potential delay if the delay is the fault of the Contractor.
c. In the event of the termination of the Contract, either in whole or in part, by reason of default or breach by the Contractor, any loss or damage sustained by the State in procuring any items which the Contractor agreed to supply shall be borne and paid for by the Contractor (but subject to the clause entitled "Limitation of Liability").
d. The State reserves the right to offset the reasonable cost of all damages caused to the State against any outstanding invoices or amounts owed to Contractor or to make a claim against the Contractor therefore.

LIMITATION OF LIABILITY:

a. Contractor's liability for damages to the State for any cause whatsoever, and regardless of the form of action, whether in Contract or in tort, shall be limited to the *Maximum Amount. As used herein, Maximum Amount shall mean the amount designated as such on Standard Agreement page 1, STD 213; amounts paid and payable to Contractor by State under this Contract.*
b. The foregoing limitation of liability shall not apply (i) to liability under the General Provisions, entitled "Patent, Copyright, and Trade Secret Protection" or to any other liability (including without limitation indemnification obligations) for infringement of third party intellectual property rights; (ii) to claims covered by any specific provision herein calling for liquidated damages; (iii) to claims arising under provisions herein calling for indemnification for third party claims against the State for bodily injury to persons or damage to real or tangible personal property caused by Contractor's negligence or willful misconduct; (iv) to costs or attorney's fees that the State becomes entitled to recover as a prevailing party in any action *or (v) to Contractor's breaches of its confidentiality obligations*.
c. The State's liability for damages for any cause whatsoever, and regardless of the form of action, whether in Contract or in tort, shall be limited to the *Maximum Amount*, as that term is defined in subsection a) above. Nothing herein shall be construed to waive or limit the State's sovereign immunity or any other immunity from suit provided by law.
d. In no event will either the Contractor or the State be liable for consequential, incidental, indirect, special, or punitive damages, even if notification has been given as to the possibility of such damages, except (i) to the extent that Contractor's liability for such damages is specifically set forth in the Statement of Work or (ii) to the extent that Contractor's liability for such damages arises out of sub-section b)(i), b)(ii), or b)(iv) above.

CONTRACTOR'S LIABILITY FOR INJURY TO PERSONS OR DAMAGE TO PROPERTY:

a. The Contractor shall be liable for damages arising out of injury to the person and/or damage to the property of the State, employees of the State, persons designated by the State for training, or any other person(s) other than agents or employees of the Contractor, designated by the State for any purpose, prior to, during, or subsequent to delivery, installation, acceptance, and use of the Deliverables either at the Contractor's site or at the State's place of business, provided that the injury or damage was caused by the fault or negligence of the Contractor.
b. Contractor shall not be liable for damages arising out of or caused by an alteration or an Attachment not made or installed by the Contractor, or for damage to alterations or Attachments that may result from the normal operation and maintenance of the Deliverables provided by the Contractor during the Contract.

INDEMNIFICATION:

Contractor agrees to indemnify, defend and save harmless the State, its officers, agents and employees from any and all third party claims, costs (including without limitation reasonable attorneys' fees), and losses due to the injury or death of any individual, or the loss or damage to any real or tangible personal property, resulting from the willful misconduct or negligent acts or omissions of Contractor or any of its agents, subcontractors, employees, suppliers, laborers, or

any other person, firm, or corporation furnishing or supplying work, services, materials, or supplies in connection with the performance of this Contract. Such defense and payment will be conditional upon the following:

a. The State will notify Contractor of any such claim in writing and tender the defense thereof within a reasonable time; and
b. Contractor will have sole control of the defense of any action on such claim and all negotiations for its settlement or compromise; provided that (i) when substantial principles of government or public law are involved, when litigation might create precedent affecting future State operations or liability, or when involvement of the State is otherwise mandated by law, the State may participate in such action at its own expense with respect to attorneys' fees and costs (but not liability); (ii) the State will have the right to approve or disapprove any settlement or compromise, which approval will not unreasonably be withheld or delayed; and (iii) the State will reasonably cooperate in the defense and in any related settlement negotiations.

INVOICES:

Unless otherwise specified, invoices shall be sent to the address set forth herein. Invoices shall be submitted in triplicate and shall include the Contract number; release order number (if applicable); item number; unit price, extended item price and invoice total amount. State sales tax and/or use tax shall be itemized separately and added to each invoice as applicable.

REQUIRED PAYMENT DATE:

Payment will be made in accordance with the provisions of the California Prompt Payment Act, Government Code Section 927 et. seq. Unless expressly exempted by statute, the Act requires State agencies to pay properly submitted, undisputed invoices not more than 45 days after (i) the date of acceptance of Deliverables or performance of services; or (ii) receipt of an undisputed invoice, whichever is later.

TAXES:

Unless otherwise required by law, the State of California is exempt from Federal excise taxes. The State will only pay for any State or local sales or use taxes on the services rendered or Goods supplied to the State pursuant to this Contract.

NEWLY MANUFACTURED GOODS:

All Goods furnished under this Contract shall be newly manufactured Goods; used or reconditioned Goods are prohibited, unless otherwise specified.

CONTRACT MODIFICATION:

No amendment or variation of the terms of this Contract shall be valid unless made in writing, signed by the parties and approved as required. No oral understanding or agreement not incorporated in the Contract is binding on any of the parties.

CONFIDENTIALITY OF DATA:

All financial, statistical, personal, technical and other data and information relating to the State's operation which are designated confidential by the State and made available to the Contractor in order to carry out this Contract, or which become available to the Contractor in carrying out this Contract, shall be protected by the Contractor from unauthorized use and disclosure through the observance of the same or more effective procedural requirements as are applicable to the State. The identification of all such confidential data and information as well as the State's procedural requirements for protection of such data and information from unauthorized use and disclosure shall be provided by the State in writing to the Contractor. If the methods and procedures employed by the Contractor for the protection of the Contractor's data and information are deemed by the State to be adequate for the protection of the State's confidential information, such methods and procedures may be used, with the written consent of the State, to carry out the intent of this paragraph. The Contractor shall not be required under the provisions of this paragraph to keep confidential any data or information which is or becomes publicly available, is already rightfully in the Contractor's possession, is independently developed by the Contractor outside the scope of this Contract, or is rightfully obtained from third parties.

NEWS RELEASES:

Unless otherwise exempted, news releases pertaining to this Contract shall not be made without prior written approval of the Department of General Services.

DOCUMENTATION

a. The Contractor agrees to provide to the State, at no charge, a number of all nonproprietary manuals and other printed materials, as described within the Statement of Work, and updated versions thereof, which are necessary or useful to the State in its use of the Equipment or Software provided hereunder. The Contractor agrees to provide additional Documentation at prices not in excess of charges made by the Contractor to its other customers for similar Documentation.
b. If the Contractor is unable to perform maintenance or the State desires to perform its own maintenance on Equipment purchased under this Contract then upon written notice by the State the Contractor will provide at Contractor’s then current rates and fees adequate and reasonable assistance including relevant Documentation to allow the State to maintain the Equipment based on Contractor’s methodology. The Contractor agrees that the State may reproduce such Documentation for its own use in maintaining the Equipment. If the Contractor is unable to perform maintenance, the Contractor agrees to license any other Contractor that the State may have hired to maintain the Equipment to use the above noted Documentation. The State agrees to include the Contractor’s copyright notice on any such Documentation reproduced, in accordance with copyright instructions to be provided by the Contractor.

RIGHTS IN WORK PRODUCT:

a. Software and Modifications.

The State shall retain all ownership rights in any software or modifications thereof and associated documentation designed, developed or installed with Federal Financial

Participation (FFP) (see (45 CFR 95.617).. *The U.S. Department of Health and Human Service (HHS) reserves a royalty-free, nonexclusive, and irrevocable license to reproduce, publish, and otherwise use and to authorize others to use for Federal Government purposes such software, modifications, and documentation. Proprietary operating and third-party software packages which are provided hereunder at established catalog or market prices and sold or leased to the general public shall not be subject to the ownership and licensing provisions in this Section.*

b. *Pre-Existing Materials.*

Software and other materials developed or otherwise obtained by or for Contractor or its affiliates independently of this Contract or applicable purchase order ("Pre-Existing Materials") *are not subject to the ownership and licensing provisions of Section (a)*. However, if Contractor creates derivative works of Pre-Existing Materials, the elements of such derivative works created pursuant to this Contract *will be subject to the ownership and licensing provisions of the previous paragraph, Section 37(a)*.

c. *Ideas, Concepts, or Know-how.*

The ideas, concepts, know-how, or techniques relating to data processing, developed during the course of this Contract by the Contractor or jointly by the Contractor and the State may be used by either party without obligation of notice or accounting.

d. *Products.*

1. *The State shall own all right, title and interest in and to the Products, including without limitation the Software (excluding Commercial Software for which ownership is not subject to sale). Contractor shall take all actions necessary to transfer ownership of all right, title and interest in and to the Products to the State upon their acceptance.*
2. *As used herein, "Work Product" includes all products of services performed under this Contract, including without limitation the Deliverables, Materials and Data, and excluding (1) Contractor's administrative communications and records relating to this Contract and (2) the ideas, concepts, or know-how identified in the previous paragraph, Section 37(c). All Work Product shall be deemed works made for hire of the State for all purposes of copyright law, and copyright shall belong solely to the State. In the event that any such work is adjudged to be not a work made for hire, Contractor agrees to assign, and hereby assigns, all copyright in such work to the State. Contractor shall, at the expense of the State, assist the State or its nominees to obtain registrations of copyrights, trademarks, or patents, and other rights for all such works in the United States and any other countries. Contractor agrees to execute all papers and to give all facts known to it necessary to secure United States or foreign country trademarks, copyrights, and patents, and other rights, and to transfer or cause to transfer to the State all the right, title and interest in and to such works. Contractor also agrees to waive and not assert any moral rights it may have in any such works. The State shall peacefully and quietly have, hold, possess, and enjoy each Product without suit, molestation, or interruption.*

PROTECTION OF PROPRIETARY SOFTWARE AND OTHER PROPRIETARY DATA

a. State agrees that all material appropriately marked or identified in writing as proprietary, and furnished hereunder are provided for State's exclusive use for the purposes of this Contract only. All such proprietary data shall remain the property of the Contractor. State

agrees to take all reasonable steps to insure that such proprietary data are not disclosed to others, without prior written consent of the Contractor, subject to the California Public Records Act.

b. The State will insure, prior to disposing of any media, that any licensed materials contained thereon have been erased or otherwise destroyed.
c. The State agrees that it will take appropriate action by instruction, agreement or otherwise with its employees or other persons permitted access to licensed software and other proprietary data to satisfy its obligations under this Contract with respect to use, copying, modification, protection and security of proprietary software and other proprietary data.

PATENT, COPYRIGHT AND TRADE SECRET INDEMNITY:

a. Contractor will indemnify, defend, and save harmless the State, its officers, agents, and employees, from any and all third party claims, costs (including without limitation reasonable attorneys' fees), and losses for infringement or violation of any U.S. Intellectual Property Right by any product or service provided hereunder. With respect to claims arising from computer Hardware or Software manufactured by a third party and sold by Contractor as a reseller, Contractor will pass through to the State such indemnity rights as it receives from such third party ("Third Party Obligation") and will cooperate in enforcing them; provided that if the third party manufacturer fails to honor the Third Party Obligation, Contractor will provide the State with indemnity protection equal to that called for by the Third Party Obligation, but in no event greater than that called for in the first sentence of this Section 39a). The provisions of the preceding sentence apply only to third party computer Hardware or Software sold as a distinct unit and accepted by the State.

   Unless a Third Party Obligation provides otherwise, the defense and payment obligations set forth in this Section 39a) will be conditional upon the following:

   i. The State will notify Contractor of any such claim in writing and tender the defense thereof within a reasonable time; and
   ii. Contractor will have sole control of the defense of any action on such claim and all negotiations for its settlement or compromise; provided that (i) when substantial principles of government or public law are involved, when litigation might create precedent affecting future State operations or liability, or when involvement of the State is otherwise mandated by law, the State may participate in such action at its own expense with respect to attorneys' fees and costs (but not liability); (ii) the State will have the right to approve or disapprove any settlement or compromise, which approval will not unreasonably be withheld or delayed; and (iii) the State will reasonably cooperate in the defense and in any related settlement negotiations.

b. Contractor may be required to furnish a bond to the State against any and all loss, damage, costs, expenses, claims and liability for patent, copyright and trade secret infringement.
c. Should the Deliverables or Software, or the operation thereof, become, or in the Contractor's opinion are likely to become, the subject of a claim of infringement or violation of a U.S. Intellectual Property Right, the State shall permit the Contractor at its option and expense either to procure for the State the right to continue using the Deliverables or Software, or to replace or modify the same so that they become non infringing. If none of these options can reasonably be taken, or if the use of such

Deliverables or Software by the State shall be prevented by injunction, the Contractor agrees to take back such Deliverables or Software and *procure functionally and technically equivalent* substitute Deliverables or Software. If, in the sole opinion of the State, the return of such infringing Deliverables or Software makes the retention of other Deliverables or Software acquired from the Contractor under this Contract impractical, the State shall then have the option of terminating such Contracts, or applicable portions thereof, without penalty or termination charge. The Contractor agrees to take back such *other* Deliverables or Software and refund any sums the State has paid Contractor *therefor*.

d. The Contractor shall have no liability to the State under any provision of this clause with respect to any claim of patent, copyright or trade secret infringement which is based upon:
    i. The combination or utilization of Deliverables furnished hereunder with Equipment or devices not made or furnished by the Contractor; or,
    ii. The operation of Equipment furnished by the Contractor under the control of any Operating Software other than, or in addition to, the current version of Contractor supplied Operating Software; or
    iii. The modification by the State of the Equipment furnished hereunder or of the Software; or
    iv. The combination or utilization of Software furnished hereunder with non contractor supplied Software.
e. Contractor certifies that it has appropriate systems and controls in place to ensure that State funds will not be used in the performance of this Contract for the acquisition, operation or maintenance of computer Software in violation of copyright laws.

EXAMINATION AND AUDIT:

Contractor agrees that the State, *the federal government* or *their* designated representatives shall have the right to review and copy any records and supporting Documentation pertaining to performance of this Contract. Contractor agrees to maintain such records *in good and legible* condition for possible audit *during the term of the Contract and* for a minimum of three (3) years after final payment *or until conclusion of any pending matter, whichever is later,* unless a longer period of records retention is stipulated. Contractor agrees to allow the auditor(s) access to such records during normal business hours and to allow interviews of any employees or others who might reasonably have information related to such records. Further, Contractor agrees to include a similar right of the State to audit records and interview staff in any subcontract related to performance of this Contract.

DISPUTES:

a. The parties shall deal in good faith and attempt to resolve potential disputes informally. If the dispute persists, Contractor shall submit to the Department Director or designee a written demand for a final decision regarding the disposition of any dispute between the parties arising under, related to or involving this Contract, unless the State, on its own initiative, has already rendered such a final decision. Contractor's written demand shall be fully supported by factual information, and if such demand involves a cost adjustment to the Contract, Contractor shall include with the demand a written statement signed by an authorized person indicating that the demand is made in good faith, that the supporting data are accurate and complete and that the amount requested accurately reflects the Contract adjustment for which Contractor believes the State is liable. If the

Contractor is not satisfied with the decision of the Department Director or designee, the Contractor may appeal the decision to the Department of General Services, Deputy Director, Procurement Division. In the event that this Contract is for Information Technology Goods and/or services, the decision may be appealed to an Executive Committee of State and Contractor personnel.

b. Pending the final resolution of any dispute arising under, related to or involving this Contract, Contractor agrees to diligently proceed with the performance of this Contract, including the delivery of Goods or providing of services in accordance with the State's instructions. Contractor's failure to diligently proceed in accordance with the State's instructions shall be considered a material breach of this Contract.
c. Any final decision of the State shall be expressly identified as such, shall be in writing, and shall be signed by the Department Director or designee or Deputy Director, Procurement Division if an appeal was made. If the State fails to render a final decision within 90 days after receipt of Contractor's demand, it shall be deemed a final decision adverse to Contractor's contentions. The State's final decision shall be conclusive and binding regarding the dispute unless Contractor commences an action in a court of competent jurisdiction to contest such decision within 90 days following the date of the final decision or one (1) year following the accrual of the cause of action, whichever is later.

STOP WORK:

a. The State may, at any time, by written Stop Work Order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this Contract for a period up to 90 days after the Stop Work Order is delivered to the Contractor, and for any further period to which the parties may agree. The Stop Work Order shall be specifically identified as such and shall indicate it is issued under this clause. Upon receipt of the Stop Work Order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the Stop Work Order during the period of work stoppage. Within a period of 90 days after a Stop Work Order is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the State shall either:
    i. Cancel the Stop Work Order; or
    ii. Terminate the work covered by the Stop Work Order as provided for in the termination for default or the termination for convenience clause of this Contract.
b. If a Stop Work Order issued under this clause is canceled or the period of the Stop Work Order or any extension thereof expires, the Contractor shall resume work. The State shall make an equitable adjustment in the delivery schedule, the Contract price, or both, and the Contract shall be modified, in writing, accordingly, if:
    i. The Stop Work Order results in an increase in the time required for, or in the Contractor's cost properly allocable to the performance of any part of this Contract; and
    ii. The Contractor asserts its right to an equitable adjustment within 30 days after the end of the period of work stoppage; provided, that if the State decides the facts justify the action, the State may receive and act upon a proposal submitted at any time before final payment under this Contract.
c. If a Stop Work Order is not canceled and the work covered by the Stop Work Order is terminated in accordance with the provision entitled Termination for the Convenience of the State, the State shall allow reasonable costs resulting from the Stop Work Order in arriving at the termination settlement.

d. The State shall not be liable to the Contractor for loss of profits because of a Stop Work Order issued under this clause.

FOLLOW-ON CONTRACTS:

a. If the Contractor or its affiliates provides Technical Consulting and Direction (as defined below), the Contractor and its affiliates:
   i. will not be awarded a subsequent Contract to supply the service or system, or any significant component thereof, that is used for or in connection with any subject of such Technical Consulting and Direction; and
   ii. will not act as consultant to any person or entity that does receive a Contract described in sub-section (i). This prohibition will continue for one (1) year after termination of this Contract or completion of the Technical Consulting and Direction, whichever comes later.
b. "Technical Consulting and Direction" means services for which the Contractor received compensation from the State and includes:
   i. development of or assistance in the development of work statements, specifications, solicitations, or feasibility studies;
   ii. development or design of test requirements;
   iii. evaluation of test data;
   iv. direction of or evaluation of another Contractor;
   v. provision of formal recommendations regarding the acquisition of Information Technology products or services; or
   vi. provisions of formal recommendations regarding any of the above. For purposes of this Section, "affiliates" are employees, directors, partners, joint venture participants, parent corporations, subsidiaries, or any other entity controlled by, controlling, or under common control with the Contractor. Control exists when an entity owns or directs more than fifty percent (50%) of the outstanding shares or securities representing the right to vote for the election of directors or other managing authority.
c. To the extent permissible by law, the Director of the Department of General Services, or designee, may waive the restrictions set forth in this Section by written notice to the Contractor if the Director determines their application would not be in the State's best interest. Except as prohibited by law, the restrictions of this Section will not apply:
   i. to follow-on advice given by vendors of commercial off-the-shelf products, including Software and Hardware, on the operation, integration, repair, or maintenance of such products after sale; or
   ii. where the State has entered into a master agreement for Software or services and the scope of work at the time of Contract execution expressly calls for future recommendations among the Contractor's own products.
d. The restrictions set forth in this Section are in addition to conflict of interest restrictions imposed on public Contractors by California law ("Conflict Laws"). In the event of any inconsistency, such Conflict Laws override the provisions of this Section, even if enacted after execution of this Contract.

PRIORITY HIRING CONSIDERATIONS:

If this Contract includes services in excess of $200,000, the Contractor shall give priority consideration in filling vacancies in positions funded by the Contract to qualified recipients of aid under Welfare and Institutions Code Section 11200 in accordance with PCC Section 10353.

COVENANT AGAINST GRATUITIES:

The Contractor warrants that no gratuities (in the form of entertainment, gifts, or otherwise) were offered or given by the Contractor, or any agent or representative of the Contractor, to any officer or employee of the State with a view toward securing the Contract or securing favorable treatment with respect to any determinations concerning the performance of the Contract. For breach or violation of this warranty, the State shall have the right to terminate the Contract, either in whole or in part, and any loss or damage sustained by the State in procuring on the open market any items which Contractor agreed to supply shall be borne and paid for by the Contractor. The rights and remedies of the State provided in this clause shall not be exclusive and are in addition to any other rights and remedies provided by law or in equity.

NONDISCRIMINATION CLAUSE:

a. During the performance of this Contract, Contractor and its subcontractors shall not unlawfully discriminate, harass or allow harassment, against any employee or applicant for employment because of sex, sexual orientation, race, color, ancestry, religious creed, national origin, disability (including HIV and AIDS), medical condition (cancer), age, marital status, and denial of family care leave. Contractor and subcontractors shall insure that the evaluation and treatment of their employees and applicants for employment are free from such discrimination and harassment. Contractor and subcontractors shall comply with the provisions of the Fair Employment and Housing Act (Government Code, Section 12990 et seq.) and the applicable regulations promulgated thereunder (California Code of Regulations, Title 2, Section 7285.0 et seq.). The applicable regulations of the Fair Employment and Housing Commission implementing Government Code Section 12990 (a f), set forth in Chapter 5 of Division 4 of Title 2 of the California Code of Regulations are incorporated into this Contract by reference and made a part hereof as if set forth in full. Contractor and its subcontractors shall give written notice of their obligations under this clause to labor organizations with which they have a collective bargaining or other agreement.
b. The Contractor shall include the nondiscrimination and compliance provisions of this clause in all subcontracts to perform work under the Contract.

NATIONAL LABOR RELATIONS BOARD CERTIFICATION:

Contractor swears under penalty of perjury that no more than one final, unappealable finding of contempt of court by a federal court has been issued against the Contractor within the immediately preceding two year period because of the Contractor's failure to comply with an order of the National Labor Relations Board. This provision is required by, and shall be construed in accordance with, PCC Section 10296.

ASSIGNMENT OF ANTITRUST ACTIONS:

Pursuant to Government Code Sections 4552, 4553, and 4554, the following provisions are incorporated herein:

a. In submitting a bid to the State, the supplier offers and agrees that if the bid is accepted, it will assign to the State all rights, title, and interest in and to all causes of action it may have under Section 4 of the Clayton Act (15 U.S.C. 15) or under the Cartwright Act

(Chapter 2, commencing with Section 16700, of Part 2 of Division 7 of the Business and Professions Code), arising from purchases of Goods, material or other items, or services by the supplier for sale to the State pursuant to the solicitation. Such assignment shall be made and become effective at the time the State tenders final payment to the supplier.

b. If the State receives, either through judgment or settlement, a monetary recovery for a cause of action assigned under this chapter, the assignor shall be entitled to receive reimbursement for actual legal costs incurred and may, upon demand, recover from the State any portion of the recovery, including treble damages, attributable to overcharges that were paid by the assignor but were not paid by the State as part of the bid price, less the expenses incurred in obtaining that portion of the recovery.
c. Upon demand in writing by the assignor, the assignee shall, within one year from such demand, reassign the cause of action assigned under this part if the assignor has been or may have been injured by the violation of law for which the cause of action arose and
    i. the assignee has not been injured thereby, or
    ii. the assignee declines to file a court action for the cause of action.

DRUG FREE WORKPLACE CERTIFICATION:

The Contractor certifies under penalty of perjury under the laws of the State of California that the Contractor will comply with the requirements of the Drug Free Workplace Act of 1990 (Government Code Section 8350 et seq.) and will provide a drug free workplace by taking the following actions:

a. Publish a statement notifying employees that unlawful manufacture, distribution, dispensation, possession, or use of a controlled substance is prohibited and specifying actions to be taken against employees for violations, as required by Government Code Section 8355(a).
b. Establish a Drug Free Awareness Program as required by Government Code Section 8355(b) to inform employees about all of the following:
    i. the dangers of drug abuse in the workplace;
    ii. the person's or organization's policy of maintaining a drug free workplace;
    iii. any available counseling, rehabilitation and employee assistance programs; and,
    iv. penalties that may be imposed upon employees for drug abuse violations.
c. Provide, as required by Government Code Section 8355(c), that every employee who works on the proposed or resulting Contract:
    i. will receive a copy of the company's drug free policy statement; and,
    ii. will agree to abide by the terms of the company's statement as a condition of employment on the Contract.

FOUR-DIGIT DATE COMPLIANCE:

Contractor warrants that it will provide only Four-Digit Date Compliant (as defined below) Deliverables and/or services to the State. “Four Digit Date Compliant” Deliverables and services can accurately process, calculate, compare, and sequence date data, including without limitation date data arising out of or relating to leap years and changes in centuries. This warranty and representation is subject to the warranty terms and conditions of this Contract and does not limit the generality of warranty obligations set forth elsewhere herein.

SWEATFREE CODE OF CONDUCT:

a. Contractor declares under penalty of perjury that no equipment, materials, or supplies furnished to the State pursuant to the contract have been produced in whole or in part by sweatshop labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor or exploitation of children in sweatshop labor, or with the benefit of sweatshop labor, forced labor, convict labor, indentured labor under penal sanction, abusive forms of child labor or exploitation of children in sweatshop labor. Contractor further declares under penalty of perjury that they adhere to the Sweatfree Code of Conduct as set forth on the California Department of Industrial Relations website located at www.dir.ca.gov, and Public Contract Code Section 6108.
b. Contractor agrees to cooperate fully in providing reasonable access to its records, documents, agents or employees, or premises if reasonably required by authorized officials of the State, the Department of Industrial Relations, or the Department of Justice to determine Contractor's compliance with the requirements under paragraph (a).

RECYCLING:

The Contractor shall certify in writing under penalty of perjury, the minimum, if not exact, percentage of post consumer material as defined in the Public Contract Code Section 12200, in products, materials, goods, or supplies offered or sold to the State regardless of whether the product meets the requirements of Section 12209. With respect to printer or duplication cartridges that comply with the requirements of Section 12156(e), the certification required by this subdivision shall specify that the cartridges so comply (PCC 12205).

CHILD SUPPORT COMPLIANCE ACT:

For any Contract in excess of $100,000, the Contractor acknowledges in accordance with PCC Section 7110, that:

a. The Contractor recognizes the importance of child and family support obligations and shall fully comply with all applicable State and federal laws relating to child and family support enforcement, including, but not limited to, disclosure of information and compliance with earnings assignment orders, as provided in Chapter 8 (commencing with Section 5200) of Part 5 of Division 9 of the Family Code; and
b. The Contractor, to the best of its knowledge is fully complying with the earnings assignment orders of all employees and is providing the names of all new employees to the New Hire Registry maintained by the California Employment Development Department.

AMERICANS WITH DISABILITIES ACT:

Contractor assures the State that Contractor complies with the Americans with Disabilities Act of 1990 (42 U.S.C. 12101 et seq).

ELECTRONIC WASTE RECYCLING ACT OF 2003:

The Contractor certifies that it complies with the requirements of the Electronic Waste Recycling Act of 2003, Chapter 8.5, Part 3 of Division 30, commencing with Section 42460 of the Public

Resources Code, relating to hazardous and solid waste. Contractor shall maintain documentation and provide reasonable access to its records and documents that evidence compliance.

USE TAX COLLECTION:

In accordance with PCC Section 10295.1, Contractor certifies that it complies with the requirements of Section 7101 of the Revenue and Taxation Code. Contractor further certifies that it will immediately advise State of any change in its retailer's seller's permit or certification of registration or applicable affiliate's seller's permit or certificate of registration as described in subdivision (a) of PCC Section 10295.1.

EXPATRIATE CORPORATIONS:

Contractor hereby declares that it is not an expatriate corporation or subsidiary of an expatriate corporation within the meaning of PCC Sections 10286 and 10286.1, and is eligible to contract with the State.

DOMESTIC PARTNERS:

For contracts over $100,000 executed or amended after January 1, 2007, the contractor certifies that the contractor is in compliance with Public Contract Code section 10295.3.

Updated : 4/13/2007

Exhibit A

GUARANTY

In consideration of the execution by _____ ("Buyer") of the _____ Agreement dated _____ (the "Agreement") with _____, Inc. ("Affiliate"), _____, Inc. ("Parent") unconditionally and irrevocably guarantees to Buyer, on the terms and conditions herein, the full and faithful performance by Affiliate of all of the obligations undertaken by Affiliate pursuant to the Agreement and as it may hereafter be amended, modified, or extended from time to time, by change orders or otherwise.

If Affiliate fails or refuses to complete any of its obligations, Parent shall complete, or cause to be completed, the obligation that Affiliate failed or refused to complete, or be considered to be in breach of the Agreement to the same extent as Affiliate, pursuant to the terms and conditions of the Agreement.

Parent agrees that it shall not be necessary for Buyer, or its successors or assigns to exercise its rights against Affiliate, before proceeding to enforce its rights under this Guaranty. Parent waives: (a) notice of acceptance of this guaranty; (b) notice of any amendments, change orders, extensions of time for performance, changes in the work, or other acts by Buyer affecting Affiliate's rights or obligations under the Agreement; (c) notice of any breach or claim of breach by Affiliate; and (d) the benefit of suretyship defenses generally.

Parent represents and warrants that the execution and delivery of, and performance of the obligations contained in this Guaranty have been authorized by all appropriate action and will not constitute a breach of or contravene any agreement or instrument to which Parent is a party, and that this Guaranty is a valid and binding obligation of Parent enforceable against Parent in accordance with its terms.

Notices to Parent shall be sent to the address set forth below.

_____, INC.

By: _____
Printed Name: _____
Title: _____
Address: _____
_____
Date: _____

Exhibit B

Work Authorization

SAMPLE

TITLE: 70/752 Output formatter

Task Summary

Develop program to format and print simulated 70/752 displays using a sequential dataset as input.

Schedule Dates:

Start Date: April 2, 2007
Completion Date: April 30, 2007

Labor Hours	Labor-Hour Rate	Total Cost
100	$90.00	$9,000.00

Contractor Personnel to be Assigned	Job Classification/Skill Level
Jane Doe	Staff Programmer Analyst

Completion Criteria:

Acceptance of program by the State.

This task will be performed in accordance with this Work Authorization and the provision of Contact No. _____.

Approval

Contractor Project Manager

State Project Manager

Exhibit C

System Change Authorization

SAMPLE

TITLE: 70/752 Output formatter

Task Summary

Develop program to format and print simulated 70/752 displays using a sequential dataset as input.

Schedule Dates:

Start Date: April 2, 2007
Completion Date: April 30, 2007

Labor Hours	Labor-Hour Rate	Total Cost
100	$90.00	$9,000.00

Contractor Personnel to be Assigned	Job Classification/Skill Level
Jane Doe	Staff Programmer Analyst

Completion Criteria:

Acceptance of program by the State.

This task will be performed in accordance with this Work Authorization and the provision of Contact No. _____.

Approval

Contractor Project Manager

State Project Manager

APPENDIX B – SYSTEM REQUIREMENTS - TECHNICAL

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
General Functionality				
Approvals				
2327	IR	The CWS Supervisor shall be provided with the capability to sort approval requests (e.g., priority, type, date submitted, and CWS Worker).	Yes ☐ No ☐	Vol: Section: Page#:
2429	IR	The CWS Worker shall be provided with the capability to view the supervisor approval status of submitted referral/case, supporting case documents, and Assessments (e.g. Submitted, In - Review, and Approved).	Yes ☐ No ☐	Vol: Section: Page#:
2430	IR	The CWS Supervisor shall be provided with the capability to view approval requests.	Yes ☐ No ☐	Vol: Section: Page#:
2431	IR	The CWS Worker shall be provided with the capability to view all administrative approvals associated to a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2807	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to integrate assessment and case plan forms into one consolidated form for approval, as required by CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3004	IR	The CWS Worker shall be provided with the capability to request a supervisor's and/or manager/office director's approval for required policy waivers (e.g., special placement situations).	Yes ☐ No ☐	Vol: Section: Page#:
3011	IR	The CWS Worker shall be provided with the capability to route an assignment to supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3014	IR	The CWS/Web shall provide the capability to record an electronic signature when a CWS Worker requests a supervisor approval of a case plan.	Yes ☐ No ☐	Vol: Section: Page#:
3023	IR	The CWS/Web shall identify the Safety Plan as final, immediately upon approval by a CWS Supervisor. The CWS/Web shall set the data in the Safety Plan to read-only access upon approval by a CWS Supervisor.	Yes ☐ No ☐	Vol: Section: Page#:
3024	IR	The CWS Worker shall be provided with the capability to submit an alternative Safety Risk Assessment determination to a CWS Supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3027	IR	The CWS Worker shall be provided with the capability to request approval of tasks within a workflow.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3028	IR	The CWS Worker shall be provided with the capability to request approval of artifacts created within a workflow.	Yes ☐ No ☐	Vol: Section: Page#:
3128	IR	The CWS Worker shall be provided with the capability to route documents to another user for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3137	IR	The CWS Worker shall be provided with the capability to route forms to another user for approval.	Yes ☐ No ☐	Vol: Section: Page#:
4883	IR	The CWS/Web shall provide the capability to record the decisions and the decision rationales for the approval requests.	Yes ☐ No ☐	Vol: Section: Page#:
4884	IR	The CWS/Web shall provide the capability to sort and or filter a list of requests for approval.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		General		
1187	IR	The CWS/Web shall provide context sensitive help information into the system based upon the field and screen where the user is focused.	Yes ☐ No ☐	Vol: Section: Page#:
1188	IR	The CWS/Web shall provide a glossary of key terms.	Yes ☐ No ☐	Vol: Section: Page#:
1189	IR	The CWS/Web shall provide keyword search capabilities.	Yes ☐ No ☐	Vol: Section: Page#:
1190	IR	The CWS/Web shall provide a mechanism to access state policy/procedure documentation.	Yes ☐ No ☐	Vol: Section: Page#:
1191	IR	The CWS/Web shall allow Counties a mechanism to automatically access (content-specific) County specific procedures and policies.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1192	IR	The CWS/Web shall provide window level help, field level help, error message help, hypertext linked help, and indexed help.	Yes ☐ No ☐	Vol: Section: Page#:
1193	IR	The CWS/Web shall allow County and the State administrators to edit and maintain help information.	Yes ☐ No ☐	Vol: Section: Page#:
1195	IR	The CWS/Web shall provide the ability to “cut and paste” text from existing documents and e-mails into electronic case files and data fields.	Yes ☐ No ☐	Vol: Section: Page#:
1196	IR	The CWS/Web shall have intuitive editing and validation to force the immediate correction of any data entry errors.	Yes ☐ No ☐	Vol: Section: Page#:
1197	IR	The CWS/Web shall provide user friendly features like alerts and ticklers.	Yes ☐ No ☐	Vol: Section: Page#:
1198	IR	The CWS/Web shall allow system administrators to configure alerts and ticklers.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1199	IR	The CWS/Web shall be able to configure county-specific ticklers and alerts.	Yes ☐ No ☐	Vol: Section: Page#:
1200	IR	The CWS/Web shall optionally allow export of events from the internal calendaring system to external calendars.	Yes ☐ No ☐	Vol: Section: Page#:
1206	IR	The CWS/Web shall allow the user options to configure their home page.	Yes ☐ No ☐	Vol: Section: Page#:
1209	IR	The CWS/Web shall provide context specific links to applicable Policy, Procedure, Help Tools, User Guides, and Manuals.	Yes ☐ No ☐	Vol: Section: Page#:
1515	IR	The CWS/Web shall use a unique identifier for each client as a primary identifier for account access instead of SSN.	Yes ☐ No ☐	Vol: Section: Page#:
1516	IR	The system must support California Statewide Client Index (SCI) Client Identification Number (CIN).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1587	IR	The printed material generated by the CWS/Web system for use by a child welfare services recipient shall comply with the CDSS Manual of Policy and Procedures, Division 21-115.2.	Yes ☐ No ☐	Vol: Section: Page#:
1588	IR	The CWS/Web shall provide the ability to support additional languages as necessary for the CWS Worker to enter information in the specific language.	Yes ☐ No ☐	Vol: Section: Page#:
1593	IR	All documents to external clients must be implemented in English, Spanish and other languages as specified by CDSS Manual of Policy and Procedures, Division 21-115.2. A current listing of forms in other languages is available through CDSS: Civil Rights Bureau: Language Services "List of Translated CDSS Forms and Messages."	Yes ☐ No ☐	Vol: Section: Page#:
1594	IR	The CWS/Web shall allow for the flexibility of updating and/or adding additional languages as policy and county needs change.	Yes ☐ No ☐	Vol: Section: Page#:
2076	IR	The CWS Worker shall be provided with the capability to select the subject of the search.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2077	IR	The CWS Worker shall be provided with the capability to select the time frame of the search.	Yes ☐ No ☐	Vol: Section: Page#:
2122	IR	The CWS Worker shall be provided with the capability to request a filtered view of any information collection.	Yes ☐ No ☐	Vol: Section: Page#:
2124	IR	The CWS/Web shall provide the capability to automatically date and time stamp each free form text entry.	Yes ☐ No ☐	Vol: Section: Page#:
2125	IR	The CWS Worker shall be provided with the capability to enter free-form text.	Yes ☐ No ☐	Vol: Section: Page#:
2126	IR	The CWS Worker shall be provided with the capability to hierarchically navigate a collection of information that provides the detail for the selected element.	Yes ☐ No ☐	Vol: Section: Page#:
2129	IR	The CWS Worker shall be provided with the capability to hierarchically navigate through the layers of information collections detail.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2130	IR	The CWS Worker shall be provided with the capability to link information collections.	Yes ☐ No ☐	Vol: Section: Page#:
2131	IR	The CWS Worker shall be provided with the capability to link an information collection between views.	Yes ☐ No ☐	Vol: Section: Page#:
2132	IR	The CWS Worker shall be provided with the capability to link an information collection between forms.	Yes ☐ No ☐	Vol: Section: Page#:
2133	IR	The CWS Worker shall be provided with the capability to link an information collection between documents.	Yes ☐ No ☐	Vol: Section: Page#:
2134	IR	The CWS/Web shall provide the ability to record cross matrix relationships (e.g., sibling to sibling, child to parent, spouse to spouse).	Yes ☐ No ☐	Vol: Section: Page#:
2135	IR	The CWS Worker shall be provided with the capability to link an information collection between workflow processes.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2136	IR	The CWS Worker shall be provided with the capability to associate scanned forms to a Referral/Case.	Yes ☐ No ☐	Vol: Section: Page#:
2137	IR	The CWS Worker shall be provided with the capability to associate scanned forms to a person.	Yes ☐ No ☐	Vol: Section: Page#:
2138	IR	The CWS Worker shall be provided with the capability to associate the picture(s) to multiple open Referrals/Cases.	Yes ☐ No ☐	Vol: Section: Page#:
2227	IR	The CWS Worker shall be provided with the capability to access profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2228	IR	The CWS Worker shall be provided with the capability to add profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2229	IR	The CWS Worker shall be provided with the capability to change profile information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2230	IR	The CWS Worker shall be provided with the capability to remove profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2252	IR	The CWS Worker shall be provided with the capability to print collections of information.	Yes ☐ No ☐	Vol: Section: Page#:
2253	IR	The CWS Worker shall be provided with the capability to print redacted reports, letters, forms, or contact notes.	Yes ☐ No ☐	Vol: Section: Page#:
2254	IR	The CWS Worker shall be provided the capability to print, add and modify content within reports, letters, forms, or contact notes.	Yes ☐ No ☐	Vol: Section: Page#:
2255	IR	The CWS Worker shall be provided with the capability to print a list of selected placement facilities.	Yes ☐ No ☐	Vol: Section: Page#:
2281	IR	The CWS Worker shall be provided with the capability to locally save collections of information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2282	IR	The CWS Worker shall be provided with the capability to save a scanned form once associated to a person in CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
2283	IR	The CWS Worker shall be provided with the capability to save each search result profile completed.	Yes ☐ No ☐	Vol: Section: Page#:
2284	IR	The CWS Worker shall be provided with the capability to store documents once associated to a person in CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
2293	IR	The CWS Worker shall be provided with the capability to selectively search for defined collections of information.	Yes ☐ No ☐	Vol: Section: Page#:
2322	IR	The CWS Worker shall be provided with the capability to define the sort order for collections of information.	Yes ☐ No ☐	Vol: Section: Page#:
2324	IR	The CWS/Web shall have the capability to provide a priority-sorted list of matches.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2332	IR	The CWS Worker shall be provided with the capability to sort/group the Referrals/Cases.	Yes ☐ No ☐	Vol: Section: Page#:
2337	IR	The CWS Worker shall be provided with the capability to define the sort order of the chronological history in the free-form text.	Yes ☐ No ☐	Vol: Section: Page#:
2345	IR	The CWS/Web shall have the capability to provide functionality for electronic signatures for all reports and forms.	Yes ☐ No ☐	Vol: Section: Page#:
2355	IR	The CWS Worker shall be provided with the capability to attach secondary forms to a master form.	Yes ☐ No ☐	Vol: Section: Page#:
2356	IR	The CWS Worker shall be provided with the capability to access the content of a template/form.	Yes ☐ No ☐	Vol: Section: Page#:
2358	IR	The CWS Worker shall be provided with the capability to change the content of a template/form.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2359	IR	The CWS Worker shall be provided with the capability to remove content from a template/form.	Yes ☐ No ☐	Vol: Section: Page#:
2360	IR	The CWS Worker shall have the capability to access the content of a form.	Yes ☐ No ☐	Vol: Section: Page#:
2361	IR	The CWS Worker shall be provided with the capability to add content to a form.	Yes ☐ No ☐	Vol: Section: Page#:
2362	IR	The CWS Worker shall be provided with the capability to change and/or remove the content of a form.	Yes ☐ No ☐	Vol: Section: Page#:
2364	IR	The CWS Worker shall be provided with the capability to annotate the picture file.	Yes ☐ No ☐	Vol: Section: Page#:
2791	IR	The CWS Worker shall be provided with the capability to merge form content.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2792	IR	The CWS Worker shall be provided with the capability to integrate multiple forms into a single form.	Yes ☐ No ☐	Vol: Section: Page#:
2793	IR	The CWS Worker shall be provided with the capability to integrate multiple form segments into a single form.	Yes ☐ No ☐	Vol: Section: Page#:
2844	IR	The CWS Worker shall be provided with the capability to print an entire form.	Yes ☐ No ☐	Vol: Section: Page#:
2988	IR	The CWS Worker shall be provided with a print friendly view of the contents of a defined user interface element.	Yes ☐ No ☐	Vol: Section: Page#:
3192	IR	The CWS Worker shall be provided with the capability to record travel arrangements for a child.	Yes ☐ No ☐	Vol: Section: Page#:
3201	IR	The CWS/Web shall enable the management of data in a child's case record.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4392	IR	The CWS/Web shall provide the functionality for users to conduct a Statewide search for existing clients, Referrals and Cases during Rollout.	Yes ☐ No ☐	Vol: Section: Page#:
4777	IR	The CWS/Web shall have the capability to automatically record dates when documents are generated and/or transmitted, and be presented to a CWS Worker when viewing details of documents	Yes ☐ No ☐	Vol: Section: Page#:
4778	IR	The CWS/Web shall provide the CWS Worker with the capability to record the date when a form is processed manually.	Yes ☐ No ☐	Vol: Section: Page#:
4800	IR	The CWS/Web shall provide the capability to automatically facilitate inquiries and data input made by External Users via the internet in a self-service mode.	Yes ☐ No ☐	Vol: Section: Page#:
4801	IR	The CWS/Web shall provide the capability to automatically facilitate inquiries and data input made by External Users via telephone in a self-service mode.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Transition		
827	IR	The CWS/Web shall generate Statewide reports during Pilot and rollout, combining information from the existing and new systems.	Yes ☐ No ☐	Vol: Section: Page#:
828	IR	The CWS/Web shall provide the functionality for users to conduct a Statewide search for existing clients, Referrals and Cases during Pilot.	Yes ☐ No ☐	Vol: Section: Page#:
831	IR	The CWS/Web shall allow the users to transfer a Referral and/or Case between CWS/CMS and CWS/Web during the Pilot.	Yes ☐ No ☐	Vol: Section: Page#:
1157	IR	The CWS/Web shall have the capability to attach client data to a referral or case between the existing and new system during the Pilot and rollout.	Yes ☐ No ☐	Vol: Section: Page#:
4393	IR	The CWS/Web shall allow the users to transfer a Referral and/or Case between CWS/CMS and CWS/Web during the Deployment.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
Intake				
Screening				
4908	IR	The CWS/Web shall have the capability to notify all CWS Workers assigned to Cases with child(ren) placed in a licensed home/facility, when child abuse is reported for any child or adult residing in that home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
Intake Management				
Assessment				
2	IR	The CWS/Web shall comply with the emergency response disposition requirements as specified in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
44	IR	The CWS Worker shall be provided the capability to record details regarding attempts to resume care of a surrendered baby.	Yes ☐ No ☐	Vol: Section: Page#:
48	IR	The CWS Worker shall be provided the capability to split a Referral with multiple children into multiple Referrals, if it is later determined the children within a Referral belong to different households.	Yes ☐ No ☐	Vol: Section: Page#:
49	IR	The CWS Worker shall be provided the capability to distinguish the clients added during the investigation.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
50	IR	The CWS Worker shall be provided the capability to distinguish the allegations added during the investigation.	Yes ☐ No ☐	Vol: Section: Page#:
51	IR	The CWS Worker shall be provided the capability to add a client(s) to an investigation without requiring the submission of a new Referral.	Yes ☐ No ☐	Vol: Section: Page#:
54	IR	The CWS Worker shall be provided the capability to document the reason an investigation is overdue.	Yes ☐ No ☐	Vol: Section: Page#:
55	IR	The CWS Worker shall be provided the capability to request a supervisor's approval for an extension of the investigation due date, with documented justification for the extension request.	Yes ☐ No ☐	Vol: Section: Page#:
58	IR	The CWS Worker shall be provided the capability to update investigation and assessment information, prior to a Supervisor's approval for the closure of a Referral.	Yes ☐ No ☐	Vol: Section: Page#:
59	IR	The CWS Worker shall be provided the capability to add additional persons (with relationships/roles) and update existing person information during the investigation assessment.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
60	IR	The CWS Worker shall be provided the capability to add additional allegations identified throughout the investigation assessment process.	Yes ☐ No ☐	Vol: Section: Page#:
61	IR	The CWS Worker shall be provided the capability to conclude an allegation as "entered in error" (with the indication of reason), prior to a Supervisor's approval for the closure of a Referral.	Yes ☐ No ☐	Vol: Section: Page#:
62	IR	The CWS Worker shall be provided the capability to indicate specific factors leading to child welfare service's involvement with a family (e.g., domestic violence or illicit substances).	Yes ☐ No ☐	Vol: Section: Page#:
63	IR	The CWS Worker shall be provided the capability to close a Referral once the Safety Risk Assessment has been approved.	Yes ☐ No ☐	Vol: Section: Page#:
64	IR	The CWS/Web shall indicate if a referral is being submitted to a CWS Supervisor for closure, but has an active Referral associated.	Yes ☐ No ☐	Vol: Section: Page#:
65	IR	The CWS/Web shall have the capability to indicate if a Referral with an open/active Case is being submitted to a CWS Supervisor for closure.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
66	IR	The CWS/Web shall have the capability to require a CWS Worker to record a justification when the referral response time is not met.	Yes ☐ No ☐	Vol: Section: Page#:
67	IR	The CWS Worker shall be provided the capability to generate the Child Abuse Investigation Report and route report to all appropriate parties.	Yes ☐ No ☐	Vol: Section: Page#:
71	IR	The CWS Worker shall be provided the capability to enter a client disposition, for multiple children and for multiple allegations within the same Referral, at the same time.	Yes ☐ No ☐	Vol: Section: Page#:
72	IR	The CWS Worker shall be provided the capability to configure the process of collecting information during an investigation.	Yes ☐ No ☐	Vol: Section: Page#:
74	IR	The CWS/Web shall have the capability to notify the assigned Licensing Worker of the disposition of a Referral of abuse for a child in a licensed/approved home.	Yes ☐ No ☐	Vol: Section: Page#:
75	IR	The CWS/Web shall provide the capability to capture data to produce the Emergency Assistance application form.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
89	IR	The CWS/Web shall automatically email the conclusion of the investigation (Response to Mandated Reporter) to the Mandated Reporter, upon the completion of a Referral.	Yes ☐ No ☐	Vol: Section: Page#:
90	IR	If there is no Mandated Reporter email address, the system automatically prints conclusion of the investigation for mailing.	Yes ☐ No ☐	Vol: Section: Page#:
2096	IR	The CWS/Web shall provide a CWS Worker with the capability to select the participants of a Case Plan and shall display the safety concerns and risk factors identified by the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2145	IR	The CWS Worker shall be provided with the capability to associate electronic forms received from the Department of Justice, containing any criminal history for an individual to a Referral.	Yes ☐ No ☐	Vol: Section: Page#:
2182	IR	The CWS/Web shall allow more than one Referral to be attached to a Safety Assessment, if the Referrals concern the same family.	Yes ☐ No ☐	Vol: Section: Page#:
2183	IR	The CWS/Web shall have the capability to associate identified health and risk factors to the Safety Risk Assessment, and adjust assessments accordingly.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2220	IR	The CWS/Web shall maintain a history of all assessment determinations and the disposition for each Referral allegation in the same Referral.	Yes ☐ No ☐	Vol: Section: Page#:
2256	IR	The CWS Worker shall be provided with the capability to print the entire Referral with option to selectively redact Information, if the worker has appropriate authorization.	Yes ☐ No ☐	Vol: Section: Page#:
2335	IR	The CWS Worker shall be provided with the capability when viewing assignments (e.g., Assignment Profile), to sort and view Referrals/Cases where a contact is due, according to priority.	Yes ☐ No ☐	Vol: Section: Page#:
2386	IR	The CWS Worker shall be provided with the capability to modify data sent to the DOJ.	Yes ☐ No ☐	Vol: Section: Page#:
2510	IR	The CWS Worker shall be provided with the capability to record Contact Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2512	IR	The CWS Worker shall be provided with the capability to record information relating to a Contact (e.g., date contacts were made, status of contact, name of persons contacted and their relationship with the victims, type of contact, description of events and conversations).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2613	IR	The CWS Worker shall be provided with the capability to record the time the parents were notified of detention.	Yes ☐ No ☐	Vol: Section: Page#:
2614	IR	The CWS Worker shall be provided with the capability to input information collected during the Investigative assessment and the provision of ongoing services (e.g., photographs of trauma on child and of child's environment taken, educational, medical).	Yes ☐ No ☐	Vol: Section: Page#:
2615	IR	The CWS/Web shall allow adding allegations and sub categories of allegations to a Referral.	Yes ☐ No ☐	Vol: Section: Page#:
2684	IR	The CWS Worker shall be provided with the capability to view the due date of a Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2685	IR	The CWS Worker shall be provided with the capability to document and update Safety Risk Assessment information while maintaining the integrity of the associated Referral(s).	Yes ☐ No ☐	Vol: Section: Page#:
2686	IR	The CWS/Web shall have the capability to require a CWS Supervisor to record the mitigating circumstances, when an alternative decision is made in a Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2695	IR	The CWS Worker shall be provided with the capability to record safety assessment information including but not limited to; general information, assessment performed date, people involved, Referral ID, children placed, inability to locate family, narrative for medical provider information, Case ID, assessment questions, plan, narrative for Safety Plan and agreement and instruction page.	Yes ☐ No ☐	Vol: Section: Page#:
2701	IR	The CWS/Web shall allow continuous updates to the draft Safety Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2702	IR	The CWS/Web shall have the capability to allow meeting participants to view the Safety Plan in real time (virtual meeting capability).	Yes ☐ No ☐	Vol: Section: Page#:
2703	IR	The CWS/Web shall have the capability to allow meeting participants to make changes to the Safety Plan in real time (virtual meeting capability).	Yes ☐ No ☐	Vol: Section: Page#:
2704	IR	The CWS Worker shall be provided with the capability to select an alternative decision for an assessment determination.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2705	IR	The CWS Worker shall be provided with the capability to record an alternative decision for any assessment decision.	Yes ☐ No ☐	Vol: Section: Page#:
2706	IR	The CWS Worker shall have the option to complete a Safety Plan when the response on any question on the safety assessment indicates potential safety issues/concerns.	Yes ☐ No ☐	Vol: Section: Page#:
2707	IR	The CWS Worker shall be provided with the capability to complete a Safety Plan even when the plan is not required by written policy.	Yes ☐ No ☐	Vol: Section: Page#:
2708	IR	The CWS Worker shall be provided with the capability to add information into the predefined fields of all assessments within the Safety Risk Assessment and the Safety Plans.	Yes ☐ No ☐	Vol: Section: Page#:
2709	IR	The CWS Worker shall be provided with the capability to modify the preliminary recommendations of all assessments within the Safety Risk Assessment and the Safety Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2711	IR	The CWS Worker shall be provided with the capability to record health risk factors for a child.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2712	IR	The CWS Worker shall be provided with the capability to record education risk factors for a child.	Yes ☐ No ☐	Vol: Section: Page#:
2716	IR	The CWS Worker shall be provided with the capability to record needs and associated level of services.	Yes ☐ No ☐	Vol: Section: Page#:
2717	IR	The CWS Worker shall be provided with the capability to record education needs and associated level of services.	Yes ☐ No ☐	Vol: Section: Page#:
2758	IR	The CWS/Web shall provide a CWS Worker with a preliminary recommendation for all assessments completed within the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2767	IR	The CWS Worker shall be provided with the capability to document detailed information if a child is released prior to filing a court petition.	Yes ☐ No ☐	Vol: Section: Page#:
2768	IR	The CWS Worker shall be provided with the capability to record and document all dispositions.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2835	IR	The CWS Worker shall be provided with the capability to generate a report for a Referral/Case based on the Referral/Case profile.	Yes ☐ No ☐	Vol: Section: Page#:
2839	IR	The CWS Worker shall be provided with the capability to extract information from interfaced systems into the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2840	IR	The CWS Worker shall be provided with the capability to generate a form from the information contained within the family assessment information profile.	Yes ☐ No ☐	Vol: Section: Page#:
2841	IR	The CWS/Web shall provide Safety Plan information for assessments.	Yes ☐ No ☐	Vol: Section: Page#:
2842	IR	The CWS/Web shall allow information collected during the visits to be used to perform the Safety Risk Assessment, and to establish a Safety Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2843	IR	The CWS/Web shall populate the Safety Plan with existing information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2853	IR	The CWS Worker shall have the capability to update/modify any populated information within a form or within an assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2906	IR	The CWS/Web shall provide a standard format for Safety Plans.	Yes ☐ No ☐	Vol: Section: Page#:
2974	IR	The CWS/Web shall require a reason for each alternative decision made by a CWS Worker for a Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2979	IR	The CWS/Web shall provide an assessment determination based on the information entered into the system.	Yes ☐ No ☐	Vol: Section: Page#:
2980	IR	The CWS/Web shall provide the CWS Worker with a preliminary assessment recommendation, based on the assessment determination.	Yes ☐ No ☐	Vol: Section: Page#:
2981	IR	The CWS/Web shall require the CWS Worker to complete a safety assessment for every Referral requiring an in person investigation.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2998	IR	The CWS Supervisor shall be provided with the capability to review the Referral, as part of the approval process.	Yes ☐ No ☐	Vol: Section: Page#:
3031	IR	The CWS Worker shall be provided to the capability to submit an Investigation assessment to the CWS Supervisor for approval, if all required activities have been captured.	Yes ☐ No ☐	Vol: Section: Page#:
3032	IR	The CWS/Web shall provide the capability to submit the Emergency Assistance application for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3045	IR	The CWS Worker shall have the capability to initiate an assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3056	IR	The CWS/Web shall have an interactive help system to record safety related information during the risk assessment and safety assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3059	IR	The CWS Worker shall be provided with a standard process to record safety related information for the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3299	IR	The CWS Worker shall be provided with the capability to access all Referral/Case data while completing any part of the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3335	IR	The CWS/Web shall provide a child's placement needs assessment, which shall assess the child's identified placement needs, as well as the proposed caregiver's ability and willingness to provide for the identified needs.	Yes ☐ No ☐	Vol: Section: Page#:
3338	IR	CWS Worker shall have the capability to document within the child's placement needs assessment the reason why a placement was selected, was not selected or was ended.	Yes ☐ No ☐	Vol: Section: Page#:
Intake				
1	IR	The CWS Worker shall be provided the capability to use the emergency response protocol as implemented through CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
3	IR	The CWS Worker shall be provided the capability to record the Referral Profile information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4	IR	The CWS Worker shall be provided the capability to view the Referral Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
5	IR	The CWS Worker shall be provided the capability to create a Referral with one or more allegations.	Yes ☐ No ☐	Vol: Section: Page#:
6	IR	The CWS Worker shall be provided the capability to associate one or more allegations to one or more children within the same family or household.	Yes ☐ No ☐	Vol: Section: Page#:
7	IR	The CWS Worker shall be provided the capability to associate one or more allegations to one or more children within the same household.	Yes ☐ No ☐	Vol: Section: Page#:
12	IR	The CWS Worker shall be provided the capability to enter all data regarding the allegation(s) within the primary Referral.	Yes ☐ No ☐	Vol: Section: Page#:
13	IR	The CWS Worker shall be provided the capability to populate data from the primary Referral, to the linked fields in the associated Referral.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
14	IR	The CWS Worker shall be provided the capability to view a listing of reporters who repeatedly call in unfounded/harassment Referrals.	Yes ☐ No ☐	Vol: Section: Page#:
15	IR	The CWS/Web shall have the capability to automatically initiate a search for a person, based on the information entered into a new Referral.	Yes ☐ No ☐	Vol: Section: Page#:
16	IR	The CWS Worker shall be provided the capability to record that a Referral is "highly" confidential/sensitive.	Yes ☐ No ☐	Vol: Section: Page#:
17	IR	The CWS Worker shall be provided the capability to record the Reporter Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
28	IR	The CWS Worker shall be provided the capability to create a Referral using an existing Client Profile.	Yes ☐ No ☐	Vol: Section: Page#:
29	IR	The CWS/Web shall have the capability to record the date a Referral is created.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
30	IR	The CWS/Web shall have the capability to record the time a Referral is created.	Yes ☐ No ☐	Vol: Section: Page#:
31	IR	The CWS Worker shall be provided the capability to identify the manner in which a Referral is received (e.g., via fax, via mail).	Yes ☐ No ☐	Vol: Section: Page#:
32	IR	The CWS Worker shall be provided the capability to indicate the category of a Referral received via telephone (e.g., "Information Only", "Hang-Up", "Abuse Report").	Yes ☐ No ☐	Vol: Section: Page#:
35	IR	The CWS Worker shall be provided the capability to record information relating to a telephonic report within the Intake Profile.	Yes ☐ No ☐	Vol: Section: Page#:
36	IR	The CWS Worker shall be provided the capability to record the nature of a telephone contact (e.g. abuse allegations, inquiry, general information or payment dispute).	Yes ☐ No ☐	Vol: Section: Page#:
39	IR	The CWS Worker shall be provided the capability to indicate within a Referral that a referred child had previously been adopted.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
40	IR	The CWS Worker shall be provided the capability to indicate in a Referral that parental rights have been terminated in relation to the referred child.	Yes ☐ No ☐	Vol: Section: Page#:
42	IR	The CWS Worker shall be provided the capability to create a Referral based on the Safely Surrendered Baby Profile.	Yes ☐ No ☐	Vol: Section: Page#:
2093	IR	The CWS Worker shall be provided with the capability to multi select details of the Referral/Case profile, to be included in a report for the child.	Yes ☐ No ☐	Vol: Section: Page#:
2140	IR	The CWS Worker shall be provided with the capability to associate an address to one or more persons.	Yes ☐ No ☐	Vol: Section: Page#:
2369	IR	The CWS Worker shall be provided with the capability to record the Date of Birth for a person (e.g., client, collaterals, parent).	Yes ☐ No ☐	Vol: Section: Page#:
2371	IR	The CWS Worker shall be provided with the capability to record the paternity details for a person.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2394	IR	The CWS/Web shall have the capability to accommodate data formatted according to international standards, including foreign addresses, phone numbers, and local unique identifiers.	Yes ☐ No ☐	Vol: Section: Page#:
2404	IR	The CWS Worker shall be provided with the capability to record birth parent information.	Yes ☐ No ☐	Vol: Section: Page#:
2485	IR	The CWS Worker shall be provided with the capability to record client marital/cohabitation information.	Yes ☐ No ☐	Vol: Section: Page#:
2486	IR	The CWS Worker shall be provided with the capability to view the marital/cohabitation history.	Yes ☐ No ☐	Vol: Section: Page#:
2487	IR	The CWS Worker shall be provided with the capability to record the Client Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2488	IR	The CWS Worker shall be provided with the capability to view the Client Profile information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2489	IR	The CWS Worker shall be provided with the capability to view all relationships to a child.	Yes ☐ No ☐	Vol: Section: Page#:
2501	IR	The CWS Worker shall be provided with the capability to record information on each individual/organization identified in a Referral/Case.	Yes ☐ No ☐	Vol: Section: Page#:
2502	IR	The CWS Worker shall be provided with the capability to record and track other agencies' involvement in a case (e.g., law enforcement, service providers, childcare licensing).	Yes ☐ No ☐	Vol: Section: Page#:
2612	IR	The CWS/Web shall provide a means to indicate if a child has been previously adopted or had parental rights terminated.	Yes ☐ No ☐	Vol: Section: Page#:
4757	IR	The CWS/Web shall have the ability to forward a Suspected Child Abuse Report (SCAR) via email notification or via fax.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Investigation		
45	IR	The CWS Worker shall be provided the capability to augment data gathered during the Intake process.	Yes ☐ No ☐	Vol: Section: Page#:
46	IR	The CWS Worker shall be provided the capability to augment data gathered during the Intake process.	Yes ☐ No ☐	Vol: Section: Page#:
47	IR	The CWS/Web shall have the capability to generate a Referral form.	Yes ☐ No ☐	Vol: Section: Page#:
157	IR	The CWS Worker shall be provided with the capability to record a temporary custody.	Yes ☐ No ☐	Vol: Section: Page#:
2453	IR	The CWS/Web shall allow the CWS Worker to indicate a reason why an alleged perpetrator, parent/guardian or child could not be interviewed (DOJ reporting forms) to explain exceptions when compliance can not be achieved.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3029	IR	The CWS Worker shall be provided with the capability to submit the disposition for each allegation within the Investigation Report (e.g. substantiated, inconclusive, unfounded) to a CWS Supervisor for review and approval.	Yes ☐ No ☐	Vol: Section: Page#:
3030	IR	The CWS Worker shall be provided with the capability to submit the classification of a Referral (e.g., closed, open Case) to a CWS Supervisor for review and approval.	Yes ☐ No ☐	Vol: Section: Page#:
3107	IR	The CWS/Web shall have the capability to notify a CWS Worker when assigned to a new Referral/Case.	Yes ☐ No ☐	Vol: Section: Page#:
3108	IR	The CWS/Web shall have the capability to notify the assigned Licensing Worker of the disposition for a Referral of abuse, when a child resides in a licensed/approved home.	Yes ☐ No ☐	Vol: Section: Page#:
3109	IR	The CWS/Web shall have the capability to alert a CWS Worker assigned to an open Case/Referral, that a new Referral has been reported/received.	Yes ☐ No ☐	Vol: Section: Page#:
3163	IR	The CWS/Web shall have the capability to route a SCAR to Law Enforcement and the District Attorney.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3265	IR	The CWS Worker shall be provided with the capability to view known safety issues related to a client and/or a client's address.	Yes ☐ No ☐	Vol: Section: Page#:
4772	IR	The CWS Worker shall be provided the capability to query data gathered during the Intake process, as well as data within closed Cases/Referrals and the results of a Referral's disposition.	Yes ☐ No ☐	Vol: Section: Page#:
		Screening		
9	IR	The CWS Worker shall be provided the capability to associate to a child's record multiple reports of the same or similar incidents of child abuse.	Yes ☐ No ☐	Vol: Section: Page#:
10	IR	The CWS Worker shall be provided with the capability to associate two or more primary Referrals for the same allegation.	Yes ☐ No ☐	Vol: Section: Page#:
11	IR	The CWS Worker shall be provided the capability to create a primary and a secondary Referral linked to the same allegation(s).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
20	IR	The CWS Worker shall be provided the capability to assign the priority to a Referral, based on CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
21	IR	The CWS Worker shall be provided the capability to modify the priority of a Referral, if the worker has appropriate authorization.	Yes ☐ No ☐	Vol: Section: Page#:
22	IR	The CWS Worker shall be provided the capability to record the effective date of emergency response services, based on CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
23	IR	The CWS Worker shall be provided the capability to modify the date of a Referral, if the CWS Worker has appropriate authorization.	Yes ☐ No ☐	Vol: Section: Page#:
24	IR	The CWS Worker shall be provided the capability to enter the time as part of the effective date for emergency response services, based on CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
25	IR	The CWS Worker shall be provided the capability to modify the time of a Referral, if the worker has appropriate authorization.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
26	IR	The CWS Worker shall be provided the capability to select county-configurable Referral response types.	Yes ☐ No ☐	Vol: Section: Page#:
27	IR	The CWS Worker shall be provided the capability to use county configurable workflows for each response type.	Yes ☐ No ☐	Vol: Section: Page#:
37	IR	The CWS Worker shall be provided the capability to indicate a resolution to a telephone contact (e.g., referral or no referral required).	Yes ☐ No ☐	Vol: Section: Page#:
38	IR	The CWS Worker shall be provided the capability to transfer/forward the call and/or Intake Profile information to appropriate CWS Worker for resolution, if no Referral is required.	Yes ☐ No ☐	Vol: Section: Page#:
52	IR	The CWS Worker shall be provided the capability to update a person's connection to an investigation while maintaining the integrity of the Referral as it was documented during the intake process.	Yes ☐ No ☐	Vol: Section: Page#:
97	IR	The CWS Worker shall be provided with the capability to record the Differential Response Path.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
98	IR	The CWS Worker shall be provided with the capability to view the Differential Response Path.	Yes ☐ No ☐	Vol: Section: Page#:
99	IR	The CWS/Web shall have the capability to electronically route a Referral for services to the Differential Response service provider, if the Differential Response Path 1 is chosen.	Yes ☐ No ☐	Vol: Section: Page#:
2568	FR	The CWS/Web shall have the capability for community partners to communicate Differential Response services online and report on outcomes.	Yes ☐ No ☐	Vol: Section: Page#:
3113	FR	The CWS/Web shall have the capability to notify all CWS Workers assigned to cases with children placed in the home, when an incident report is submitted for that home.	Yes ☐ No ☐	Vol: Section: Page#:
Eligibility				
Changes in Eligibility				
151	IR	The CWS/Web shall have the capability to track the youth's continuous eligibility to extended Medi-Cal age 18 to 21.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
311	IR	The CWS/Web shall provide the capability to terminate an eligibility payment.	Yes ☐ No ☐	Vol: Section: Page#:
314	IR	The CWS/Web shall provide the capability to document the reason for termination of an eligibility payment.	Yes ☐ No ☐	Vol: Section: Page#:
326	IR	The Adoption Worker shall be provided with the capability to attach documents regarding the requested rate increase.	Yes ☐ No ☐	Vol: Section: Page#:
364	IR	The CWS/Web shall provide an automated standard process to collect supporting information and to document factors to complete the redetermination and reassessment application process.	Yes ☐ No ☐	Vol: Section: Page#:
2574	IR	The Adoption Worker shall be provided with the capability to modify information for the form MC 13 (Statement of Citizenship, Alienage, and Immigration Status).	Yes ☐ No ☐	Vol: Section: Page#:
2903	IR	The CWS/Web shall provide the capability to track the status of the eligibility applications and other paperwork.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3257	IR	The CWS Worker shall be provided with the capability to verify if SAWS has been notified of the removal of child.	Yes ☐ No ☐	Vol: Section: Page#:
4763	IR	The CWS/Web shall have the capability to alert the Aftercare Services program if a Medi-Cal Eligibility Determination System (MEDS) alert shows loss of eligibility due to change of address.	Yes ☐ No ☐	Vol: Section: Page#:
4876	IR	The CWS/Web shall provide the capability to edit eligibility application data.	Yes ☐ No ☐	Vol: Section: Page#:
4880	IR	The CWS/Web shall provide the capability to calculate the assistance payment rate for foster care and Kinship Guardianship Assistance Payment.	Yes ☐ No ☐	Vol: Section: Page#:
4882	IR	The CWS/Web shall provide the capability to record the reasons for the negotiated Adoption Assistance Program rate.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Initial Eligibility Determination		
78	IR	The CWS/Web shall provide the capability to track and view the time remaining to complete the eligibility determination.	Yes ☐ No ☐	Vol: Section: Page#:
289	IR	The CWS/Web shall provide the capability to record the negotiated Adoption Assistance Program rate.	Yes ☐ No ☐	Vol: Section: Page#:
300	IR	The CWS/Web shall provide the capability to record the type of eligibility Benefit rate for the child.	Yes ☐ No ☐	Vol: Section: Page#:
360	IR	The CWS/Web shall provide an automated standard process to collect supporting information and to document factors to complete the eligibility applications.	Yes ☐ No ☐	Vol: Section: Page#:
361	IR	The CWS/Web shall provide the capability to indicate what income information is known and the efforts to locate the information used to determine eligibility.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
362	IR	The CWS/Web shall provide the capability to indicate the source of data entered. (e.g. Interview, SAWS).	Yes ☐ No ☐	Vol: Section: Page#:
2174	IR	The CWS/Web shall provide the capability to attach documents with supporting information to the eligibility applications. (e.g. birth certificates, social security cards, court documents).	Yes ☐ No ☐	Vol: Section: Page#:
2479	IR	The CWS/Web shall provide the capability to document a child's special needs for eligibility criteria.	Yes ☐ No ☐	Vol: Section: Page#:
3016	IR	The CWS/Web shall provide the capability to submit the eligibility applications for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3153	IR	The CWS/Web shall provide the capability to submit the eligibility applications for processing.	Yes ☐ No ☐	Vol: Section: Page#:
4764	IR	The Adoption Worker shall be provided with the capability to initiate a foster care application for a child that has been adopted.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4766	IR	The CWS/Web shall have the capability to determine if a child meets the eligibility determination requirements for the foster care program.	Yes ☐ No ☐	Vol: Section: Page#:
4767	IR	The CWS/Web shall have the capability to determine if a child meets the eligibility determination requirements for the Adoption Assistance program.	Yes ☐ No ☐	Vol: Section: Page#:
4768	IR	The CWS/Web shall have the capability to determine if a child meets the eligibility determination requirements for the Kinship Guardianship Assistance Payment Program (KinGAP).	Yes ☐ No ☐	Vol: Section: Page#:
Case Management				
Case Review / Evaluation				
2207	IR	The CWS Worker shall have the capability to view a listing of all letters sent to a person relating to a client.	Yes ☐ No ☐	Vol: Section: Page#:
2208	IR	The CWS Worker shall have the capability to view a listing of all letters received relating to a client.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2795	IR	The CWS/Web shall provide the capability to create a review checklist to be used in documenting CWS Case reviews.	Yes ☐ No ☐	Vol: Section: Page#:
Monitoring Service / Case Plan Services				
142	FR	The CWS/Web shall provide a means for external users (e.g. contract provider) to document the TILP.	Yes ☐ No ☐	Vol: Section: Page#:
149	FR	The CWS Worker shall be provided with the capability to maintain a history of all budgets created by a youth/young adult.	Yes ☐ No ☐	Vol: Section: Page#:
191	FR	The CWS/Web shall provide the capability to guide the Service Provider through the process of completing the progress report.	Yes ☐ No ☐	Vol: Section: Page#:
192	FR	The CWS/Web shall provide the capability to require the Service Provider to enter all mandatory information prior to a report being submitted.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
193	FR	The CWS/Web shall provide the capability to not allow the progress report to be submitted by the Service Provider prior to all mandatory fields having been completed.	Yes ☐ No ☐	Vol: Section: Page#:
194	FR	The CWS/Web shall provide the capability for the Service Provider to record progress of services through on-line submission.	Yes ☐ No ☐	Vol: Section: Page#:
195	FR	The CWS/Web shall provide the capability for the Service Provider to enter text comments and notes relating to client progress with services.	Yes ☐ No ☐	Vol: Section: Page#:
196	FR	The CWS/Web shall provide the capability for the Service Provider to view the status of a previously submitted report by entering a unique identification number.	Yes ☐ No ☐	Vol: Section: Page#:
197	FR	The CWS/Web shall provide the capability to allow the Service Provider to export submitted progress reports.	Yes ☐ No ☐	Vol: Section: Page#:
198	FR	The CWS/Web shall provide the capability to allow the Service Provider to download submitted progress reports.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
199	FR	The CWS/Web shall provide the capability to allow the Service Provider to save submitted progress reports.	Yes ☐ No ☐	Vol: Section: Page#:
200	FR	The CWS/Web shall be provided with the capability to allow the Service Provider to print submitted progress reports.	Yes ☐ No ☐	Vol: Section: Page#:
201	FR	The CWS/Web shall provide the capability to route the progress report to the assigned CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
202	FR	The CWS/Web shall have the capability to attach and save the progress report form in electronic form (to ensure that the system captures the signature).	Yes ☐ No ☐	Vol: Section: Page#:
203	FR	The CWS/Web shall have the capability to allow the Service Provider to acknowledge that the report is correct (potentially sign electronically), upon completion of the report.	Yes ☐ No ☐	Vol: Section: Page#:
204	FR	The CWS/Web shall have the capability to require the Service Provider to verify the progress report is accurate prior to the system being updated and notification sent to the CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
210	IR	The CWS/Web shall capture, track and display the Adoption Agency Id.	Yes ☐ No ☐	Vol: Section: Page#:
232	IR	The CWS/Web shall allow the Adoption Worker to generate an invoice for the Home Study fee.	Yes ☐ No ☐	Vol: Section: Page#:
346	IR	The CWS/Web shall provide the capability to generate Adoption Assistance Program documents prior to placement date.	Yes ☐ No ☐	Vol: Section: Page#:
2733	IR	The CWS Worker shall be provided with the capability to view a history of requests for goods/services for an individual/family submitted for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
2734	IR	The CWS Worker shall be provided with the capability to view the history of disposition of each request for goods/services.	Yes ☐ No ☐	Vol: Section: Page#:
3232	IR	The CWS Worker shall have the capability to monitor a case plan.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3235	IR	The CWS Worker and supervisor shall have the capability to monitor progress of the Concurrent Plan against milestones.	Yes ☐ No ☐	Vol: Section: Page#:
3236	IR	The CWS/Web shall have the capability to display all objectives against the milestones/success criteria identified in the case plan.	Yes ☐ No ☐	Vol: Section: Page#:
3237	IR	The CWS/Web shall provide the capability to display all services against the milestones/success criteria identified in the case plan.	Yes ☐ No ☐	Vol: Section: Page#:
3238	IR	The CWS/Web shall provide the capability for the CWS Worker to display all activities against the milestones/success criteria identified in the case plan.	Yes ☐ No ☐	Vol: Section: Page#:
3242	IR	The CWS/Web shall provide the capability to track and monitor all aspects of the client's (and others associated) progress towards goals of the case plan activities.	Yes ☐ No ☐	Vol: Section: Page#:
3244	IR	The CWS Worker shall be provided with the capability to monitor the status of information associated to a collateral (e.g. background checks).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3281	FR	The CWS/Web shall have the capability to allow external service providers to enter progress reports into the system online.	Yes ☐ No ☐	Vol: Section: Page#:
3282	FR	The CWS/Web shall have the capability to provide a means for authorized contract agencies' users to document contacts with the youth / young adults.	Yes ☐ No ☐	Vol: Section: Page#:
3441	IR	The CWS Worker shall have the ability to modify a request for goods if the request was not authorized because modification is required.	Yes ☐ No ☐	Vol: Section: Page#:
3457	IR	The CWS Worker shall have the ability to view a history of requests for goods submitted for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3458	IR	The CWS Worker shall have the ability to connect the goods requested to the case plan activity if applicable.	Yes ☐ No ☐	Vol: Section: Page#:
3468	IR	The CWS Worker shall have the ability to connect the services requested to the case plan activity if applicable.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3510	IR	The CWS Worker shall have the capability to connect the referral for services to the case plan activity if applicable.	Yes ☐ No ☐	Vol: Section: Page#:
3512	IR	The CWS Worker shall have the capability to record that the service recipient(s) signature is on the release of information form.	Yes ☐ No ☐	Vol: Section: Page#:
3513	IR	The CWS Worker shall have the capability to record the service recipient(s) refusal to sign the release of information form.	Yes ☐ No ☐	Vol: Section: Page#:
3514	IR	The CWS Worker shall have the capability to record the receipt of services through case management activities.	Yes ☐ No ☐	Vol: Section: Page#:
3525	IR	The CWS Worker shall have the capability to connect the voucher to the case plan activity if applicable.	Yes ☐ No ☐	Vol: Section: Page#:
3550	IR	The CWS Worker shall be provided with the capability to enter data relating to the development, monitoring, and update of the case plan.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3551	IR	The CWS/Web shall have the capability to track and monitor all aspects of the client's (and others associated) progress towards goals of the case plan activities.	Yes ☐ No ☐	Vol: Section: Page#:
3582	IR	The CWS Worker shall be provided with the capability to verify services and goods delivery including but not limited to the entry of number of units delivered.	Yes ☐ No ☐	Vol: Section: Page#:
Service / Case Plan				
91	IR	The CWS Worker shall be provided with a standard process to document the CW 25 Supplemental Statement of Facts – Minor Parent as implemented through CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
92	IR	The CWS Worker shall be provided with the capability to comply with the CW 25 Supplemental Statement of Facts – Minor Parent investigation requirements as specified in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
93	IR	The CWS Worker shall be provided with the capability to record if the Minor Parent's statement is founded or unfounded.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
94	IR	The CWS Worker shall be provided with the capability to record if the Minor Parent meets an exemption.	Yes ☐ No ☐	Vol: Section: Page#:
95	IR	The CWS Worker shall be provided with the capability to record if the Minor Parent is able to live independently.	Yes ☐ No ☐	Vol: Section: Page#:
96	IR	The CWS Worker shall be provided with the capability to record if Family Maintenance services will be provided to the Minor Parent.	Yes ☐ No ☐	Vol: Section: Page#:
100	IR	The CWS Worker shall be provided with the capability to create a case using an existing client.	Yes ☐ No ☐	Vol: Section: Page#:
102	IR	The CWS Worker shall have the option to add/modify information in the TILP.	Yes ☐ No ☐	Vol: Section: Page#:
103	IR	The CWS Worker shall be provided with the capability to view ILP services provided to a child after dependency is dismissed (Case is closed).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
104	IR	The CWS Worker shall be provided with the capability to determine eligibility for Independent Living Services (ILS) for a youth.	Yes ☐ No ☐	Vol: Section: Page#:
105	IR	The CWS Worker shall be provided with the capability to record all data elements needed to generate the SOC405A or equivalent form.	Yes ☐ No ☐	Vol: Section: Page#:
106	IR	The CWS Worker shall be provided with the capability to record the services needed for the youth/young adult.	Yes ☐ No ☐	Vol: Section: Page#:
107	IR	The CWS Worker shall be provided with the capability to record Independent Living Services for youth/young adults who are in care.	Yes ☐ No ☐	Vol: Section: Page#:
108	IR	The CWS Worker shall be provided with the capability to record the eligibility of a youth/young adult for assistance after their 24th birthday.	Yes ☐ No ☐	Vol: Section: Page#:
110	IR	The CWS Worker shall be provided with the capability to end date the worker's involvement when the youth/young adult has aged out or has chosen not to continue in Voluntary Services or Transitional Living Services.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
111	IR	The CWS Worker shall have the capability to document data using a nationally recognized life skills assessment tool (e.g., Daniel Memorial Institute Living Assessment for Life Skills, Ansel-Casey Skills Assessment, Phillip Roy Life Skills Curriculum, Community College Foundation of Life Skills Assessment).	Yes ☐ No ☐	Vol: Section: Page#:
112	IR	The CWS Worker shall be provided with the capability to review the Transitional Independent Living Plan.	Yes ☐ No ☐	Vol: Section: Page#:
113	IR	The CWS Worker shall be provided with the capability to update the Transitional Independent Living Plan.	Yes ☐ No ☐	Vol: Section: Page#:
114	IR	The CWS Worker shall be provided with the capability to approve the Transitional Independent Living Plan with appropriate authorization.	Yes ☐ No ☐	Vol: Section: Page#:
115	IR	The CWS Worker shall be provided with the capability to document the participants in the Transitional Independent Living Plan.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
118	FR	The CWS/Web shall provide a means for the ILP Mentor / Mentor family to complete and submit their application on line to become a Mentor family.	Yes ☐ No ☐	Vol: Section: Page#:
119	IR	The CWS/Web shall provide a means for the caregiver to be identified as an ILP Mentor / Mentor family.	Yes ☐ No ☐	Vol: Section: Page#:
120	IR	The CWS Worker shall be provided with the capability to document the ILP Mentor/Mentor families' participation in mentor training.	Yes ☐ No ☐	Vol: Section: Page#:
121	IR	The CWS/Web shall have the capability to provide the CWS Worker and supervisor with a warning if collateral who is identified as an ILP Mentor is under the age of 25.	Yes ☐ No ☐	Vol: Section: Page#:
122	IR	The CWS Supervisor, manager/director shall be provided with the capability to indicate forms requiring modification/correction by the CWS Worker/Supervisor.	Yes ☐ No ☐	Vol: Section: Page#:
123	IR	The CWS/Web shall document that a youth/young adults meet the county-specific age criteria to receive Independent Living services.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
124	IR	The CWS Worker shall be provided with the capability to request a living allowance to youth/young adults.	Yes ☐ No ☐	Vol: Section: Page#:
126	FR	The CWS/Web shall provide a means for a youth / young adult to submit a request for Aftercare Services online.	Yes ☐ No ☐	Vol: Section: Page#:
127	IR	The CWS Worker shall be provided with the capability to document Aftercare Services for youth/young adults.	Yes ☐ No ☐	Vol: Section: Page#:
128	IR	The CWS Worker shall be provided with the capability to extend Aftercare Services to a youth past the youth's/young adult's 24th birthday.	Yes ☐ No ☐	Vol: Section: Page#:
129	IR	The CWS Worker shall be provided with the capability to document administrator/supervisor recommendation regarding the provision of Aftercare services if there is a break in service.	Yes ☐ No ☐	Vol: Section: Page#:
130	IR	The CWS Worker shall be provided with the capability to document Voluntary Services, Transitional Living Services, Transitional Housing placement program and THPP Plus as described in W&IC 11403.2 and 16522.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
131	IR	The CWS Worker shall be provided with the capability to document information related to a request from a client to receive Aftercare Services.	Yes ☐ No ☐	Vol: Section: Page#:
132	IR	The CWS Worker shall be provided with the capability to identify the residence of the youth/young adult client as "Department Approved."	Yes ☐ No ☐	Vol: Section: Page#:
134	IR	The CWS Worker shall be provided with the capability to re-instate Aftercare Services.	Yes ☐ No ☐	Vol: Section: Page#:
136	IR	The CWS Worker shall have the capability to provide voluntary services to a youth/young adult.	Yes ☐ No ☐	Vol: Section: Page#:
137	IR	The CWS/Web shall have the capability to allow a youth/young adult, who is aging out of care to request Voluntary Aftercare Services whether the youth/young adult's case is currently open or closed.	Yes ☐ No ☐	Vol: Section: Page#:
138	IR	The CWS Worker shall be provided with the capability to document a youth/young adult's request for Voluntary Aftercare Services.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
139	IR	The CWS Worker shall be provided with the capability to request monetary or other form of incentive to be paid/provided to the youth/young adult for completing their ILP goals.	Yes ☐ No ☐	Vol: Section: Page#:
140	IR	The CWS Worker shall be provided with the capability to re-open a closed case if the youth/young adult has applied for and met the criteria for Transitional Living Services and Transitional Housing Placement Program.	Yes ☐ No ☐	Vol: Section: Page#:
141	IR	The CWS Worker shall be provided with the capability to create a new voluntary services case using the name of the youth/young adult's name as the case name, if he/she is eligible for Transitional Living Services.	Yes ☐ No ☐	Vol: Section: Page#:
144	IR	The CWS Worker shall be provided with the capability to re-open the closed post-Custody services case if the youth/young adult requests and meets criteria to receive Aftercare Services.	Yes ☐ No ☐	Vol: Section: Page#:
145	IR	The CWS Worker shall be provided with the capability to document letters and notices to the youth/young adults relating to TILP and ILP Services.	Yes ☐ No ☐	Vol: Section: Page#:
146	IR	The CWS Worker shall be provided with the capability to document the required information for the federally mandated Chafee report.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
152	IR	The CWS Worker shall be provided with the capability to document referrals and response from WIA/EDD one-stop centers.	Yes ☐ No ☐	Vol: Section: Page#:
153	IR	The CWS Worker shall be alerted to complete an emancipated youth checklist.	Yes ☐ No ☐	Vol: Section: Page#:
163	IR	The CWS/Web shall allow the generation of reports on ICPC Cases.	Yes ☐ No ☐	Vol: Section: Page#:
164	IR	The CWS Worker shall be provided with the capability to view a history of all status/follow up documents to other states (ICPC 100B).	Yes ☐ No ☐	Vol: Section: Page#:
165	IR	The CWS Worker shall be provided with the capability to record that an ICPC is an adoption or placement request.	Yes ☐ No ☐	Vol: Section: Page#:
167	IR	The CWS Worker shall be provided with the capability to record the date of an ICPC request.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
168	IR	The CWS Worker shall be provided with the capability to open an incoming ICPC Case.	Yes ☐ No ☐	Vol: Section: Page#:
169	IR	The CWS Worker shall be provided with the capability to close an incoming ICPC Case.	Yes ☐ No ☐	Vol: Section: Page#:
170	IR	The CWS Worker shall be provided with the capability to record the type of home study/assessment requested from the ICPC referral.	Yes ☐ No ☐	Vol: Section: Page#:
171	IR	The CWS Worker shall be provided with the capability to record adoption support provisions in Interstate Compact Agreements.	Yes ☐ No ☐	Vol: Section: Page#:
172	IR	The CWS Worker shall be provided with the capability to record adoption support provisions in Interstate Compact for Adoption and Medical Assistance.	Yes ☐ No ☐	Vol: Section: Page#:
173	IR	The CWS Worker shall be provided with the capability to record placements per the Interstate Compact on the Placement of Children.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
175	IR	The CWS/Web shall provide documentation of Title IV-E eligibility, Medicaid and reimbursement status on ICPC forms.	Yes ☐ No ☐	Vol: Section: Page#:
176	IR	The CWS/Web shall capture ICPC agreements for adoption and placement support.	Yes ☐ No ☐	Vol: Section: Page#:
178	IR	The CWS Worker shall be provided with the capability to record an exception to the 60-day timeline for home study completion.	Yes ☐ No ☐	Vol: Section: Page#:
180	IR	The CWS Worker shall be provided with the capability to record, track and report on denials and approvals of home study requests.	Yes ☐ No ☐	Vol: Section: Page#:
181	IR	The CWS/Web shall have the capability for the CWS Worker to request additional information from the sending state.	Yes ☐ No ☐	Vol: Section: Page#:
182	IR	The CWS/Web shall allow the ICPC Liaison to document the type of service requested by the sending state.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
184	IR	The CWS/Web shall collect the data to complete the ICPC 100A and the ICPC 100B, generate and electronically send the forms.	Yes ☐ No ☐	Vol: Section: Page#:
186	IR	The CWS/Web shall have the capability to send requests electronically to the sending state.	Yes ☐ No ☐	Vol: Section: Page#:
187	IR	The CWS Worker shall be provided with the capability to record that in-state placement options were considered prior to outgoing ICPC request.	Yes ☐ No ☐	Vol: Section: Page#:
188	IR	The CWS/Web shall have a selection of standard reporting options for the most current ICPC status reports.	Yes ☐ No ☐	Vol: Section: Page#:
189	IR	The CWS/Web shall allow a supervisor to open a suspended Case with indication of the reason.	Yes ☐ No ☐	Vol: Section: Page#:
190	IR	The CWS/Web shall allow the CWS Worker to open a new case if a child is referred to CWS from probation.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
209	IR	The CWS/Web shall support the documentation of a Set Aside/Vacated Adoption.	Yes ☐ No ☐	Vol: Section: Page#:
211	IR	The CWS Worker shall be provided with the capability to record interagency cooperative Adoption Cases.	Yes ☐ No ☐	Vol: Section: Page#:
212	IR	The CWS/Web shall provide the functionality to manage interagency cooperative Adoption Cases.	Yes ☐ No ☐	Vol: Section: Page#:
215	IR	The CWS/Web shall provide the ability for the worker to enter a new home study that is the result of an ICPC request.	Yes ☐ No ☐	Vol: Section: Page#:
216	IR	The CWS/Web shall enable the population of adoptive child, birth parent and applicant Case information from other CWS processes to the Adoption process, on a per-Case basis.	Yes ☐ No ☐	Vol: Section: Page#:
219	IR	The CWS/Web shall have the ability to assign the designation of prospective adoptive caregiver at any hearing.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
221	IR	The Adoption Worker shall be provided with the capability to view status of relinquished child based on configurable criteria (e.g., by user, group, office, county and State).	Yes ☐ No ☐	Vol: Section: Page#:
222	IR	The Adoption Worker shall be provided the capability to track the status of a relinquished child.	Yes ☐ No ☐	Vol: Section: Page#:
225	IR	The CWS/Web shall allow the Adoption Worker to generate an Adoptability Assessment for the 366.26 Hearing Court Report.	Yes ☐ No ☐	Vol: Section: Page#:
226	IR	The CWS/Web shall have the capability to route the Adoptability Assessment electronically to the worker preparing the 366.26 Hearing Court Report.	Yes ☐ No ☐	Vol: Section: Page#:
227	IR	The CWS/Web shall allow the Adoption Worker to initiate a Home Study to be conducted.	Yes ☐ No ☐	Vol: Section: Page#:
228	IR	The CWS/Web shall have the ability to manage joint Adoptability Assessment information for both child and adoptive caregiver(s).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
230	IR	The CWS/Web shall have the capability to manage joint assessment by Adoption and Licensing workers of foster homes for adoptive placement.	Yes ☐ No ☐	Vol: Section: Page#:
231	IR	The CWS/Web shall have the capability to manage joint Adoptability Assessments by CWS and Adoption Workers.	Yes ☐ No ☐	Vol: Section: Page#:
236	IR	The CWS/Web shall allow the Home Study Worker to leave and return to the Home Study without loss of data.	Yes ☐ No ☐	Vol: Section: Page#:
238	IR	The CWS Worker shall be provided with the capability to waive Home Study fees.	Yes ☐ No ☐	Vol: Section: Page#:
239	IR	The CWS/Web shall allow the Home Study Worker to either use the full or the Abbreviated Home Study form (based on State regulations).	Yes ☐ No ☐	Vol: Section: Page#:
241	IR	The CWS/Web shall record the date that a request for reference was sent and the date that a reference was received as discrete data elements.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
244	IR	The Adoption Worker shall be provided the capability to update a Home Study.	Yes ☐ No ☐	Vol: Section: Page#:
245	IR	The CWS/Web shall provide the ability to record the date that verification of marriage status and divorces was received.	Yes ☐ No ☐	Vol: Section: Page#:
247	IR	The CWS Worker shall be provided with the capability to document that an optional autobiographical information was received from the applicant.	Yes ☐ No ☐	Vol: Section: Page#:
248	IR	The CWS Worker shall be provided with the capability to record that financial information was received.	Yes ☐ No ☐	Vol: Section: Page#:
249	IR	The CWS/Web shall have the capability to record the receipt of employment history gathered as part of the Adoption Case reminder checklist.	Yes ☐ No ☐	Vol: Section: Page#:
250	IR	The CWS/Web shall provide functionality for the consolidated comprehensive Home Study process developed per W&IC 16518.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
252	IR	The CWS/Web shall allow the creation of a "court ordered" adoptive placement without the existence of an "approved" adoption Home Study.	Yes ☐ No ☐	Vol: Section: Page#:
253	IR	The Adoption Worker shall have the capability to record the progress of the stepparent investigation.	Yes ☐ No ☐	Vol: Section: Page#:
254	IR	The Adoption Worker shall have the capability to record the outcome of the stepparent investigation.	Yes ☐ No ☐	Vol: Section: Page#:
256	IR	The CWS/Web shall have the capability to report on stepparent adoptions.	Yes ☐ No ☐	Vol: Section: Page#:
257	IR	The Adoption Worker shall have the capability to enter Relinquishment information.	Yes ☐ No ☐	Vol: Section: Page#:
259	IR	The CWS/Web shall not allow an Adoption to be recorded as finalized if there is an outstanding appeal.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
261	IR	The CWS/Web shall be able to generate a tickler 15 days after the child has been Legally Freed to begin home finding activities (e.g. photo listing).	Yes ☐ No ☐	Vol: Section: Page#:
262	IR	The CWS/Web shall have the capability to attach the acknowledgement/confirmation to the Adoption Case.	Yes ☐ No ☐	Vol: Section: Page#:
264	IR	The CWS/Web shall have a mechanism to notify the Adoption Worker if new candidate adoptive caregivers have been identified.	Yes ☐ No ☐	Vol: Section: Page#:
266	IR	The CWS/Web shall have the capability to enforce that the AD 558 is sent to the CDSS within 15 days of the adoptive placement.	Yes ☐ No ☐	Vol: Section: Page#:
267	IR	The CWS/Web shall allow the Adoption Worker to initiate Post-Placement Supervision.	Yes ☐ No ☐	Vol: Section: Page#:
268	IR	The Adoption Worker shall be provided the capability to display critical dates (e.g., upcoming deadlines and hearings).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
274	IR	The CWS/Web shall allow the Adoption Worker to identify a disrupted adoptive placement.	Yes ☐ No ☐	Vol: Section: Page#:
278	FR	The CWS/Web shall have the capability for private adoption agencies to enter all information needed for the AD 42R Form and AFCARS fields.	Yes ☐ No ☐	Vol: Section: Page#:
279	IR	The CWS/Web shall maintain all the data fields necessary to complete the AD 42R.	Yes ☐ No ☐	Vol: Section: Page#:
283	IR	The CWS/Web shall provide reason why Case cannot be finalized (error notification).	Yes ☐ No ☐	Vol: Section: Page#:
284	IR	The CWS Worker shall be notified that the case has finalized and initiate a reminder to terminate juvenile court jurisdiction.	Yes ☐ No ☐	Vol: Section: Page#:
325	IR	The CWS/Web shall provide the capability to record a justification for a requested Adoption Assistance Program rate change.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
334	IR	The Adoption Worker shall have the capability to search for background information requested.	Yes ☐ No ☐	Vol: Section: Page#:
337	IR	The Adoption Worker shall be provided with the capability to record a request for Reunion.	Yes ☐ No ☐	Vol: Section: Page#:
338	IR	The CWS/Web shall have the capability to notify the Adoption Worker when all parties have sent waivers/consent forms and Contact information can be disclosed.	Yes ☐ No ☐	Vol: Section: Page#:
339	IR	The CWS/Web shall provide the ability to record that waivers of confidentiality have been completed by the adoptee.	Yes ☐ No ☐	Vol: Section: Page#:
340	IR	The CWS/Web shall provide the ability to record that waivers of confidentiality have been completed by the birth parents.	Yes ☐ No ☐	Vol: Section: Page#:
341	IR	The CWS/Web shall provide the ability to record that the child's siblings have completed waivers of confidentiality.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
342	IR	The CWS/Web shall provide the ability to record post-adoption sibling Contacts.	Yes ☐ No ☐	Vol: Section: Page#:
348	IR	The CWS/Web shall allow the Adoption Worker to initiate post adoption services.	Yes ☐ No ☐	Vol: Section: Page#:
349	IR	The CWS/Web shall provide a trigger to display adoption Cases for children that turn 18.	Yes ☐ No ☐	Vol: Section: Page#:
352	IR	The CWS/Web shall have the capability to record any post adoptive Contact agreement.	Yes ☐ No ☐	Vol: Section: Page#:
353	IR	The CWS/Web shall have the capability to record the receipt of a request to revoke or rescind a Relinquishment.	Yes ☐ No ☐	Vol: Section: Page#:
354	IR	The CWS/Web shall have the capability to indicate the status of a relinquishment revocation or Relinquishment rescission at any time.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
355	IR	The CWS/Web shall have the capability to change the status a Relinquishment and restore parental rights.	Yes ☐ No ☐	Vol: Section: Page#:
359	IR	The CWS/Web shall allow the adoptions worker to enter the date, hour, and location when the child was returned to the parent.	Yes ☐ No ☐	Vol: Section: Page#:
446	FR	The CWS/Web shall guide the Home Study Provider through the process of completing the Home Study Report.	Yes ☐ No ☐	Vol: Section: Page#:
450	FR	The CWS/Web shall provide a standard process to guide the completion of the Home Study forms.	Yes ☐ No ☐	Vol: Section: Page#:
451	FR	The CWS/Web shall allow the Home Study Provider to enter free text comments.	Yes ☐ No ☐	Vol: Section: Page#:
453	FR	The CWS/Web shall allow the Home Study Provider to download, save or print out submitted Home Study Reports.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
457	FR	The CWS/Web shall enable an authorized Home Study Provider to log on and input identification information.	Yes ☐ No ☐	Vol: Section: Page#:
694	IR	The CWS/Web shall have the capability to allow the lifelong connection person to maintain contact information in the system.	Yes ☐ No ☐	Vol: Section: Page#:
700	IR	The CWS/Web shall have the capability to report on the search for persons of significant relation to the child (e.g., relatives, NREFMs, lifelong connections).	Yes ☐ No ☐	Vol: Section: Page#:
728	IR	The CWS/Web shall have the capability to provide tracking and reporting of Concurrent Planning prognosis, track outcomes and compare to prognosis.	Yes ☐ No ☐	Vol: Section: Page#:
2070	IR	The CWS/Web shall provide the capability to record Contact note attributes (e.g., Contact note creator ID, date and time, activity, location, text, specified entity ID, and type of services) related to the note.	Yes ☐ No ☐	Vol: Section: Page#:
2079	IR	The CWS Supervisor shall be provided with the capability to multi-select items for approval for multiple children.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2080	IR	The CWS Worker shall be provided with the capability to choose from the recommended services, those that best meet the client's needs.	Yes ☐ No ☐	Vol: Section: Page#:
2081	IR	The CWS Worker shall be provided with the capability to select multiple objectives or multiple clients.	Yes ☐ No ☐	Vol: Section: Page#:
2082	IR	The CWS Worker shall be provided with the capability to select multiple services for multiple clients.	Yes ☐ No ☐	Vol: Section: Page#:
2083	IR	The CWS Worker shall be provided with the capability to select multiple activities for multiple clients.	Yes ☐ No ☐	Vol: Section: Page#:
2084	IR	The CWS Worker shall be provided with the capability to select services for a single client.	Yes ☐ No ☐	Vol: Section: Page#:
2085	IR	The CWS Worker shall be provided with the capability to select multiple forms to include in the Case Plan.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2086	IR	The CWS Worker shall be provided with the capability to select information for development of a Case Plan from an existing Case Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2087	IR	The CWS Worker shall be provided with the capability to select specified profiles from within an open Referral, a closed Referral, and a Case summary.	Yes ☐ No ☐	Vol: Section: Page#:
2088	IR	The CWS Worker shall be provided with the capability to select specified profiles from within an open referral, a closed referral, and a case.	Yes ☐ No ☐	Vol: Section: Page#:
2089	IR	The CWS Worker shall be provided with the capability to select specific areas of data to be displayed in the Contact Notes report.	Yes ☐ No ☐	Vol: Section: Page#:
2092	IR	The CWS/Web shall have the capability to capture the Data to complete the ICPC standard forms to report placement progress.	Yes ☐ No ☐	Vol: Section: Page#:
2094	IR	The CWS Worker shall be provided the capability to select specific placement episodes for children from their placement history.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2095	IR	The Adoption Worker shall have the option to select criteria (e.g. age, behavioral needs) for the search for matching families.	Yes ☐ No ☐	Vol: Section: Page#:
2097	IR	The CWS Worker shall be provided with the capability to select applicable listing of resources of Service Providers to print.	Yes ☐ No ☐	Vol: Section: Page#:
2099	IR	The CWS Worker shall be provided with the capability to select services for multiple clients associated to a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2100	IR	The CWS Worker shall be provided with the capability to document any special considerations/rationales, for selecting a preferred Service Provider using pre-defined options.	Yes ☐ No ☐	Vol: Section: Page#:
2101	IR	The CWS Worker shall be provided with the capability to choose from the goods available through a Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
2121	IR	The CWS/Web shall provide the capability to allow storing of the signed placement agreements in the system.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2127	IR	The CWS Worker shall be provided with the capability to view a summary of any Case displayed and allow to drill down.	Yes ☐ No ☐	Vol: Section: Page#:
2141	IR	The Adoption Worker shall have the capability to associate scanned documents to a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2142	IR	The CWS/Web shall have the capability for the Home Study Worker to attach documents to the Home Study.	Yes ☐ No ☐	Vol: Section: Page#:
2144	IR	The CWS Worker shall be provided with the capability to associate electronic documents received from the Department of Justice, containing any criminal history for an individual to a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2146	IR	The CWS/Web shall have the capability to receive background check information electronically.	Yes ☐ No ☐	Vol: Section: Page#:
2147	IR	The CWS Worker shall be provided with the capability to associate background check results to a person.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2148	IR	The CWS Worker shall be provided with the capability to associate background check results to a Referral /Case.	Yes ☐ No ☐	Vol: Section: Page#:
2149	IR	The CWS/Web shall provide the capability to identify and match services to meet the client's case plan needs/objectives.	Yes ☐ No ☐	Vol: Section: Page#:
2150	IR	The CWS Worker shall be provided with the capability to link a case plan to the sustained petition allegations.	Yes ☐ No ☐	Vol: Section: Page#:
2151	IR	The CWS Worker shall be provided with the capability to establish a concurrent case plan (e.g. tasks, timelines, and milestones related to Case goals and objectives).	Yes ☐ No ☐	Vol: Section: Page#:
2152	IR	The CWS Worker shall be provided with the capability to link/associate a case plan to the sustained petition instead of the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2153	IR	The CWS Worker shall be provided with the capability to associate petitions to case plans.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2154	IR	The CWS Worker shall be provided with the capability to associate court reports to case plans.	Yes ☐ No ☐	Vol: Section: Page#:
2158	IR	The CWS/Web shall track associated birth parent information.	Yes ☐ No ☐	Vol: Section: Page#:
2159	IR	The CWS Worker shall be provided with the capability to associate a collateral to a client based on the relationship.	Yes ☐ No ☐	Vol: Section: Page#:
2160	IR	The CWS/Web shall provide the capability to require that contact notes associate to at least one entity (e.g., a client, a provider, a Case, a license, a Referral, or a facility complaint).	Yes ☐ No ☐	Vol: Section: Page#:
2175	IR	The CWS/Web shall allow the CWS Worker to attach documents such as police or medical reports to the ICPC Progress Report.	Yes ☐ No ☐	Vol: Section: Page#:
2177	IR	The CWS Worker shall have the ability to view, associate to other documents in the case, and print any letter associated to a client.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2178	IR	The CWS Worker shall be provided with the capability to associate a client to a scheduled meeting.	Yes ☐ No ☐	Vol: Section: Page#:
2179	IR	The CWS Worker shall be provided with the capability to match a child with a placement in the pool of placement facilities based on the child's needs.	Yes ☐ No ☐	Vol: Section: Page#:
2180	IR	The CWS/Web shall have the capability to display an overview of all previously collected information relevant for placement of the child (e.g., address information, language, ethnicity, and family tree diagram), based on existing information.	Yes ☐ No ☐	Vol: Section: Page#:
2181	IR	The CWS Worker shall be provided with the capability to attach forms to the relative/NREFM assessment (e.g., fingerprints, letter by relative relating to prior criminal acts, and relative personal references).	Yes ☐ No ☐	Vol: Section: Page#:
2185	IR	The CWS Worker shall be provided with the capability to link any service(s) offered to the recipient(s) of the service.	Yes ☐ No ☐	Vol: Section: Page#:
2186	IR	The CWS Worker shall be provided with the capability to attach documentation (e.g. case summary) to a request for services.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2191	IR	The CWS Worker shall be provided with the capability to view details relating to all forms sent (e.g., via mail, fax, hand delivery, email, or other electronic means).	Yes ☐ No ☐	Vol: Section: Page#:
2195	IR	The CWS/Web shall track a Home Study by specific type (e.g. Concurrent Planning).	Yes ☐ No ☐	Vol: Section: Page#:
2203	IR	The CWS Worker shall be provided with the capability to view a history of ICPC requests made in a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2205	IR	The CWS Worker shall be provided with the capability to view history of all previous Life Skills Assessments documented in the system for the youth / young adult.	Yes ☐ No ☐	Vol: Section: Page#:
2211	IR	The CWS Worker shall be provided with the capability to view a chronological history of a child's individual placement entry and exits.	Yes ☐ No ☐	Vol: Section: Page#:
2212	IR	The CWS/Web shall provide the capability to display a chronological history of events of a particular type (e.g., placement).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2213	IR	The CWS/Web shall provide the capability to track different episodes of post-adoption out-of home placements.	Yes ☐ No ☐	Vol: Section: Page#:
2243	IR	The Adoption Worker shall be notified if information is needed to generate the AD 512 form.	Yes ☐ No ☐	Vol: Section: Page#:
2244	IR	The Adoption Worker shall be notified if information is needed to generate the AD 67 and AD 67A forms.	Yes ☐ No ☐	Vol: Section: Page#:
2246	IR	The Adoption Worker shall be notified if information is needed to complete an AD 4320 form (AAP Agreement).	Yes ☐ No ☐	Vol: Section: Page#:
2248	IR	The Adoption Worker shall be notified if information is needed to complete an AD 558 form.	Yes ☐ No ☐	Vol: Section: Page#:
2257	IR	The CWS/Web shall provide the CWS Worker the capability, based on role, to print the entire Case with option to selectively redact information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2259	IR	Authorized CWS Workers shall have the capability to print information from a sealed record.	Yes ☐ No ☐	Vol: Section: Page#:
2260	IR	The CWS/Web shall allow the Home Study Worker to display and print out the Home study document checklist.	Yes ☐ No ☐	Vol: Section: Page#:
2261	IR	The CWS/Web shall provide the Adoption Worker with a checklist for the visit and allow the Adoption worker to print the checklist.	Yes ☐ No ☐	Vol: Section: Page#:
2263	IR	The CWS/Web shall provide the capability to generate requests for Child Abuse background checks from other states/territories.	Yes ☐ No ☐	Vol: Section: Page#:
2264	IR	The CWS Worker shall be provided with the capability to generate release of Information forms for all case plan participants.	Yes ☐ No ☐	Vol: Section: Page#:
2265	IR	The CWS Worker shall be provided with the capability to print the case plan by client.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2266	IR	The CWS Worker shall be provided with the capability to print a case plan at any point during development.	Yes ☐ No ☐	Vol: Section: Page#:
2267	IR	The CWS Worker shall be provided with the capability to arrange the order of compiled documents to be printed with the case plan.	Yes ☐ No ☐	Vol: Section: Page#:
2268	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to select sections of the case plan to omit from the final printed form to be sent to select audiences (e.g., caregiver, Service Provider, and child).	Yes ☐ No ☐	Vol: Section: Page#:
2269	IR	The CWS Worker shall be provided with the capability to separately print a visitation plan by each participant and child's caregiver.	Yes ☐ No ☐	Vol: Section: Page#:
2270	IR	The CWS Worker shall be provided with the capability to print Contact notes/comment fields using specified selection criteria (e.g., entity ID, type, activity, CWS Worker, create date, and activity date).	Yes ☐ No ☐	Vol: Section: Page#:
2271	IR	The CWS Worker shall be provided with the capability to print redacted Contact notes/comment fields.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2277	IR	The CWS/Web shall provide the CWS workers with the capability to print out a listing of relevant services and Service Providers in the geographical area of caregivers/clients.	Yes ☐ No ☐	Vol: Section: Page#:
2279	IR	The CWS/Web shall provide the capability to report on case plan milestones missed by a participant.	Yes ☐ No ☐	Vol: Section: Page#:
2280	IR	The CWS/Web shall have the capability to report on case plan milestones achieved by a participant.	Yes ☐ No ☐	Vol: Section: Page#:
2288	IR	The CWS/Web shall store an electronic copy of each sent ICPC report.	Yes ☐ No ☐	Vol: Section: Page#:
2290	IR	The CWS/Web shall provide the capability to save adoptive placement agreements.	Yes ☐ No ☐	Vol: Section: Page#:
2294	IR	The CWS Worker shall be provided with the capability to initiate a search of out of state criminal registries in accordance to PL 109-248 (Adam Walsh Child Protection and Safety Act of 2006).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2303	IR	The CWS Worker shall be provided the capability to view available and approved placement options based on different matching parameters (e.g., family relationship, location, school district, language, cultural/religious affiliation, sibling placements, special needs of child).	Yes ☐ No ☐	Vol: Section: Page#:
2304	IR	The CWS Worker shall be provided with the capability to change the weighting criteria for placement consideration.	Yes ☐ No ☐	Vol: Section: Page#:
2305	IR	The CWS Worker shall be provided with the capability to perform a criteria-based matching of children to placement, using criteria such as the child's gender, age, and special needs.	Yes ☐ No ☐	Vol: Section: Page#:
2306	IR	The CWS Worker shall be provided with the capability to perform criteria-based matching of children to all home types.	Yes ☐ No ☐	Vol: Section: Page#:
2307	IR	The CWS/Web shall provide the capability to search the available group of adoptive families and match the facilities with the child’s needs.	Yes ☐ No ☐	Vol: Section: Page#:
2309	IR	The CWS/Web shall have the capability to automatically perform placement searches until there is a match or the status of a child changes.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2310	IR	The CWS/Web shall provide the capability to allow for the display of non-qualifying families in the search.	Yes ☐ No ☐	Vol: Section: Page#:
2311	IR	The CWS/Web shall have the capability to display all available homes for a child.	Yes ☐ No ☐	Vol: Section: Page#:
2312	IR	The CWS/Web shall allow the Adoption Worker to retrieve a listing of the prospective adoptive families and the associate scores/profiles.	Yes ☐ No ☐	Vol: Section: Page#:
2313	IR	The CWS/Web shall provide the capability to match a child with a placement from the available pool of placement facilities based on the child's needs.	Yes ☐ No ☐	Vol: Section: Page#:
2314	IR	The CWS/Web shall have the capability to display available and approved placement options based on different matching parameters.	Yes ☐ No ☐	Vol: Section: Page#:
2315	IR	The CWS/Web shall have the capability to allow the Adoption Worker to change the weighting criteria (e.g. age, behavioral needs) to match the child with an adoptive family.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2316	IR	The CWS/Web shall provide the capability of performing criteria-based matching of children to placement alternatives with regard to the child's sex, age and special needs.	Yes ☐ No ☐	Vol: Section: Page#:
2317	IR	The CWS/Web shall have the capability to display a list of potential adoptive homes.	Yes ☐ No ☐	Vol: Section: Page#:
2318	IR	The CWS/Web shall allow the Adoption Worker to initiate the matching process and match a child with potential adoptive families.	Yes ☐ No ☐	Vol: Section: Page#:
2319	IR	The CWS Worker shall be provided with the capability to search for services (e.g. by zip code, by county, by category, and by region).	Yes ☐ No ☐	Vol: Section: Page#:
2320	IR	The CWS Worker shall have the ability to search based upon predefined parameters to select a Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
2329	IR	The CWS Worker shall be provided with the capability to sort Contact notes/comment fields (e.g. by date, category, and person).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2333	IR	The CWS Worker shall be provided with the capability to sort by type of Contact, for reports on the time elapsed until the first in-person Contact.	Yes ☐ No ☐	Vol: Section: Page#:
2349	IR	The CWS/Web shall provide the capability to allow for electronic signature of the placement agreement.	Yes ☐ No ☐	Vol: Section: Page#:
2350	IR	The CWS Supervisor shall be provided with the capability to indicate approval of court reports via an electronic signature.	Yes ☐ No ☐	Vol: Section: Page#:
2368	IR	The CWS Worker shall be provided with the capability to update demographic information on each individual/organization identified in the Referral/Case.	Yes ☐ No ☐	Vol: Section: Page#:
2372	IR	The CWS Worker shall be provided with the capability to record that a Case is "highly confidential/sensitive."	Yes ☐ No ☐	Vol: Section: Page#:
2375	IR	The CWS Worker shall be provided with the capability to view a historical listing of all saved versions of documents, forms, reports and letters associated to a child's Case.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2376	IR	The CWS Worker shall be provided with the capability to record information about entities (e.g., clients, Referrals, pilot project cases, service providers) participating in special projects.	Yes ☐ No ☐	Vol: Section: Page#:
2377	IR	The CWS/Web shall have the capability to allow the CWS Worker to record the date of Case closure.	Yes ☐ No ☐	Vol: Section: Page#:
2378	IR	The CWS/Web shall have the capability to allow the CWS Worker to record the reason for Case closure.	Yes ☐ No ☐	Vol: Section: Page#:
2379	IR	The CWS Worker shall be provided with the capability to record the closure information for a Non-CWS child Case in discrete data elements.	Yes ☐ No ☐	Vol: Section: Page#:
2380	IR	The CWS/Web shall enable the input of data into a child's case.	Yes ☐ No ☐	Vol: Section: Page#:
2382	IR	The CWS Worker shall be provided with the capability to record a shared responsibility plan as specified in W&IC Section 16501.25.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2383	IR	The CWS Worker shall be provided with the capability to generate a shared responsibility plan.	Yes ☐ No ☐	Vol: Section: Page#:
2384	IR	The CWS Worker shall be provided with the capability to view a history of all pertinent dates associated with the release process.	Yes ☐ No ☐	Vol: Section: Page#:
2385	IR	The CWS Worker shall be provided with the capability to view the history of all pertinent dates associated with the re-opening of a suspended Case.	Yes ☐ No ☐	Vol: Section: Page#:
2387	IR	The CWS/Web shall be able to record the fact that the Case is closed, and the date of closure as part of the reminder checklist.	Yes ☐ No ☐	Vol: Section: Page#:
2395	IR	The CWS/Web shall have the capability to display which county, the region within county, and the address if a CWS Worker enters a zip code or address.	Yes ☐ No ☐	Vol: Section: Page#:
2396	IR	The CWS/Web shall provide the capability to enter, store and update prisoner information (e.g. prisoner number, name, mailing address, contact person, phone number, treatment programs offered).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2400	IR	The CWS Worker shall be provided with the capability to record Termination of Parental Rights information on behalf of a client.	Yes ☐ No ☐	Vol: Section: Page#:
2402	IR	The CWS/Web shall provide the capability to record whether a child is determined to be adoptable or not as a result of the adoptability assessment(s).	Yes ☐ No ☐	Vol: Section: Page#:
2406	IR	The CWS/Web shall allow for assigning an external adoption agency and documenting Contact information.	Yes ☐ No ☐	Vol: Section: Page#:
2409	IR	The CWS/Web shall enable the maintenance of potential adoptive applicants' demographic information as discrete data fields.	Yes ☐ No ☐	Vol: Section: Page#:
2411	IR	The Adoption Worker shall have the capability to modify information for the AD 90 form.	Yes ☐ No ☐	Vol: Section: Page#:
2412	IR	The Adoption Worker shall have the capability to modify information for the AD 551A form.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2413	IR	The CWS/Web shall have the capability to display the AD 90 form to the CDSS Adoption Support Unit Staff for review.	Yes ☐ No ☐	Vol: Section: Page#:
2414	IR	The Adoption Worker shall have the capability to modify information for the AD 67 and AD 67A forms.	Yes ☐ No ☐	Vol: Section: Page#:
2415	IR	The Adoption Worker shall have the capability to modify information for the child's adoptability assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2416	IR	The Adoption Worker shall have the capability to modify information for the AD 907 form.	Yes ☐ No ☐	Vol: Section: Page#:
2417	IR	The Adoption Worker shall have the capability to modify information for the AD 4320 form.	Yes ☐ No ☐	Vol: Section: Page#:
2418	IR	The Adoption Worker shall have the capability to modify information for the AAP 4 form.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2419	IR	The Adoption Worker shall have the capability to modify information for the AD 558 form.	Yes ☐ No ☐	Vol: Section: Page#:
2422	IR	The CWS Worker shall be provided with the capability to generate the AD 508 form (when Relinquishment was filed with CDSS).	Yes ☐ No ☐	Vol: Section: Page#:
2423	IR	The CWS Worker shall be provided with the capability to generate the AD 4317 form (when Relinquishment was not filed with CDSS).	Yes ☐ No ☐	Vol: Section: Page#:
2424	FR	The CWS/Web shall have the capability to generate a letter to the prospective applicant with information on the next orientation meetings (e.g. date, time, location).	Yes ☐ No ☐	Vol: Section: Page#:
2425	IR	The CWS Worker shall be provided with the capability to generate a letter to the adoption applicant to confirm that a complete application has been received.	Yes ☐ No ☐	Vol: Section: Page#:
2427	IR	The CWS Worker shall be provided with the capability to indicate if a child residing in the foster home has been adopted.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2443	IR	The CWS Worker shall be provided with the capability to view a summary of members in the family for whom a background check has been completed and is recorded in the system.	Yes ☐ No ☐	Vol: Section: Page#:
2445	IR	The CWS Worker shall be provided with the capability to record background check results.	Yes ☐ No ☐	Vol: Section: Page#:
2446	IR	The CWS Worker shall be provided with the capability to record that the background check results were received including date of the receipt.	Yes ☐ No ☐	Vol: Section: Page#:
2447	IR	The CWS Worker shall be provided with the capability to record if another state does not maintain a child abuse registry.	Yes ☐ No ☐	Vol: Section: Page#:
2448	IR	The CWS Worker shall be provided with the capability to record if another state does not maintain a criminal registry.	Yes ☐ No ☐	Vol: Section: Page#:
2449	IR	The CWS/Web shall provide the capability to record the date a response was received for a criminal record check, CAI (Child Abuse Index) and optional DMV information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2450	IR	The CWS/Web shall provide the capability to record a request for background information in the system.	Yes ☐ No ☐	Vol: Section: Page#:
2451	IR	The CWS Worker shall have the capability to indicate the reason a criminal record exemption is either granted or denied.	Yes ☐ No ☐	Vol: Section: Page#:
2459	IR	The CWS Worker shall be provided with the capability to enter information/notes to a Case at any point in time.	Yes ☐ No ☐	Vol: Section: Page#:
2460	IR	The CWS Worker shall be provided with the capability to create a case plan for a sibling group.	Yes ☐ No ☐	Vol: Section: Page#:
2461	IR	The CWS Worker shall be provided with the capability to view the case plan by individual.	Yes ☐ No ☐	Vol: Section: Page#:
2462	IR	The CWS Worker shall be provided with the capability to enter information (e.g. signature dates, approvals, reasons for refusal) regarding the case plan.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2463	IR	The CWS Worker shall be provided with the capability to record a description of appropriateness for planned services as specified in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
2464	IR	The CWS Worker shall be provided with the capability to record family strengths for each family member, as specified in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
2465	IR	The CWS Worker shall be provided with the capability to record contributing factors for each family member, as specified in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
2466	IR	The CWS Worker shall be provided with the capability to record family intervention reasons as specified in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
2467	IR	The CWS Worker shall be provided with the capability to create a case plan for a single client.	Yes ☐ No ☐	Vol: Section: Page#:
2468	IR	The CWS Worker shall be provided with the capability to create a single case plan for more than one client.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2469	IR	The CWS Worker shall be provided with the capability to record a case plan for an individual and families (e.g., issues needing to be addressed, significant activities to be completed and by whom, dates and time frames for referral, initiation and completion, outcomes for services provided, reasonable efforts to prevent placement within acceptable timeframes, reasonable efforts to finalize the permanency plan, aggravated circumstances that prevent child's release to parent, primary and optional alternate permanency planning goals, reunification assessments).	Yes ☐ No ☐	Vol: Section: Page#:
2470	IR	The CWS Worker shall be provided with the capability to record visitation plan information (e.g., who is authorized to visit a child, when visits occur, where visits occur, length of visits, other conditions, whether the visit was supervised or unsupervised).	Yes ☐ No ☐	Vol: Section: Page#:
2471	IR	The CWS Worker shall be provided with the capability to record delivery of services to a client (e.g., provider data, mental health, medical, educational, counseling and nonresidential services; completion dates; reports of observable and sustainable changes in behavior; childcare; service period start and end dates) for any person related to a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2472	IR	The CWS Worker shall be provided with the capability to indicate reasons for failure to meet objectives.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2473	IR	The CWS Worker and supervisor shall have the capability, when viewing concurrent plan milestones, to make adjustments to the concurrent plan in collaboration with any assigned secondary worker (s).	Yes ☐ No ☐	Vol: Section: Page#:
2474	IR	The CWS/Web shall provide the CWS Worker with a list of standardized status indications (e.g. on track, failed, complete).	Yes ☐ No ☐	Vol: Section: Page#:
2475	IR	The CWS/Web shall bring forward previous Case goals and plans as a basis for an updated case plan.	Yes ☐ No ☐	Vol: Section: Page#:
2476	IR	The CWS Worker shall be provided with the capability to make changes and additions to the data that was brought forward.	Yes ☐ No ☐	Vol: Section: Page#:
2477	IR	The CWS Worker shall be provided with the capability to enter data relating to the development, monitoring, and update of the case plan.	Yes ☐ No ☐	Vol: Section: Page#:
2478	IR	The CWS/Web shall provide the ability for a worker to develop and update a Case-specific concurrent plan.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2480	IR	The CWS/Web shall have the capability to allow the CWS Worker to document the risk factors and potential conditions associated with the identified risks, as determined by a physician, therapist, or Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
2481	IR	The CWS Worker shall be provided with the capability to document when the child/youth develops symptoms connected to the identified risks.	Yes ☐ No ☐	Vol: Section: Page#:
2482	IR	The CWS/Web shall provide the capability to generate letters to all participants regarding terms and conditions of services provided.	Yes ☐ No ☐	Vol: Section: Page#:
2483	IR	The CWS Worker shall be provided with the capability to view a Case/Referral summary profile.	Yes ☐ No ☐	Vol: Section: Page#:
2490	IR	The CWS Worker shall be provided with the capability to record a child's medical/dental/psychological health profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2491	IR	The CWS Worker shall be provided with the capability to record a child's education profile information in compliance with CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2492	IR	The CWS Worker shall be provided with the capability to view a child's education profile information in compliance with CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
2493	IR	The CWS Worker shall be provided with the capability to view selected forms, reports and letters from the client's document historical view.	Yes ☐ No ☐	Vol: Section: Page#:
2494	FR	The CWS/Web shall provide the capability for caregivers to submit information relating to the Health and Education Passport, sibling contact/visitation efforts, parental visits, and other updates and reports electronically.	Yes ☐ No ☐	Vol: Section: Page#:
2497	IR	The CWS Worker shall be provided with the capability to record the collateral profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2498	IR	The CWS Worker shall be provided with the capability to view the collateral profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2503	IR	The CWS Worker shall be provided with the capability to indicate specific tasks for which other agencies are responsible.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2504	IR	The CWS Worker shall be provided with the capability to document information about a collateral (e.g., background checks and income source).	Yes ☐ No ☐	Vol: Section: Page#:
2509	IR	The CWS Worker shall be provided with the capability to view the schedule of mandated Contacts for a client.	Yes ☐ No ☐	Vol: Section: Page#:
2511	IR	The CWS Worker shall be provided with the capability to view Contact profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2513	IR	The CWS/Web shall provide the capability to display all Contacts.	Yes ☐ No ☐	Vol: Section: Page#:
2575	IR	The CWS Worker shall be provided with the capability to record the Contact information of the worker assigned to provide service.	Yes ☐ No ☐	Vol: Section: Page#:
2576	IR	The CWS Worker shall be provided with the capability to record an out of state Contact for any ICPC children.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2577	IR	The CWS/Web shall allow the CWS Worker to add additional notes and comments to the ICPC report.	Yes ☐ No ☐	Vol: Section: Page#:
2589	IR	The CWS Worker shall be provided with the capability to document the Life Skills Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2590	IR	The CWS Worker shall be provided with the capability to create/generate the ILP Assessment per CDSS Policy.	Yes ☐ No ☐	Vol: Section: Page#:
2591	IR	The CWS Worker shall be provided with the capability to document that the youth/young adult has received referrals to community resources, as needed for the W&IC 391 Hearing.	Yes ☐ No ☐	Vol: Section: Page#:
2592	IR	The CWS Worker shall be provided with the capability to document that the youth/young adult has been informed about resources available to them, as needed for the W&IC 391 Hearing.	Yes ☐ No ☐	Vol: Section: Page#:
2594	IR	The CWS Worker shall be provided with the capability to document a job-training plan as part of the TILP for a youth/young adult.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2595	IR	The CWS Worker shall be provided with the capability to document an educational plan or goal as part of the TILP for a youth/young adult.	Yes ☐ No ☐	Vol: Section: Page#:
2596	IR	The CWS Worker shall be provided with the capability to document if the youth/young adult client is enrolled in a post-secondary educational program.	Yes ☐ No ☐	Vol: Section: Page#:
2597	IR	The CWS Worker shall be provided with the capability to document that the youth/young adult client is no longer attending a post-secondary educational program, and why.	Yes ☐ No ☐	Vol: Section: Page#:
2598	IR	The CWS Worker shall be provided with the capability to indicate youth/young adults are receiving Aftercare Services and payments.	Yes ☐ No ☐	Vol: Section: Page#:
2599	IR	The CWS Worker shall be provided with the capability to discontinue or end date Aftercare Services.	Yes ☐ No ☐	Vol: Section: Page#:
2600	IR	The CWS Worker shall be provided with the capability to document the Voluntary Services Agreement.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2601	IR	The CWS Worker shall be provided with the capability to update the Voluntary Services Agreement.	Yes ☐ No ☐	Vol: Section: Page#:
2602	IR	The CWS Worker shall be provided with the capability to document a youth/young adult's eligibility for Transitional Living Services.	Yes ☐ No ☐	Vol: Section: Page#:
2603	IR	The CWS Worker shall be provided with the capability to document a youth/young adult's eligibility for Transitional Housing Placement Program.	Yes ☐ No ☐	Vol: Section: Page#:
2604	IR	The CWS Worker shall be provided with the capability to document the TILP.	Yes ☐ No ☐	Vol: Section: Page#:
2605	IR	The CWS Worker shall be provided with the capability to generate a letter that contains the amounts and billing instructions that will be provided to the post-secondary institution (for the purpose of tuition payment), and a copy sent to the student.	Yes ☐ No ☐	Vol: Section: Page#:
2606	IR	The CWS Worker shall be provided with the capability to document and print the youth/young adults Voluntary Service Agreement.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2607	IR	The CWS Worker shall be provided with the capability to document and print the youth/young adult's Transitional Living Plan and Independent Living Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2609	IR	The CWS Worker shall be provided with the capability to generate the SOC155B or equivalent form.	Yes ☐ No ☐	Vol: Section: Page#:
2610	IR	The CWS Worker shall be provided with the capability to create a discharge summary and include it in the discharge packet for probation, diversion, or aftercare youth.	Yes ☐ No ☐	Vol: Section: Page#:
2640	IR	The CWS Worker shall be provided with the capability to record information regarding multidisciplinary team meetings for future use in the Case document and reporting purposes.	Yes ☐ No ☐	Vol: Section: Page#:
2641	IR	The CWS Worker shall be provided with the capability to record details relating to scheduled meetings (e.g., date, time, purpose, participants and desired meeting outcome).	Yes ☐ No ☐	Vol: Section: Page#:
2642	IR	The CWS/Web shall provide the capability to allow meeting participants to accept/decline meetings.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2646	IR	The CWS Worker shall be provided with the capability to record all meeting outcomes.	Yes ☐ No ☐	Vol: Section: Page#:
2647	FR	The CWS Worker shall be provided with the capability to record and document all meetings in the system.	Yes ☐ No ☐	Vol: Section: Page#:
2648	IR	The CWS/Web shall provide the capability to track family conferences and multidisciplinary team meetings and resulting action plans as well as the implementation and success / outcome of the plans.	Yes ☐ No ☐	Vol: Section: Page#:
2649	IR	The CWS Worker shall be provided with the capability to document the information related to the custody/removal of a child.	Yes ☐ No ☐	Vol: Section: Page#:
2650	IR	The CWS Worker shall be provided with the capability to view an overview of all previously collected information relevant to placement of the child, based on existing information.	Yes ☐ No ☐	Vol: Section: Page#:
2651	IR	The CWS Worker shall be provided with the capability to view details regarding the placement episode (e.g., details relating to the placement facility, details relating to the child's placement in the facility during the placement episode).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2652	IR	The CWS Worker shall be provided with the capability to view a chronological display of the history of events of a particular type of placement.	Yes ☐ No ☐	Vol: Section: Page#:
2653	IR	The CWS Worker shall be provided with the capability to record and track all placements and facility types.	Yes ☐ No ☐	Vol: Section: Page#:
2654	IR	The CWS Worker shall be provided with the capability to record the date for a request a change in placement.	Yes ☐ No ☐	Vol: Section: Page#:
2655	IR	The CWS Worker shall be provided with the capability to record the reason for a request a change in placement.	Yes ☐ No ☐	Vol: Section: Page#:
2656	IR	The CWS Worker shall be provided with the capability to record temporary leave information from the placement facility.	Yes ☐ No ☐	Vol: Section: Page#:
2657	IR	The CWS/Web shall provide the capability to keep a record of and display children and adults in a placement home both current and historical.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2661	IR	The CWS Worker shall be provided with the capability to view all available matching criteria in the profile sheet of the child.	Yes ☐ No ☐	Vol: Section: Page#:
2662	IR	The CWS/Web shall provide the capability of presenting a chronological history of a child's individual placement entry and exits.	Yes ☐ No ☐	Vol: Section: Page#:
2663	IR	The CWS/Web shall provide the capability to capture the adoptive placement home approved preferences to assist in matching a home to a child.	Yes ☐ No ☐	Vol: Section: Page#:
2664	IR	The CWS/Web shall provide the capability for the Adoption Worker to indicate a reason why a potential adoptive home was selected.	Yes ☐ No ☐	Vol: Section: Page#:
2665	IR	The CWS/Web shall provide the capability for the Adoption Worker to indicate a reason why a potential adoptive home did not result in a placement.	Yes ☐ No ☐	Vol: Section: Page#:
2666	IR	The CWS/Web shall provide the capability to indicate if the adoptive placement is a foster home in which the child has been placed for a year or longer.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2667	IR	The CWS/Web shall provide the capability to allow for multiple episodes of post-adoption out-of home placements.	Yes ☐ No ☐	Vol: Section: Page#:
2670	IR	The CWS Worker shall be provided with the capability to record the approval of a relative/NREFM candidate.	Yes ☐ No ☐	Vol: Section: Page#:
2671	IR	The CWS Worker shall be provided with the capability to record the disapproval of a relative/NREFM candidate.	Yes ☐ No ☐	Vol: Section: Page#:
2672	IR	The CWS Worker shall be provided with the capability to record a reason for approval/disapproval of the relative/NREFM candidate.	Yes ☐ No ☐	Vol: Section: Page#:
2676	IR	The CWS Worker shall have the capability to enter data for the SOC 815, SOC 817 and SOC 818 forms.	Yes ☐ No ☐	Vol: Section: Page#:
2677	IR	The CWS/Web shall provide the capability to indicate a relative/NREFM home has met the standards.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2682	FR	The CWS/Web shall provide caregivers the capability to update emergency address, Contact information as well information about the condition, health and welfare of children under their care in case of disaster.	Yes ☐ No ☐	Vol: Section: Page#:
2683	IR	The CWS Worker shall be provided with the capability to generate a release from custody packet for a youth. (County-specific forms).	Yes ☐ No ☐	Vol: Section: Page#:
2718	IR	The CWS Worker shall be provided with the capability to record any service offered.	Yes ☐ No ☐	Vol: Section: Page#:
2719	IR	The CWS Worker shall have the capability to request services only with an existing Referral/Case.	Yes ☐ No ☐	Vol: Section: Page#:
2721	IR	The CWS Worker shall be provided with the capability to record services requested.	Yes ☐ No ☐	Vol: Section: Page#:
2723	IR	The CWS Worker shall be provided with the capability to record Contact with Service Providers regarding the acquisition of resources/services.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2725	IR	The CWS Worker shall be provided with the capability to record a request for services on behalf of the service recipient(s).	Yes ☐ No ☐	Vol: Section: Page#:
2726	IR	The CWS Worker shall be provided with the capability to document needed services for service recipient(s).	Yes ☐ No ☐	Vol: Section: Page#:
2727	IR	The CWS Worker shall be provided with the capability to indicate whether the request for services is an emergency.	Yes ☐ No ☐	Vol: Section: Page#:
2732	IR	The CWS Worker shall be provided with the capability to modify a request for goods/services if the submission authorization was denied by the CWS Supervisor.	Yes ☐ No ☐	Vol: Section: Page#:
2739	IR	The CWS Worker shall have the ability to create the request for goods.	Yes ☐ No ☐	Vol: Section: Page#:
2741	IR	The CWS/Web shall provide the capability to record the receipt of the request for an Inter-agency Service Request.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2742	IR	The CWS/Web shall provide the capability to record the service request information in discrete data elements.	Yes ☐ No ☐	Vol: Section: Page#:
2743	IR	The CWS/Web shall provide the capability to record the closed service request information in discrete data elements.	Yes ☐ No ☐	Vol: Section: Page#:
2744	IR	The CWS Worker shall be provided with the capability to arrange transportation for a child.	Yes ☐ No ☐	Vol: Section: Page#:
2745	IR	The CWS Worker shall be provided with the capability to record transportation details in the system (e.g., Name, Date and Time, to and from locations, Transport provider, Confirmation that child made it to placement).	Yes ☐ No ☐	Vol: Section: Page#:
2756	IR	The CWS Worker shall be provided with the capability to view an Adoption profile sheet for the child.	Yes ☐ No ☐	Vol: Section: Page#:
2757	IR	The CWS Worker shall be provided with the capability to create a concurrent case plan around the Case and assign tasks and deliverables to the participating workers.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2759	IR	The CWS/Web shall allow viewing all case information and add any additional notes, services, etc. provided to the child under his/her previous name.	Yes ☐ No ☐	Vol: Section: Page#:
2760	IR	The CWS/Web shall be able to record the closure information for a Non-CWS child Case in discrete data elements.	Yes ☐ No ☐	Vol: Section: Page#:
2761	IR	The CWS Worker shall be provided with the capability to create a Relinquishment for a child.	Yes ☐ No ☐	Vol: Section: Page#:
2762	IR	The CWS/Web shall have the capability to indicate and display if a family was previously reviewed but not selected.	Yes ☐ No ☐	Vol: Section: Page#:
2763	IR	The CWS/Web shall allow the Adoption Worker to temporarily flag an adoptive home that the worker has selected for review.	Yes ☐ No ☐	Vol: Section: Page#:
2765	IR	The CWS Worker shall be provided with the capability to record information relating to services provided for Transitional Living and Independent Living assistance for adolescents in compliance with the Chafee Act.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2798	IR	The CWS Worker shall be provided with the capability to generate a populated form letter to inform the child's county / agency that the Adoption has been finalized.	Yes ☐ No ☐	Vol: Section: Page#:
2799	IR	The CWS Worker shall be provided with the capability to populate parental data into the AD67 and AD67A.	Yes ☐ No ☐	Vol: Section: Page#:
2800	IR	The CWS/Web shall generate the populated AD56C form monthly, quarterly, by fiscal year and on a year-to-date basis.	Yes ☐ No ☐	Vol: Section: Page#:
2801	IR	The CWS/Web shall have the capability to generate a six month placement waiver.	Yes ☐ No ☐	Vol: Section: Page#:
2803	IR	The CWS Worker shall have the capability to record non-recurring expenses.	Yes ☐ No ☐	Vol: Section: Page#:
2806	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to combine the family assessment Information with other case plan forms, prior to printing, in order to create a single case plan form.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2808	IR	The CWS/Web shall provide Transitional Independent Living Plan information for case plans.	Yes ☐ No ☐	Vol: Section: Page#:
2809	IR	The CWS/Web shall provide Safety Plan information for case plans.	Yes ☐ No ☐	Vol: Section: Page#:
2810	IR	The CWS/Web shall allow a case plan to be populated with existing data (e.g., demographic information, Case information such as relationships to mother, father, Guardian Ad Litem; information from other areas such as the investigative summary and findings).	Yes ☐ No ☐	Vol: Section: Page#:
2812	IR	The CWS/Web shall have the capability to generate a form for a new case plan that is populated with information from the existing case plan.	Yes ☐ No ☐	Vol: Section: Page#:
2813	IR	The CWS/Web shall have the capability to populate requests for services or referrals, when a case plan is updated.	Yes ☐ No ☐	Vol: Section: Page#:
2814	IR	The CWS/Web shall provide the capability to populate a new version of the case plan with updated data including but not limited to demographic, placement and legal information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2815	IR	The CWS Worker shall be provided with the capability to document the Transitional Independent Living Plan as a component of the youth's/young adult's case plan.	Yes ☐ No ☐	Vol: Section: Page#:
2828	IR	The CWS Worker shall be provided with the capability to generate the financial/medical plan to accompany the outgoing ICPC request.	Yes ☐ No ☐	Vol: Section: Page#:
2831	IR	The CWS/Web shall provide Transitional Independent Living Plan information for assessments.	Yes ☐ No ☐	Vol: Section: Page#:
2832	IR	The CWS Worker shall be provided with the capability to integrate the Life Skills Assessment as part of the Transitional Living Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2833	IR	The CWS Worker shall be provided with the capability to create a discharge packet for a child/youth who is in an active Probation, Diversion, or Aftercare episode.	Yes ☐ No ☐	Vol: Section: Page#:
2837	IR	The CWS Worker shall be provided with the capability to generate required placement agreements (e.g., Agency-Group Home Agreement, Voluntary Placement Agreement, and Agency-Foster Home Agreement).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2838	IR	The CWS Worker shall be provided with the capability to generate a Foster Child's Data Record (SOC 158).	Yes ☐ No ☐	Vol: Section: Page#:
2854	IR	The CWS/Web shall provide a form to capture a check-list of issues discussed with the proposed caregiver for a guardianship home study assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2855	IR	The CWS/Web shall have a checklist with all the information to be recorded during the relinquishment Contact.	Yes ☐ No ☐	Vol: Section: Page#:
2857	IR	The CWS/Web shall have a checklist with all the tasks, components completed and documents submitted to be completed in the stepparent investigation.	Yes ☐ No ☐	Vol: Section: Page#:
2869	IR	The CWS/Web shall provide the capability to generate a referral for finger printing services.	Yes ☐ No ☐	Vol: Section: Page#:
2919	IR	The CWS/Web shall provide an action alert every six months to the user to complete the TILP as long as the youth / young adult is in CWS custody.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2920	IR	The CWS/Web shall generate an action alert to the user when the youth / young adult is "x" days (county-configurable) from their 18th birthday.	Yes ☐ No ☐	Vol: Section: Page#:
2921	IR	The CWS Worker shall be alerted when the youth / young adult is "x" days from their birthday (county-configured) to include the goal of Independent Living to the Permanency Plan (based on federal regulations and county policy).	Yes ☐ No ☐	Vol: Section: Page#:
2922	IR	The CWS/Web shall generate an action alert to the user when the youth / young adult is "x" days from their 16th birthday develop an Independent Living Plan (based on Federal Regulations).	Yes ☐ No ☐	Vol: Section: Page#:
2923	IR	The CWS/Web shall provide a county configurable alert to the CWS Worker prior to a youth's emancipation to provide discharge information (e.g. TANF information, Social Security card, Birth Certificate, list of schools attended, medical records, immunization records, information on how to request documents).	Yes ☐ No ☐	Vol: Section: Page#:
2924	IR	The CWS/Web shall have the capability to provide an alert to the CWS Worker to provide proper legal notice when placement changes are made for the child, per 361.2 (g) of the Welfare Institute Code.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2927	IR	The CWS/Web shall provide the capability to prompt the CWS Worker to enter a Voluntary Service Agreement when the Case is open and there is no legal activity on the Case prior to the 60-day time limit.	Yes ☐ No ☐	Vol: Section: Page#:
2928	IR	The CWS Worker shall be alerted to determine eligibility for Independent Living Program for a child who is age 14 -18 (county-configurable) and in a removal episode.	Yes ☐ No ☐	Vol: Section: Page#:
2930	IR	The CWS/Web shall provide the capability to create ticklers based on events or activities identified in the case plan.	Yes ☐ No ☐	Vol: Section: Page#:
2933	IR	The CWS Worker shall be provided with the capability to identify the child's record as a confidential record to unauthorized users based on CDSS policy, once the adoption has been finalized.	Yes ☐ No ☐	Vol: Section: Page#:
2944	IR	The CWS/Web shall provide the capability to automatically update the child's primary address when the child moves while in placement.	Yes ☐ No ☐	Vol: Section: Page#:
2950	IR	The Adoption worker shall have the ability to enter the time and date of the signature of the Adoptive Placement Agreement in the system.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2963	IR	The CWS/Web shall provide the capability to indicate if a case plan is complete.	Yes ☐ No ☐	Vol: Section: Page#:
2967	IR	The CWS Worker shall have the capability to automatically update the child's primary address when the child is in placement.	Yes ☐ No ☐	Vol: Section: Page#:
2968	IR	The CWS/Web shall provide the capability to not allow processing of additional placement of children into the home if the home is on involuntary hold.	Yes ☐ No ☐	Vol: Section: Page#:
2977	IR	The CWS/Web shall provide a means for the user to develop the initial Transitional Independent Living Plan at a configurable age.	Yes ☐ No ☐	Vol: Section: Page#:
2999	IR	The CWS Worker shall have the capability to submit the case plan to a CWS Supervisor for review and approval.	Yes ☐ No ☐	Vol: Section: Page#:
3005	IR	The CWS Worker shall be provided with the capability to submit a court report for supervisor approval.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3006	IR	The CWS Worker shall have the ability to submit the request for goods for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3007	IR	The CWS Worker shall be provided with the capability to route the fee waiver to a supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3008	IR	The CWS Supervisor shall be provided with the capability to approve an adoptive placement.	Yes ☐ No ☐	Vol: Section: Page#:
3009	IR	The CWS/Web shall be able to route the waiver to supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3010	IR	The CWS/Web shall provide the capability to incorporate procedures for supervisory oversight and authorization related to Case review.	Yes ☐ No ☐	Vol: Section: Page#:
3025	IR	The CWS Worker shall be provided with the capability to resubmit a request for goods/services to the CWS Supervisor.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3026	IR	The CWS Worker shall have the ability to submit requests for services for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3034	IR	The CWS Supervisor/director shall have the ability to view all request for approval policy waiver for ILP Mentor applicants that are age 18 and up through 24 years of age, and approve the request.	Yes ☐ No ☐	Vol: Section: Page#:
3038	IR	The CWS Worker shall be provided with the capability to submit a request for supervisor's approval to extend Aftercare Services.	Yes ☐ No ☐	Vol: Section: Page#:
3044	IR	The CWS Worker shall have the capability to manage an assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3047	IR	The CWS/Web shall assist the Adoption Worker to assess adoptability: likelihood that child will be adopted by current caregiver or relative, child's needs profile (Health, Psychological, Education), eligibility for AAP, previous adoption home finding efforts or alternative permanent plan options for the child.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3050	IR	The CWS/Web shall provide the capability to provide case plan information for assessments.	Yes ☐ No ☐	Vol: Section: Page#:
3051	IR	The CWS Worker shall be provided with the capability to generate a multidisciplinary team assessment and placement recommendation to be submitted to court.	Yes ☐ No ☐	Vol: Section: Page#:
3052	IR	The CWS/Web shall provide the capability of the scoring of the Life Skills Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3079	IR	The CWS/Web shall provide the capability to send a notification to the Adoption Worker that the State has acknowledged/confirmed the freeing of a child.	Yes ☐ No ☐	Vol: Section: Page#:
3080	IR	The Adoption Worker shall have the capability to generate a notice to interested parties (e.g., judge, attorneys, birth parent) when the relinquishing parent revokes Relinquishment.	Yes ☐ No ☐	Vol: Section: Page#:
3081	IR	The Adoption Worker shall have the capability to generate a notice to interested parties (e.g., judge, attorneys, birth parent) when the relinquishing parent is allowed to rescind a Relinquishment.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3096	IR	The CWS Worker shall have the capability of notifying Service Providers to begin delivering services once the case plan has been approved/court-ordered.	Yes ☐ No ☐	Vol: Section: Page#:
3097	IR	The CWS/Web shall provide the capability for the CWS Worker to receive an alert to create a case plan as a result of re-opening a suspended Case.	Yes ☐ No ☐	Vol: Section: Page#:
3114	IR	The CWS Worker shall be provided with the capability to send a meeting notice to non-users.	Yes ☐ No ☐	Vol: Section: Page#:
3115	IR	The CWS Worker shall be provided with the capability to send and confirm meeting notices via email.	Yes ☐ No ☐	Vol: Section: Page#:
3116	IR	The CWS/Web shall have the capability to generate meeting notices to be sent via standard mail if no email address is available for the attendee.	Yes ☐ No ☐	Vol: Section: Page#:
3117	IR	The CWS Worker shall be provided with the capability to invite meeting participants through calendaring/meeting notices.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3118	IR	The CWS Worker shall be provided the capability to receive an alert if there is a pending placement for the placement facility.	Yes ☐ No ☐	Vol: Section: Page#:
3119	IR	The CWS/Web shall provide the capability for the CWS Worker to be notified if there is a change in the placement of a child.	Yes ☐ No ☐	Vol: Section: Page#:
3120	IR	The CWS/Web shall have the capability to notify the Service Provider that service has been approved.	Yes ☐ No ☐	Vol: Section: Page#:
3121	IR	The CWS/Web shall have the capability to notify the client that the service has been approved.	Yes ☐ No ☐	Vol: Section: Page#:
3122	IR	The CWS/Web shall provide the capability to send a notification to the Service Provider if services are suspended.	Yes ☐ No ☐	Vol: Section: Page#:
3133	IR	The Adoption Worker shall have the capability to electronically send the AD 90 to the State.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3134	IR	The CWS/Web shall have the capability to display the AD 551A to the CDSS Adoption Support Unit Staff for review.	Yes ☐ No ☐	Vol: Section: Page#:
3135	IR	The CWS/Web shall have the capability to send the AD 558 to the State electronically.	Yes ☐ No ☐	Vol: Section: Page#:
3152	IR	The CWS/Web shall provide the capability for the CWS Worker to file an appeal in regard to Special Immigrant Juvenile Status.	Yes ☐ No ☐	Vol: Section: Page#:
3154	IR	The CWS Worker shall be provided with the capability to electronically forward ICPC documents.	Yes ☐ No ☐	Vol: Section: Page#:
3155	IR	The CWS/Web shall allow the CWS Worker to route the ICPC package to the ICPC Liaison.	Yes ☐ No ☐	Vol: Section: Page#:
3156	IR	The CWS/Web shall have the capability to route the ICPC package electronically to the receiving state.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3157	IR	The CWS/Web shall have the capability for the receiving state to send a response to the ICPC 100A form electronically.	Yes ☐ No ☐	Vol: Section: Page#:
3158	IR	The CWS/Web shall have the capability to receive an electronic version of the ICPC 100B Placement Status form from the receiving state.	Yes ☐ No ☐	Vol: Section: Page#:
3159	IR	The CWS Worker to send electronically the ICPC 100B Placement Status form to the sending state.	Yes ☐ No ☐	Vol: Section: Page#:
3160	IR	The CWS/Web shall have the capability to route the report electronically to the ICPC Liaison in the sending state.	Yes ☐ No ☐	Vol: Section: Page#:
3161	IR	The CWS Worker shall be provided with the capability to send the report electronically to the ICPC Liaison in the sending state.	Yes ☐ No ☐	Vol: Section: Page#:
3162	IR	The CWS Worker shall be provided with the capability to refer a youth/young adult's for ILP services.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3167	FR	The CWS/Web shall have the capability to route the Home Study Report to the assigned CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
3176	IR	The Adoption Worker shall have the capability to initiate a referral for services for the child and/or the family.	Yes ☐ No ☐	Vol: Section: Page#:
3178	IR	The CWS Worker shall have the ability to reschedule visits (e.g., change the date for a scheduled visit).	Yes ☐ No ☐	Vol: Section: Page#:
3208	IR	The CWS/Web shall have the capability to display how much time there is left to place the child.	Yes ☐ No ☐	Vol: Section: Page#:
3209	IR	The CWS/Web shall provide automatic ticklers that must remind assigned CWS and Adoptions workers to update joint Adoptability Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3214	IR	The CWS/Web shall provide the worker/supervisor the capability to report on status and time for processing of the AD 551A.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3216	IR	The CWS/Web shall be able to record the completion of the photo listing process as part of the reminder checklist.	Yes ☐ No ☐	Vol: Section: Page#:
3224	IR	The CWS Worker shall be provided with the capability to select one or several family members and request a background check.	Yes ☐ No ☐	Vol: Section: Page#:
3225	IR	The CWS Worker shall be provided with the capability to send an electronic request to the DOJ and /or FBI for background check.	Yes ☐ No ☐	Vol: Section: Page#:
3240	IR	The CWS/Web shall have the capability to provide the comparison of actual family and client outcomes with the expected goals through the provision of tools for the CWS Worker to analyze individual Case data.	Yes ☐ No ☐	Vol: Section: Page#:
3241	IR	The CWS/Web shall have the capability to record and track changes to placement or permanency planning goals.	Yes ☐ No ☐	Vol: Section: Page#:
3245	IR	The CWS/Web shall have the capability to remind the CWS Worker of upcoming scheduled visits.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3272	FR	The CWS/Web shall allow external caregivers to enter progress reports into the system online.	Yes ☐ No ☐	Vol: Section: Page#:
3277	IR	The CWS/Web shall have the capability for the CWS Worker to coordinate activities and services under dual jurisdiction.	Yes ☐ No ☐	Vol: Section: Page#:
3283	IR	The CWS Worker shall be provided with the capability to close a case after all the CWS services are end dated.	Yes ☐ No ☐	Vol: Section: Page#:
3285	IR	The CWS Worker shall be provided with the capability to end a service episode.	Yes ☐ No ☐	Vol: Section: Page#:
3286	IR	The CWS Worker shall be provided with the capability to enter an end date and time for the service episode.	Yes ☐ No ☐	Vol: Section: Page#:
3287	IR	The CWS Worker shall be provided with the capability to document reason for ending service episode.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3288	IR	The CWS Worker shall be provided with the capability to select a new service episode type (e.g., Family Maintenance, Family Reunification, Permanency Placement, and Adoptions).	Yes ☐ No ☐	Vol: Section: Page#:
3289	IR	The CWS/Web shall provide the capability for the CWS Worker to enter a start date and time for the new service episode concurrent with the previous service episode end date and time.	Yes ☐ No ☐	Vol: Section: Page#:
3312	IR	The CWS/Web shall have the capability for the Adoption Worker to enter information through a mobile device while conducting the visit.	Yes ☐ No ☐	Vol: Section: Page#:
3320	FR	The CWS/Web shall provide a portal or access role for the youth/young adult to enter and access ILP related information up to a configurable age.	Yes ☐ No ☐	Vol: Section: Page#:
3321	IR	The CWS/Web shall allow for county-configurable Case and Referral activity based checklists.	Yes ☐ No ☐	Vol: Section: Page#:
3339	IR	The CWS/Web system shall have the capability for the child's placement needs assessment to populate the "Out of Home Care Information" section in the child's case plan.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3346	IR	The CWS Worker shall have the ability to request issuance of the inventory through submission of a request for goods.	Yes ☐ No ☐	Vol: Section: Page#:
3368	IR	The CWS/Web shall provide the capability to filter/sort authorization requests by, but not limited to: • Emergency need • Date submitted • Type of request • Authorization number • Invoice number • Service/good category • Service Provider • CWS Worker • Service recipients	Yes ☐ No ☐	Vol: Section: Page#:
3378	IR	The CWS Worker shall be alerted to track a submitted SSI application on behalf of a child according to CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
3379	IR	The CWS Worker shall have the ability to set a preset maximum for a child's trust fund.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3380	IR	The CWS Worker shall have the ability to request that a child's trust fund balance be disbursed in accordance with State and Federal laws regarding the funding source.	Yes ☐ No ☐	Vol: Section: Page#:
3382	IR	The CWS/Web shall have the capability to maintain and account for funds held in trust in accordance with State and Federal rules and regulations regarding representative payee.	Yes ☐ No ☐	Vol: Section: Page#:
3437	IR	The CWS Worker shall have the ability to document any special considerations/rationales, for selecting a preferred Service Provider using pre-defined options.	Yes ☐ No ☐	Vol: Section: Page#:
3438	IR	The CWS Worker shall be required to specify in detail why the Service Provider is preferred if the CWS Worker chooses ‘Other' as the rationale for selecting a preferred Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
3439	IR	The CWS Worker shall have the ability to record a request for goods on behalf of the child(ren).	Yes ☐ No ☐	Vol: Section: Page#:
3440	IR	The CWS Worker shall have the ability to record a request for goods on behalf of caregivers.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3442	IR	The CWS Worker shall have the ability to indicate that the request for goods is an emergency.	Yes ☐ No ☐	Vol: Section: Page#:
3443	IR	The CWS Worker shall not have the ability to submit the request for goods for authorization if required fields are blank.	Yes ☐ No ☐	Vol: Section: Page#:
3444	IR	The CWS Worker shall have the ability to attach documentation (e.g. case summary) to a request for goods.	Yes ☐ No ☐	Vol: Section: Page#:
3445	IR	The CWS Worker shall have the ability to choose from the goods available in the county inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3446	IR	The CWS Worker shall be provided with the capability to filter the list of Service Providers by location.	Yes ☐ No ☐	Vol: Section: Page#:
3447	IR	The CWS Worker shall be provided with the capability to filter the list of Service Providers by units of goods remaining.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3448	IR	The CWS Worker shall be provided with the capability to sort the list of Service Providers by location.	Yes ☐ No ☐	Vol: Section: Page#:
3449	IR	The CWS Worker shall be provided with the capability to sort the list of Service Providers by units of goods remaining.	Yes ☐ No ☐	Vol: Section: Page#:
3450	IR	The CWS Worker shall have the ability to select multiple service recipients for a request for goods.	Yes ☐ No ☐	Vol: Section: Page#:
3451	IR	The CWS Worker shall have the ability to complete the request for goods.	Yes ☐ No ☐	Vol: Section: Page#:
3455	IR	The CWS/Web shall populate the request for goods with information already captured in the CWS/Web (e.g., name, DOB, person ID).	Yes ☐ No ☐	Vol: Section: Page#:
3456	IR	The CWS Worker shall have the ability to modify a request for goods if the authorization was denied.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3460	IR	The CWS Worker shall be provided with the capability to filter the list of Service Providers by units of services remaining.	Yes ☐ No ☐	Vol: Section: Page#:
3462	IR	The CWS Worker shall be provided with the capability to sort the list of Service Providers by units of services remaining.	Yes ☐ No ☐	Vol: Section: Page#:
3463	IR	The CWS Worker shall have the ability to complete the request for services with: • Services start date • Services end date • Unit of services requested • Service frequency • Rationale • Program code • Court-ordered • Configurable service codes • Other funding sources available to the service recipient(s) (county option).	Yes ☐ No ☐	Vol: Section: Page#:
3464	IR	The CWS Worker shall have the ability to release units of services that have been encumbered but were not used by the service recipient(s).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3465	IR	The CWS/Web shall have the capability to encumber the units of services indicated in the request once the request for services is completed.	Yes ☐ No ☐	Vol: Section: Page#:
3466	IR	The CWS/Web shall not allow a service provider to be selected if the Service Provider has a suspended license.	Yes ☐ No ☐	Vol: Section: Page#:
3467	IR	The CWS/Web shall not allow a Service Provider to be selected if the service provider has an invalid license.	Yes ☐ No ☐	Vol: Section: Page#:
3469	IR	The CWS Worker shall have the ability to modify a request for goods/services when additional services/goods are needed.	Yes ☐ No ☐	Vol: Section: Page#:
3470	IR	The CWS Worker shall have the ability to modify a request for goods/services when the requested services/goods needs to be reduced.	Yes ☐ No ☐	Vol: Section: Page#:
3471	IR	The CWS/Web shall have the capability to alert the CWS Worker to release units of services that have been encumbered but were not used by the service recipient(s).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3473	IR	The CWS Worker shall have the ability to save the data entered to complete the request for emergency shelter care payment without completing the entire process.	Yes ☐ No ☐	Vol: Section: Page#:
3474	IR	The CWS Worker shall have the ability to submit the request for emergency shelter care payment for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3475	IR	The CWS Worker shall have the ability to view a history of requests for emergency shelter care payment submitted for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3477	IR	The CWS Worker shall have the ability to attach documentation (e.g. case summary) to a request for emergency shelter care payment.	Yes ☐ No ☐	Vol: Section: Page#:
3478	IR	The CWS Worker shall have the ability to revise a request for emergency shelter care payment if the request was not authorized because modification is required.	Yes ☐ No ☐	Vol: Section: Page#:
3479	IR	The CWS Worker shall have the ability to record a request for emergency shelter care payment on behalf of the child(ren).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3480	IR	The CWS Worker shall have the ability to select the payee for the request for emergency shelter care payment from the caregivers/facility listed for the child(ren).	Yes ☐ No ☐	Vol: Section: Page#:
3481	IR	The CWS Worker shall have the ability to modify a request for emergency shelter care payment if the authorization was denied.	Yes ☐ No ☐	Vol: Section: Page#:
3504	IR	The CWS Worker shall have the capability to search for the existing requests for services.	Yes ☐ No ☐	Vol: Section: Page#:
3505	IR	The CWS Worker shall have the capability to select an existing request for services.	Yes ☐ No ☐	Vol: Section: Page#:
3506	IR	The CWS Worker shall have the capability to route the referral for services to the Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
3507	IR	The CWS Worker shall have the ability to route any attachments to the referral for services to the Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3508	IR	The CWS Worker shall have the ability to notify the service recipient(s) the referral for services has been completed.	Yes ☐ No ☐	Vol: Section: Page#:
3509	IR	The CWS Worker shall have the ability to notify the service recipient(s) of the detailed information and instructions to attend or obtain the services.	Yes ☐ No ☐	Vol: Section: Page#:
3511	IR	The CWS Worker shall have the capability to create a release of information.	Yes ☐ No ☐	Vol: Section: Page#:
3515	IR	The CWS Worker shall have the capability to create a referral for services.	Yes ☐ No ☐	Vol: Section: Page#:
3516	IR	The CWS/Web shall provide the capability to populate the referral for services with information already captured in the CWS/Web in the selected request for services.	Yes ☐ No ☐	Vol: Section: Page#:
3519	IR	The CWS Worker shall have the capability to search for the existing authorized request for goods.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3520	IR	The CWS Worker shall have the capability to select an existing authorized request for goods.	Yes ☐ No ☐	Vol: Section: Page#:
3521	IR	The CWS Worker shall have the capability to route the voucher to the Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
3522	IR	The CWS Worker shall have the capability to route any attachments to the voucher to the Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
3523	IR	The CWS Worker shall have the capability to notify the service recipient(s) that the voucher has been completed.	Yes ☐ No ☐	Vol: Section: Page#:
3524	IR	The CWS Worker shall have the capability to notify the service recipient(s) of the detailed information and instructions to obtain the goods.	Yes ☐ No ☐	Vol: Section: Page#:
3526	IR	The CWS Worker shall have the capability to route the voucher to the person handling the county inventory.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3527	IR	The CWS Worker shall have the capability to record when inventory has been purchased.	Yes ☐ No ☐	Vol: Section: Page#:
3528	IR	The CWS Worker shall have the capability to record the receipt of goods through case management activities.	Yes ☐ No ☐	Vol: Section: Page#:
3529	IR	The CWS Worker shall have the capability to issue a voucher.	Yes ☐ No ☐	Vol: Section: Page#:
3533	IR	The CWS Worker shall have the capability to route the voucher or other payment method to the service recipient.	Yes ☐ No ☐	Vol: Section: Page#:
3552	IR	The CWS/Web shall have the capability to populate the request for services with information already captured in CWS/Web (e.g., name, DOB, person ID).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3560	IR	The CWS Worker shall be provided with the capability to view a child's income information including but not limited to: • Type of income • Balance • Deposits • Deposit dates • Abatement amounts • Abatement dates	Yes ☐ No ☐	Vol: Section: Page#:
3561	IR	The CWS/Web shall provide the capability for the CWS Worker to receive an alert to determine if a SSI application should be initiated on behalf of a child according to CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
3569	IR	The CWS/Web shall have the capability to generate Form I-360, Petition for Amerasian, Widow(er) or Special Immigrant and track filing for special juvenile immigrant status.	Yes ☐ No ☐	Vol: Section: Page#:
3570	IR	The CWS Supervisor shall be provided with the capability to authorize a request submitted for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3587	IR	The CWS Worker shall be provided with the capability to use the permanency planning tool to conduct a Concurrent Planning prognosis (e.g. indicate the likelihood of successful reunification).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3588	IR	The CWS/Web shall provide the capability to auto-populate assessment information into a case plan.	Yes ☐ No ☐	Vol: Section: Page#:
3589	IR	The CWS/Web shall provide the capability to auto-populate screening tool information into a case plan.	Yes ☐ No ☐	Vol: Section: Page#:
3590	IR	The CWS/Web shall provide the capability to auto-populate diagnostic tool information into a case plan.	Yes ☐ No ☐	Vol: Section: Page#:
3591	IR	The CWS Worker shall be provided with the capability of a standard process to record information for Form I-360, Petition for Amerasian, Widow(er) or Special Immigrant and all supporting documentation.	Yes ☐ No ☐	Vol: Section: Page#:
3621	IR	The CWS/Web shall have the capability to track the county of jurisdiction for the finalized adoption.	Yes ☐ No ☐	Vol: Section: Page#:
3622	IR	The CWS/Web shall have the capability to track if the finalized adoption was out of state or out of country.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4741	IR	The CWS Worker shall be provided the capability to record a child's developed symptoms.	Yes ☐ No ☐	Vol: Section: Page#:
Resource Management				
Contract Support				
382	FR	The Licensing Worker shall be alerted if a placement of a child is attempted in a home before mandatory training has been completed and pre-licensing visit has been conducted.	Yes ☐ No ☐	Vol: Section: Page#:
468	IR	The CWS Administrator shall have the ability to enter multiple contracts/agreements for any one service provider.	Yes ☐ No ☐	Vol: Section: Page#:
490	IR	The CWS Administrator shall have the capability to select existing data for auto-population to a new contract/agreement relationship with existing service providers.	Yes ☐ No ☐	Vol: Section: Page#:
2622	IR	The CWS/Web shall have the capability to generate reports for Contract Licensing LIC 181 at the county level.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3356	IR	The CWS Worker shall not have the capability to select a service provider if the service provider does not have a valid contract for the service unless the service does not require a contract.	Yes ☐ No ☐	Vol: Section: Page#:
3554	IR	The CWS Administrator shall be provided with the capability to merge contracts/agreements.	Yes ☐ No ☐	Vol: Section: Page#:
Facilities Support				
370	IR	The CWS/Web shall provide an alert to indicate if a home has more than one facility license.	Yes ☐ No ☐	Vol: Section: Page#:
423	FR	The CWS/Web shall have the capability to generate a Plan of Correction due dates or need for informal meeting, compliance plan or legal administrative action.	Yes ☐ No ☐	Vol: Section: Page#:
436	IR	The Licensing worker shall have the capability to revoke the license as a result of administrative action.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
437	IR	The Licensing Worker shall have the capability to place a license on probation for a specific period of time.	Yes ☐ No ☐	Vol: Section: Page#:
438	IR	The Licensing worker shall have the capability to record a Temporary Suspension Order (TSO).	Yes ☐ No ☐	Vol: Section: Page#:
439	IR	The CWS/Web shall have the ability to maintain the status/closure of County Foster Family Home or Family/Child Care Home or agency record and indicate the date and reason for the closure.	Yes ☐ No ☐	Vol: Section: Page#:
440	IR	The CWS/Web shall notify all CWS Workers with children in a placement home/facility, when a referral for abuse/neglect is received for a child in placement.	Yes ☐ No ☐	Vol: Section: Page#:
443	FR	The CWS/Web shall have the capability to notify a county of a probationary license or a revocation.	Yes ☐ No ☐	Vol: Section: Page#:
444	FR	The system shall be able to encode/classify reasons for revocation of license.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
462	IR	The CWS/Web shall have the capability to capture data regarding the service provider including, but not limited to: • Name of Service Provider • Tax ID • Location(s) of Service Providers. • Hours of operation • Referral process • Contact person • Category and subcategory of service (e.g. through a drop down menu). • Start and end date of the contract/agreement. • Funding source • Manager approval required for service. • Any other terms and conditions (e.g., Rates, Number of units under this contract).	Yes ☐ No ☐	Vol: Section: Page#:
483	IR	The CWS/Web shall be able to report on, including, but not limited to: • Services provided by a specific Service Provider. • Type of service • Specialty • Location	Yes ☐ No ☐	Vol: Section: Page#:
705	IR	The CWS Worker shall be provided the capability to report on outcomes of services by a Service Provider and allow ranking them.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2659	IR	The CWS Worker shall be provided with the capability to view if an unlicensed home is a Tribe-Specified Home and exempt from licensing.	Yes ☐ No ☐	Vol: Section: Page#:
2660	IR	The CWS Worker shall be provided with the capability to record if a teen parent is placed with the teen parent's child in a Whole Family Foster Home (WFFH).	Yes ☐ No ☐	Vol: Section: Page#:
2668	IR	The CWS Worker shall be provided with the capability to manage a Placement Home profile.	Yes ☐ No ☐	Vol: Section: Page#:
2669	IR	The CWS/Web shall provide the capability for counties to record additional characteristics of placement homes.	Yes ☐ No ☐	Vol: Section: Page#:
3340	IR	The CWS Administrator shall have the ability to set up inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3352	IR	The CWS Administrator shall have the capability to update the characteristics of a service provider.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3518	IR	The CWS Worker shall have the ability to modify the service recipient(s) address and phone number.	Yes ☐ No ☐	Vol: Section: Page#:
3555	IR	The CWS Administrator shall be provided with the capability to merge public/private agencies.	Yes ☐ No ☐	Vol: Section: Page#:
Foster / Adoptive Home Support				
34	IR	The Licensing Worker shall be provided notification that a referral of abuse of a child in a licensed facility has been created.	Yes ☐ No ☐	Vol: Section: Page#:
367	FR	The CWS/Web shall have the capability to track and report on prospective foster or adoptive caregivers who are interested in attending an orientation meeting.	Yes ☐ No ☐	Vol: Section: Page#:
368	FR	The CWS/Web shall have the capability to track training (pre-post application/license) and amount of ongoing education hours received and from what source (e.g. conference, workshop).	Yes ☐ No ☐	Vol: Section: Page#:
369	IR	The CWS/Web system shall have the capability to update existing information with the data received through the LIS interface.	Yes ☐ No ☐	Vol: Section:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
				Page#:
373	IR	The CWS/Web shall provide the capability to generate reports on the outcomes of county licensing applications.	Yes ☐ No ☐	Vol: Section: Page#:
374	FR	The CWS/Web shall allow prospective Foster Caregivers to file an application online.	Yes ☐ No ☐	Vol: Section: Page#:
375	FR	The CWS/Web shall allow prospective Foster Caregivers to track the status of an application online.	Yes ☐ No ☐	Vol: Section: Page#:
376	FR	The CWS/Web shall have the capability to generate a notification indicating place and date of the next training sessions available (county option).	Yes ☐ No ☐	Vol: Section: Page#:
377	FR	The Licensing Worker shall be provided with the capability to generate the license (including addressing special health care needs/specialty areas in the comment section of the license).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
378	IR	The CWS Worker shall be provided with the capability to issue notifications to the foster caregiver.	Yes ☐ No ☐	Vol: Section: Page#:
380	FR	The CWS/Web shall provide the capability to generate reports on the status of county licensing applications.	Yes ☐ No ☐	Vol: Section: Page#:
381	FR	The CWS/Web shall provide the capability to record outcomes from multiple licensing visits.	Yes ☐ No ☐	Vol: Section: Page#:
383	FR	The CWS/Web shall have the capability for the Applicant to complete an application online.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
384	FR	The CWS/Web shall have the capability for Private Agencies, FFAs (Foster Family Agencies), County Shelters, Crisis Nurseries, GHOs (Group Home Organizations), THPPs (Transitional Housing Placement Program), Regional Centers, etc. to submit requests online to enter and update information into the system: • Bed availability • Preference • Specialties • Staff • Other • Current census	Yes ☐ No ☐	Vol: Section: Page#:
387	IR	The CWS/Web shall provide the capability to enter information regarding the placement home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
391	IR	The CWS/Web shall be able to report on the history of all licenses of a licensee.	Yes ☐ No ☐	Vol: Section: Page#:
392	IR	The CWS/Web shall provide the capability to indicate that a caregiver's home is licensed but not placement ready.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
393	IR	The CWS/Web shall provide the capability to indicate that a caregiver's home is placement ready but no children should be placed in the home.	Yes ☐ No ☐	Vol: Section: Page#:
394	IR	The CWS/Web shall provide the capability to record the reason that no children should be placed in a caregiver's home that is placement ready.	Yes ☐ No ☐	Vol: Section: Page#:
395	FR	The CWS/Web shall have the capability for Private Adoption Agencies to submit requests online to enter and update new homes into the system: • Family data • Reimbursement issues • Ongoing Adoption Assistance Program payments.	Yes ☐ No ☐	Vol: Section: Page#:
396	IR	The CWS/Web shall have the capability to automatically update the number of beds available for a home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
398	IR	The CWS/Web shall have the ability to use the indicator of a child having been adopted, in determining vacancies/bed availability for a home/facility.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
399	FR	A Private Agency Adoption request shall start a workflow process requiring review and approval before data is updated in the system.	Yes ☐ No ☐	Vol: Section: Page#:
400	FR	The CWS/Web shall have an algorithm to randomly select homes to be reviewed within a specified timeframe.	Yes ☐ No ☐	Vol: Section: Page#:
401	IR	The CWS/Web shall generate an alert when a periodic review of a Foster Family Home is due according to CDSS Manual of Policies and Procedures Division 42 Regulations.	Yes ☐ No ☐	Vol: Section: Page#:
402	IR	The CWS/Web shall have the capability to generate reminders of periodic reviews and visits that are due (frequency to be determined by the county).	Yes ☐ No ☐	Vol: Section: Page#:
403	IR	The CWS/Web shall provide the capability to place a caregiver's licensed home on hold.	Yes ☐ No ☐	Vol: Section: Page#:
404	IR	The CWS/Web shall have the capability to record the reason a caregiver's home has been placed on hold.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
405	FR	The CWS/Web shall be able to document all legal administrative actions and reason.	Yes ☐ No ☐	Vol: Section: Page#:
406	IR	The Licensing Worker shall have the capability to record Placement Holds.	Yes ☐ No ☐	Vol: Section: Page#:
408	IR	The CWS/Web shall provide the capability to capture free form Contact Notes/Comment Fields and a narrative associated with a license, facility driven.	Yes ☐ No ☐	Vol: Section: Page#:
409	IR	The CWS/Web shall provide the capability to flag a hold situation where no new children should be placed (but existing children may remain).	Yes ☐ No ☐	Vol: Section: Page#:
410	FR	The provider shall have the capability to document an incident report online.	Yes ☐ No ☐	Vol: Section: Page#:
411	IR	The Licensing worker shall have the capability to document an investigation regarding a complaint.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
412	IR	The Licensing Worker shall be provided the capability to search for a licensing case.	Yes ☐ No ☐	Vol: Section: Page#:
413	FR	The CWS/Web shall have the capability for the Licensing Worker to be notified when a complaint visit is due.	Yes ☐ No ☐	Vol: Section: Page#:
414	FR	The Licensing worker shall have the capability to change the due date of a complaint visit when imminent danger is identified.	Yes ☐ No ☐	Vol: Section: Page#:
415	FR	For 10 day visits, the CWS/Web shall allow for next business date as the due date when 10th day falls on weekend or holiday.	Yes ☐ No ☐	Vol: Section: Page#:
416	FR	For serious complaints such as physical/sexual abuse the CWS/Web shall allow for immediate visits due date.	Yes ☐ No ☐	Vol: Section: Page#:
417	FR	The Licensing Investigator shall be provided with the capability to classify the severity of a complaint against a Foster Home.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
418	FR	The CWS/Web shall be able to report on status, type, classification, disposition of a complaint.	Yes ☐ No ☐	Vol: Section: Page#:
420	FR	The CWS/Web shall have the capability to trigger the need to notify/consult with Community Care Licensing Division (CCLD) and Legal.	Yes ☐ No ☐	Vol: Section: Page#:
421	FR	The CWS/Web shall generate Legal Consultation for supervisory review to submit to CCLD prior to consultation.	Yes ☐ No ☐	Vol: Section: Page#:
422	FR	The CWS/Web shall allow for adherence to CCLD legal action due dates (Statement of Facts).	Yes ☐ No ☐	Vol: Section: Page#:
424	FR	The CWS Worker shall be provided the capability to file reports on unfounded complaints in a Case file, which is accessible based on role and privileges.	Yes ☐ No ☐	Vol: Section: Page#:
425	IR	The CWS/Web shall have the capability for the Licensing Worker to view the outcome of the child abuse investigation in the CWS Case.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
426	FR	The CWS/Web shall have the capability to create a public and a confidential file in the Licensing case.	Yes ☐ No ☐	Vol: Section: Page#:
427	IR	The CWS/Web shall capture information related to the status of a licensing complaint.	Yes ☐ No ☐	Vol: Section: Page#:
428	FR	The CWS/Web shall capture data relating to complaints about licensed, certified or state-owned care provider facilities including but not limited to corrective action plans, outcomes, license and certification status and types of services.	Yes ☐ No ☐	Vol: Section: Page#:
429	FR	The Licensing Worker shall be provided with the capability to record detailed data relating to complaints and findings (including copies of CWS licensing allegations and investigation results) for a licensed placement home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
430	FR	The Licensing Worker shall be provided with the capability to record detailed data relating to deficiencies for a licensed placement home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
431	FR	The Licensing Worker shall be provided with the capability to enter data regarding detailed citation of all applicable laws or licensing requirements violated for facility complaints.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
432	FR	The Licensing Worker shall be provided with the capability to enter data regarding conclusions, corrective actions, and corrective action plans (including action items and dates).	Yes ☐ No ☐	Vol: Section: Page#:
433	FR	The CWS Worker shall be provided with the capability to view detailed information regarding the history of reported incidents (such as complaints, accidents) for a licensed placement home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
435	FR	The CWS/Web shall allow entry of corrective action plans and track the progress of the plans.	Yes ☐ No ☐	Vol: Section: Page#:
441	FR	The CWS/Web shall have a standard process to guide the completion of the Statement of Facts (LIC 9029A).	Yes ☐ No ☐	Vol: Section: Page#:
442	FR	The CWS Worker shall be provided the capability to view case-specific timelines and dates around the appeal process of complaint findings.	Yes ☐ No ☐	Vol: Section: Page#:
445	FR	The CWS/Web shall be able to encode/classify reasons for exclusion of a person.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
611	IR	The CWS/Web shall have the capability to report on the status of applications.	Yes ☐ No ☐	Vol: Section: Page#:
612	IR	The CWS Administrator shall have the capability to enter their county's emergency shelter care rates.	Yes ☐ No ☐	Vol: Section: Page#:
668	IR	The CWS/Web shall have the capability to automatically request an investigation and track the Case to ensure its completion in situations where a CWS Worker enters information on an apparent problem of abuse or neglect in a foster home.	Yes ☐ No ☐	Vol: Section: Page#:
696	IR	The CWS Worker shall be provided with the capability to view the progress for a Home Study (e.g., status, percentage complete, duration).	Yes ☐ No ☐	Vol: Section: Page#:
697	IR	The CWS worker/supervisor shall have the ability to view a report for the status of all assigned/supervised Home Studies.	Yes ☐ No ☐	Vol: Section: Page#:
698	IR	The CWS worker/supervisor shall have the ability to view details of a selected Home Study, when reviewing report.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
716	IR	The CWS Worker shall be provided with the capability to view a report on reasons for holds on licensed facilities.	Yes ☐ No ☐	Vol: Section: Page#:
2209	IR	The CWS/Web shall track information relating to a licensed home (e.g., termination, extension, suspension, and corrective actions).	Yes ☐ No ☐	Vol: Section: Page#:
2210	IR	The CWS/Web shall have the capability to track complaints, substantiated serious incident reports and status of investigations by facility type for licensed child care homes.	Yes ☐ No ☐	Vol: Section: Page#:
2452	FR	The CWS/Web shall provide the capability to record reasons for delays (e.g. CACI, background check) in the processing of an application to become a licensed caregiver home.	Yes ☐ No ☐	Vol: Section: Page#:
2617	IR	The CWS Worker shall be provided with the capability to view information in the system relating to a licensed home (e.g., termination, extension, suspension, and corrective actions).	Yes ☐ No ☐	Vol: Section: Page#:
2618	IR	The CWS Worker shall be provided with the capability to annotate information for a placement (including, but not limited to termination, extension, suspension, and corrective actions).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2619	IR	The CWS/Web shall allow data to be entered, tracked, and displayed for placement, termination, extension, suspension, and correction.	Yes ☐ No ☐	Vol: Section: Page#:
2621	FR	The CWS Worker shall be provided with the capability to modify letters populated with licensing information to applicants and licensed foster caregivers.	Yes ☐ No ☐	Vol: Section: Page#:
2623	FR	The Licensing worker shall have the capability to record all reference requests.	Yes ☐ No ☐	Vol: Section: Page#:
2624	FR	The Licensing worker shall have the capability to record outcomes of all reference requests.	Yes ☐ No ☐	Vol: Section: Page#:
2625	FR	The CWS/Web shall log the LIC 802 to the main county complaint log with a control number.	Yes ☐ No ☐	Vol: Section: Page#:
2626	FR	The CWS/Web shall have the capability to generate a complaint response (LIC 856).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2627	FR	The CWS/Web shall allow the Licensing supervisor/designee to classify the urgency of a complaint.	Yes ☐ No ☐	Vol: Section: Page#:
2628	FR	The CWS Worker shall be provided with the capability to view detailed information related to all incidents reported for a licensed placement home/facility by date.	Yes ☐ No ☐	Vol: Section: Page#:
2629	FR	The CWS Worker shall be provided with the capability to view detailed information related to all incidents reported for a licensed placement home/facility by type of report.	Yes ☐ No ☐	Vol: Section: Page#:
2630	FR	The CWS Worker shall be provided with the capability to view detailed information related to all incidents reported for a licensed placement home/facility by nature of report (e.g., accident, abuse, substantiated reports, information only report).	Yes ☐ No ☐	Vol: Section: Page#:
2631	FR	The CWS/Web shall capture and uniquely distinguish data such as accidents from abuse, founded report or information only report.	Yes ☐ No ☐	Vol: Section: Page#:
2632	IR	The CWS/Web shall display a history of children ever placed in a placement home.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2633	FR	The CWS/Web shall allow the Licensing Worker to record dates and outcomes of meetings and hearings in the system.	Yes ☐ No ☐	Vol: Section: Page#:
2634	FR	The Licensing worker shall have the capability to view training information of the foster family home.	Yes ☐ No ☐	Vol: Section: Page#:
2635	FR	The Licensing worker shall have the capability to view special certificates of the foster family home.	Yes ☐ No ☐	Vol: Section: Page#:
2636	FR	The Licensing worker shall have the capability to view level of capacity of the foster family home.	Yes ☐ No ☐	Vol: Section: Page#:
2637	FR	The Licensing worker shall have the capability to view level of strengths of the foster family home.	Yes ☐ No ☐	Vol: Section: Page#:
2638	FR	The Licensing worker shall have the capability to view level of concerns of the foster family home.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2639	IR	The CWS Worker shall have the capability to put a placement facility on hold.	Yes ☐ No ☐	Vol: Section: Page#:
2658	IR	The CWS Worker shall be provided with the capability to record the characteristics of children of foster caregivers.	Yes ☐ No ☐	Vol: Section: Page#:
2673	IR	The CWS/Web shall provide the CWS Worker the capability to conditionally approve a placement candidate and record the requirements to be fulfilled before a final approval can be made.	Yes ☐ No ☐	Vol: Section: Page#:
2674	IR	The CWS/Web shall provide the CWS Worker with the capability to identify deficiencies and initiate a Corrective Action Plan as needed.	Yes ☐ No ☐	Vol: Section: Page#:
2679	IR	The CWS Worker shall be provided with the capability to record post-application training the Resource Family has received.	Yes ☐ No ☐	Vol: Section: Page#:
2680	IR	The CWS Worker shall be provided with the capability to record ongoing education hours the Resource Family has received.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2681	FR	The CWS/Web shall allow caregivers to enter, edit and store caregiver's emergency plans and allow the county / State to report and / or develop a continuity plan (e.g. track special needs, identify caregiver and address information) in anticipation of and in the event of catastrophic event.	Yes ☐ No ☐	Vol: Section: Page#:
2771	FR	The CWS Worker shall be provided with the capability to record detailed data relating to Incident reports for a licensed placement home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
2965	IR	The CWS/Web shall allow for indicators on homes that are not placement-ready.	Yes ☐ No ☐	Vol: Section: Page#:
3021	IR	The CWS Worker shall be provided with the capability to request approval of relative/NREFM assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3125	IR	The CWS/Web shall notify the assigned CWS Worker when a serious incident report is received or a complaint has been created against a licensed facility or caregiver where a child on the CWS Worker's caseload is in care or has been in care (county-configurable).	Yes ☐ No ☐	Vol: Section: Page#:
3164	IR	The CWS Worker shall be provided with the capability to cross-report the approved Referral to law enforcement and the assigned Licensing Worker.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3165	FR	The CWS/Web shall have the capability to submit the LIC 9029A electronically to the State legal department responsible.	Yes ☐ No ☐	Vol: Section: Page#:
3266	IR	The Licensing worker shall be provided with County Licensing status (e.g., pending applications, home studied, licensed homes, placement ready, periodic visits).	Yes ☐ No ☐	Vol: Section: Page#:
3267	FR	The Licensing worker shall be provided with a listing of License Visits due.	Yes ☐ No ☐	Vol: Section: Page#:
3268	IR	The Licensing worker shall be provided with a listing of License Visits past due.	Yes ☐ No ☐	Vol: Section: Page#:
		Resource Directory		
379	IR	The CWS Worker shall be provided with the capability to add a home to the pool of placement options in the system.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
386	IR	The CWS/Web shall provide the capability to record county licensed placement homes.	Yes ☐ No ☐	Vol: Section: Page#:
397	IR	The CWS/Web shall provide the capability to view the vacancies/bed availability for a caregiver's home/facility.	Yes ☐ No ☐	Vol: Section: Page#:
459	IR	The CWS Administrator shall have the capability to set up a new service provider.	Yes ☐ No ☐	Vol: Section: Page#:
460	IR	The CWS Worker shall be provided the capability to search for existing contractual relationships with a service provider.	Yes ☐ No ☐	Vol: Section: Page#:
461	IR	The CWS/Web shall have the capability to guide the CWS Administrator through the process to set up a service provider.	Yes ☐ No ☐	Vol: Section: Page#:
463	IR	The CWS/Web shall provide service provider statistics by service provider.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
464	IR	The CWS/Web shall provide service provider statistics by type of service.	Yes ☐ No ☐	Vol: Section: Page#:
465	IR	The CWS/Web shall provide service provider statistics by service location.	Yes ☐ No ☐	Vol: Section: Page#:
466	IR	The CWS/Web shall allow the CWS Administrator to save the date entered even if the service provider set up process is only partially completed.	Yes ☐ No ☐	Vol: Section: Page#:
469	IR	The CWS/Web shall have the capability to manage variable rates for services.	Yes ☐ No ☐	Vol: Section: Page#:
470	IR	The CWS Administrator shall have the capability to assign multiple funding sources for a particular service. (e.g. Title IV-E, SB 3632 Special Education services).	Yes ☐ No ☐	Vol: Section: Page#:
473	IR	The CWS/Web shall have the capability to track the number of service units available.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
484	IR	The CWS/Web shall store a directory of other private and public agencies, organizations, entities and individuals.	Yes ☐ No ☐	Vol: Section: Page#:
486	IR	The CWS Administrator shall have the capability to merge public/private agencies.	Yes ☐ No ☐	Vol: Section: Page#:
488	IR	The CWS Administrator shall have the capability to merge organizations.	Yes ☐ No ☐	Vol: Section: Page#:
489	IR	The CWS Administrator shall have the capability to merge entities.	Yes ☐ No ☐	Vol: Section: Page#:
491	IR	The CWS Administrator shall have the ability to add service providers to the catalog of services with an indicator if a service can be delivered without a contract.	Yes ☐ No ☐	Vol: Section: Page#:
504	FR	The CWS/Web shall notify the Service Provider via e-mail or U.S. Postal Service that the online account was established.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
613	IR	The CWS Administrator shall have the capability to enter their county's clothing allowance rates.	Yes ☐ No ☐	Vol: Section: Page#:
614	IR	The CWS/Web shall provide counties the capability to search for other counties specialized care rates.	Yes ☐ No ☐	Vol: Section: Page#:
2098	IR	The CWS Worker shall be provided with the capability to access a catalog of services unique to a specific county.	Yes ☐ No ☐	Vol: Section: Page#:
2720	IR	The CWS Worker shall be provided with the capability to view the service catalog by county.	Yes ☐ No ☐	Vol: Section: Page#:
2724	IR	The CWS Worker shall be provided with the capability to view a list with resources and service providers (e.g. food bank, mental health) within a specified distance of a client (range/list to be configured by county).	Yes ☐ No ☐	Vol: Section: Page#:
2740	IR	The CWS/Web shall have the capability to record a list of goods (e.g., car seats, fire extinguishers).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2769	IR	The system will support creation of joint report by CWS Workers of children in the home (including CWS workers in other counties).	Yes ☐ No ☐	Vol: Section: Page#:
3303	IR	The CWS/Web shall provide the ability for ICPC Administrator to be added through Resource Management.	Yes ☐ No ☐	Vol: Section: Page#:
3341	IR	The CWS Administrator shall be guided to complete the required information to set up the inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3342	IR	The CWS/Web shall have the capability to populate the inventory information from the authorized request to purchase inventory.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3343	IR	The CWS Administrator shall have the ability to enter data regarding the inventory including, but not limited to: • Goods category • Quantity • Funding source • Rates • Program specifics for issuing (e.g. goods for caregivers based on funding source). • Location(s) of inventory • Hours of operation • Contact person • Authorization required	Yes ☐ No ☐	Vol: Section: Page#:
3344	IR	The CWS Administrator shall have the ability to save the data entered to set up inventory without completing the entire set up process.	Yes ☐ No ☐	Vol: Section: Page#:
3345	IR	The CWS Worker shall not have the ability to access the inventory for issuance until all the required information is entered.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3347	IR	The CWS Administrator shall have the ability to search for specific goods by: • Goods category • Quantity • Funding source • Rates • Program specifics for issuing (e.g. goods for caregivers based on funding source). • Location(s) of inventory	Yes ☐ No ☐	Vol: Section: Page#:
3348	IR	The CWS/Web shall have the ability to track the number of units available.	Yes ☐ No ☐	Vol: Section: Page#:
3349	IR	The CWS/Web shall have the ability to track the inventory category.	Yes ☐ No ☐	Vol: Section: Page#:
3350	IR	The CWS/Web shall have the ability to track the program of the inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3351	IR	The CWS/Web shall have the ability to track the inventory subcategory.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3353	IR	The CWS Worker shall have the capability to search for an existing service provider by: • Service Provider number • Start date • End date • Address (location and billing). • Rationale for Service Provider end date. • License/certification number • License status • License type • Service subcategory • Type of goods • End date of contract/agreement. • Contract/agreement Number • Release of information not required. • Payment method • Rates • Number of units • Specialty • Payee information	Yes ☐ No ☐	Vol: Section: Page#:
3354	IR	The CWS/Web shall have the ability to track the funds available.	Yes ☐ No ☐	Vol: Section: Page#:
3355	IR	The CWS/Web shall have the ability to track the units of goods available.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3375	IR	When a payment for goods or services is authorized, CWS/Web shall have the capability to decrement the units of services or goods from the service provider.	Yes ☐ No ☐	Vol: Section: Page#:
3574	IR	The CWS Supervisor shall be provided with the capability to check the authorization request against available funding sources.	Yes ☐ No ☐	Vol: Section: Page#:
3579	IR	The CWS/Web shall capture data necessary to process authorizations and subsequent payments including but not limited to service descriptions, units of cost and source of funding.	Yes ☐ No ☐	Vol: Section: Page#:
Court Processing				
Court Documents				
41	IR	The CWS Worker shall be provided the capability to record the submission date of a JV 210 form.	Yes ☐ No ☐	Vol: Section: Page#:
2090	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to select participants to a hearing from a predefined list of legally required participants.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2091	IR	The CWS Worker shall be provided with the capability to select participants for a Court Hearing from participants identified in the Case Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2161	IR	The CWS Worker shall be provided with the capability to associate the petition with the custody court order.	Yes ☐ No ☐	Vol: Section: Page#:
2162	IR	The CWS/Web shall have the capability to allow the CWS Worker to indicate related Cases/referrals.	Yes ☐ No ☐	Vol: Section: Page#:
2163	IR	The CWS/Web shall have the capability to allow the CWS Worker to associate forms or files to the court report in the system.	Yes ☐ No ☐	Vol: Section: Page#:
2164	IR	The CWS Worker shall be provided with the capability to associate petitions to hearings.	Yes ☐ No ☐	Vol: Section: Page#:
2165	IR	The CWS Worker shall be provided with the capability to associate court reports to hearings.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2166	IR	The CWS/Web shall have the capability to allow court Case data to be associated with multiple persons and families.	Yes ☐ No ☐	Vol: Section: Page#:
2169	IR	The CWS/Web shall have the capability to allow the Court Officer to attach a pdf file of the minute order to the report.	Yes ☐ No ☐	Vol: Section: Page#:
2170	IR	The CWS Worker shall be provided with the capability to associate the due diligence search result profile to one or more children.	Yes ☐ No ☐	Vol: Section: Page#:
2171	IR	The CWS Worker shall be provided with the capability to associate a saved search result profile to a Declaration of Due Diligence.	Yes ☐ No ☐	Vol: Section: Page#:
2172	IR	The CWS Worker shall be provided with the capability to associate the Declaration of Due Diligence to one or more children.	Yes ☐ No ☐	Vol: Section: Page#:
2272	IR	The CWS/Web shall have the capability to generate a summary of the court report recommendations for caregivers.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2273	IR	The CWS Worker shall be provided with the capability to print the search result profile.	Yes ☐ No ☐	Vol: Section: Page#:
2274	IR	The CWS/Web shall have the capability to print the Declaration of Due Diligence with or without the search report profile.	Yes ☐ No ☐	Vol: Section: Page#:
2287	IR	The CWS Worker shall be provided with the capability to save the Declaration of Due Diligence.	Yes ☐ No ☐	Vol: Section: Page#:
2295	IR	The CWS/Web shall have the capability to allow the CWS Worker to conduct a standard Due Diligence search for locating individuals.	Yes ☐ No ☐	Vol: Section: Page#:
2296	IR	The CWS/Web shall have the capability to search multiple systems as part of the Due Diligence search.	Yes ☐ No ☐	Vol: Section: Page#:
2297	IR	The CWS/Web shall have the capability to record search results in a search result profile.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2298	IR	The CWS/Web shall have the capability to include which systems have been searched, in the search report profile.	Yes ☐ No ☐	Vol: Section: Page#:
2299	IR	The CWS/Web shall have the capability to include the date on which a systems search was initiated, in the search report profile.	Yes ☐ No ☐	Vol: Section: Page#:
2300	IR	The CWS/Web shall have the capability to include the date on which a systems search was completed, in the search report profile.	Yes ☐ No ☐	Vol: Section: Page#:
2301	IR	The CWS/Web shall have the capability to include time of the search, in the search report profile.	Yes ☐ No ☐	Vol: Section: Page#:
2302	IR	The CWS/Web shall have the capability to include in the search report profile, the results from all systems queried, including matches, potential matches, and no records located.	Yes ☐ No ☐	Vol: Section: Page#:
2514	IR	The CWS Worker shall have the capability to view termination of parental rights information on behalf of a client.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2515	IR	The CWS Worker shall have the capability to document the disposition of custody petitions.	Yes ☐ No ☐	Vol: Section: Page#:
2516	IR	The CWS Worker shall have the capability to document the court's dismissal of a petition.	Yes ☐ No ☐	Vol: Section: Page#:
2517	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to document the court's modification of a petition.	Yes ☐ No ☐	Vol: Section: Page#:
2523	IR	The CWS Worker shall be provided with the capability to edit the list of recipients for all reports prior to report generation.	Yes ☐ No ☐	Vol: Section: Page#:
2526	IR	The CWS/Web shall have the capability to generate required court documents.	Yes ☐ No ☐	Vol: Section: Page#:
2527	IR	The CWS/Web shall have the capability to provide a means for the user to record a prospective court hearing date for a child/youth's discharge packet.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2528	IR	The CWS/Web shall have the capability for the user to record the court's approval/denial of a youth's discharge from probation, diversion, or aftercare.	Yes ☐ No ☐	Vol: Section: Page#:
2530	IR	The CWS/Web shall have the capability for the user to record a prospective court hearing date for a child/youth's release packet.	Yes ☐ No ☐	Vol: Section: Page#:
2531	IR	The CWS/Web shall have the capability to allow the CWS Worker to choose one or more Welfare & Institutions Code (WI &C) sections that a petition is filed under.	Yes ☐ No ☐	Vol: Section: Page#:
2532	IR	The CWS/Web shall have the capability to allow the CWS Worker to add additional participants.	Yes ☐ No ☐	Vol: Section: Page#:
2533	IR	The CWS/Web shall have the capability to allow the CWS Worker to add the detention status.	Yes ☐ No ☐	Vol: Section: Page#:
2535	IR	The CWS/Web shall have the capability to allow the CWS Worker to indicate the method used to send Court documents for each participant.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2547	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to update all available information for the Petition (JV-100 and JV-101).	Yes ☐ No ☐	Vol: Section: Page#:
2548	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to review all available information for the Petition (JV-100 and JV-101).	Yes ☐ No ☐	Vol: Section: Page#:
2549	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record the date and submittal of a JV 215.	Yes ☐ No ☐	Vol: Section: Page#:
2550	IR	The CWS/Web shall have the capability to provide the Court Officer with the ability to add the court hearing number and a URL address to the minute order.	Yes ☐ No ☐	Vol: Section: Page#:
2564	IR	The CWS/Web shall have the capability to provide the Adoption Worker with the ability to modify information for the VS 44.	Yes ☐ No ☐	Vol: Section: Page#:
2565	IR	The CWS/Web shall have the capability to provide the Adoption Worker with the ability to modify information for the AD 824.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2566	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to update the Adoption Court Report and add/modify additional comments.	Yes ☐ No ☐	Vol: Section: Page#:
2569	IR	The CWS/Web shall record information regarding locating clients as evidenced in a Declaration of Due Diligence.	Yes ☐ No ☐	Vol: Section: Page#:
2570	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record the procedure of the Due Diligence search.	Yes ☐ No ☐	Vol: Section: Page#:
2571	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record the outcome of the Due Diligence search.	Yes ☐ No ☐	Vol: Section: Page#:
2572	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to view the search results profile.	Yes ☐ No ☐	Vol: Section: Page#:
2573	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to initiate a Due Diligence search for missing parents.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2822	IR	The CWS/Web shall have the capability to populate any court report and/or court hearing form with existing information.	Yes ☐ No ☐	Vol: Section: Page#:
2825	IR	The CWS/Web shall have the capability to populate any Adoption Court Report and/or Adoption specific form with existing information.	Yes ☐ No ☐	Vol: Section: Page#:
2873	IR	The CWS/Web shall have the capability to provide each county with consistent forms for Court Reports that will be populated with Case information.	Yes ☐ No ☐	Vol: Section: Page#:
2874	IR	The CWS/Web shall provide the court report templates currently in CWS/CMS.	Yes ☐ No ☐	Vol: Section: Page#:
2881	IR	The CWS/Web shall have the capability to provide standard forms for the court reports with variations permitted for local county court rules.	Yes ☐ No ☐	Vol: Section: Page#:
2976	IR	The CWS/Web shall have the capability to not allow modification to any court document after supervisor approval, except as an addendum.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3100	IR	The CWS/Web shall have the capability to notify the adoption worker if information is needed to complete a court report.	Yes ☐ No ☐	Vol: Section: Page#:
3101	IR	The CWS/Web shall have the capability to notify the adoption worker if information is needed to complete a Court Report of Adoption VS 44.	Yes ☐ No ☐	Vol: Section: Page#:
3102	IR	The CWS/Web shall have the capability to notify the adoption worker if information is needed to complete a Consent and Joinder AD 824.	Yes ☐ No ☐	Vol: Section: Page#:
3103	IR	The Adoption Worker shall be notified if information is needed to complete an Adoption Court Report.	Yes ☐ No ☐	Vol: Section: Page#:
3149	IR	The CWS Worker shall be provided with the capability to electronically file petitions.	Yes ☐ No ☐	Vol: Section: Page#:
3150	IR	The CWS/Web shall have the capability to electronically send documents to hearing participants over a secure connection.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3151	IR	The CWS/Web shall have the capability to route the Status Review Hearing Court Report electronically to the court and to hearing participants over a secure connection.	Yes ☐ No ☐	Vol: Section: Page#:
3233	IR	The CWS/Web shall have the capability to allow only authorized CWS Workers to provide an addendum to documents approved by a supervisor.	Yes ☐ No ☐	Vol: Section: Page#:
3248	IR	The CWS/Web shall have the capability to provide CWS Workers ability to generate and manage subpoenas, court citations, and minute orders.	Yes ☐ No ☐	Vol: Section: Page#:
3249	IR	The CWS Worker shall be provided with the capability to record all legal actions (e.g., petitions, orders, dismissals, revised orders, vacated orders).	Yes ☐ No ☐	Vol: Section: Page#:
3298	IR	The CWS/Web shall allow the Adoption Worker to access the court system to view the 366.26 Hearing Report.	Yes ☐ No ☐	Vol: Section: Page#:
4396	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to select participants for a report from a predefined list of participants.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4397	IR	The CWS Worker shall be provided with the capability to select participants for a report from participants identified in the Case Plan.	Yes ☐ No ☐	Vol: Section: Page#:
		Indian Child Welfare Act		
205	FR	The CWS/Web shall have the capability for the Bureau of Indian Affairs (BIA) and/or Tribe to have the ability to update BIA and/or Tribal Information in the CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
206	FR	The BIA and/or Tribe shall have the option to add additional free text notes to the form.	Yes ☐ No ☐	Vol: Section: Page#:
208	FR	The CWS/Web shall have the capability to provide the BIA and/or Tribe with a history of all previously submitted documentation.	Yes ☐ No ☐	Vol: Section: Page#:
2119	IR	The CWS/Web shall have the capability to save a response letter received from the Tribe and/or BIA.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2193	IR	The CWS/Web shall have the capability to track and display each tribe notified.	Yes ☐ No ☐	Vol: Section: Page#:
2289	IR	The CWS/Web shall have the capability to store the ICWA 010(a).	Yes ☐ No ☐	Vol: Section: Page#:
2579	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to indicate that a child may be of Native American ancestry, with ICWA provisions available throughout the life of a referral/case. (Indian Child Welfare Act of 1978).	Yes ☐ No ☐	Vol: Section: Page#:
2580	IR	The CWS/Web shall have the capability to prompt the CWS Worker to indicate if a child is of Native American heritage.	Yes ☐ No ☐	Vol: Section: Page#:
2581	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record the response from the tribe as a result of notification.	Yes ☐ No ☐	Vol: Section: Page#:
2582	IR	The CWS/Web shall enable CWS Workers with the capability to track a client's enrollment in an Indian tribe in order to conform to the tenets of the Indian Child Welfare Act.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2583	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record tribe information.	Yes ☐ No ☐	Vol: Section: Page#:
2584	IR	The CWS/Web shall have the capability to automatically generate an indicator of whether a child is covered by the Indian Child Welfare Act (ICWA).	Yes ☐ No ☐	Vol: Section: Page#:
2585	IR	The CWS/Web shall have the capability to capture associated dates, to indicator(s) of ICWA determination for a child.	Yes ☐ No ☐	Vol: Section: Page#:
2586	IR	The CWS/Web shall have the capability to track and display date of tribal notification.	Yes ☐ No ☐	Vol: Section: Page#:
2587	IR	The CWS/Web shall have the capability to track and display client's tribal enrollment status (e.g. pending, enrolled, not eligible).	Yes ☐ No ☐	Vol: Section: Page#:
2588	IR	The CWS/Web shall have the capability to track and display client's tribal status date.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2829	IR	The CWS/Web shall have the capability to auto-populate the ICWA 010(a) with existing information.	Yes ☐ No ☐	Vol: Section: Page#:
2830	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to generate an ICWA 010(a) and Proof of Service to notify Indian Tribal Organizations.	Yes ☐ No ☐	Vol: Section: Page#:
3106	IR	If the CWS Worker indicates the child is of Native American heritage, the CWS Worker shall be prompted to document the tribal affiliation of the child.	Yes ☐ No ☐	Vol: Section: Page#:
3260	IR	The CWS Worker shall be provided with the capability to manage notification to and from Indian Tribal Organizations.	Yes ☐ No ☐	Vol: Section: Page#:
3261	IR	The CWS/Web shall have the capability to report on ICWA determination activities (e.g. reports sent, reports received back).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Notifications		
2168	IR	The CWS/Web shall have the capability to attach Proof of Service to the Notice.	Yes ☐ No ☐	Vol: Section: Page#:
2286	IR	The CWS/Web shall have the capability to allow court notices to be saved in the system.	Yes ☐ No ☐	Vol: Section: Page#:
2518	IR	The CWS Worker shall be provided with the capability to record the date the parents were notified of detention.	Yes ☐ No ☐	Vol: Section: Page#:
2519	IR	The CWS Worker shall be provided with the capability to record the date the other parties (e.g., attorney, child) were notified of detention.	Yes ☐ No ☐	Vol: Section: Page#:
2520	IR	The CWS Worker shall be provided with the capability to record the time the other parties (e.g., attorney, child) were notified of detention.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2521	IR	The CWS Worker shall be provided with the capability to record the manner the parents were notified of detention.	Yes ☐ No ☐	Vol: Section: Page#:
2522	IR	The CWS Worker shall be provided with the capability to record the manner the other parties (e.g., attorney, child) were notified of detention.	Yes ☐ No ☐	Vol: Section: Page#:
2524	IR	The CWS Worker shall be provided with the capability to edit the list of recipients for all notices prior to notice generation.	Yes ☐ No ☐	Vol: Section: Page#:
2525	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to update contact information for an address, if a change is required, prior to generating the hearing notice.	Yes ☐ No ☐	Vol: Section: Page#:
2543	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record court notice information.	Yes ☐ No ☐	Vol: Section: Page#:
2544	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record administrative notice information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2816	IR	The CWS/Web shall have the capability to generate and save a standardized Proof of Service form for each notice sent out for each hearing, which must be included with each court report.	Yes ☐ No ☐	Vol: Section: Page#:
2818	IR	The CWS/Web shall have the capability to use legal and court activity information in the CWS/Web to populate and generate automated forms and notices.	Yes ☐ No ☐	Vol: Section: Page#:
3148	IR	The CWS Worker shall be provided with the capability to send notices of hearings electronically over a secure connection (SSL).	Yes ☐ No ☐	Vol: Section: Page#:
Tracking				
280	IR	If cases are finalized out-of-State, the CWS/Web shall have the capability to record the finalization court orders.	Yes ☐ No ☐	Vol: Section: Page#:
2167	IR	The CWS/Web shall have the capability to link all subsequent related court orders to the order that originated the court referral.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2202	IR	The CWS/Web shall have the capability to track an individual's role in relation to a court proceeding.	Yes ☐ No ☐	Vol: Section: Page#:
2428	IR	The CWS/Web shall have the capability to record de facto parent status (status granted by the court) and prospective adoptive caregiver status.	Yes ☐ No ☐	Vol: Section: Page#:
2534	IR	The CWS/Web shall have the capability for the Court Officer to enter hearing outcomes.	Yes ☐ No ☐	Vol: Section: Page#:
2536	IR	The CWS/Web shall have the capability to allow court hearing data, court orders, and data on shared Cases to be entered, tracked, and displayed online.	Yes ☐ No ☐	Vol: Section: Page#:
2537	IR	The CWS/Web shall have the capability to record each court appearance and outcome for a child.	Yes ☐ No ☐	Vol: Section: Page#:
2538	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record the representation of a client by an attorney.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2539	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to view the history of representation of a client by an attorney.	Yes ☐ No ☐	Vol: Section: Page#:
2540	IR	The CWS/Web shall have the capability to provide the CWS Worker the ability to record an individual's role with a court proceeding.	Yes ☐ No ☐	Vol: Section: Page#:
2541	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record court case identifiers to court cases.	Yes ☐ No ☐	Vol: Section: Page#:
2542	IR	The CWS/Web shall use a defined set of court orders and hearing types.	Yes ☐ No ☐	Vol: Section: Page#:
2545	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record court order or hearing types, set for the same date.	Yes ☐ No ☐	Vol: Section: Page#:
2546	IR	The CWS/Web shall have the capability to capture a child's juvenile court number.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2551	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record all dispositions.	Yes ☐ No ☐	Vol: Section: Page#:
2552	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record whether guardianship has been ordered by the Probate Court.	Yes ☐ No ☐	Vol: Section: Page#:
2553	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record whether guardianship has been ordered.	Yes ☐ No ☐	Vol: Section: Page#:
2554	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record whether dependency is terminated and if non-court services are continued.	Yes ☐ No ☐	Vol: Section: Page#:
2556	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record whether dependency is continued.	Yes ☐ No ☐	Vol: Section: Page#:
2557	IR	The CWS/Web shall have the capability for the CWS Worker to record the process of a Legal Guardianship being vacated.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2558	IR	The CWS Worker shall be provided with the capability to record the decision in regard to the Petition for Amerasian, Widow(er) or Special Immigrant.	Yes ☐ No ☐	Vol: Section: Page#:
2559	IR	The CWS/Web shall have the capability to track any decision regarding a Petition for Amerasian, Widow(er) or Special Immigrant.	Yes ☐ No ☐	Vol: Section: Page#:
2560	IR	The CWS/Web shall have the capability to display upcoming regulatory deadlines and hearing dates.	Yes ☐ No ☐	Vol: Section: Page#:
2561	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record the status of a Case that has a court hearing/order under appeal and record the reason.	Yes ☐ No ☐	Vol: Section: Page#:
2567	IR	The CWS/Web shall have the capability for the CWS Worker to enter and track adverse Court decisions by courtroom, judge or commissioner.	Yes ☐ No ☐	Vol: Section: Page#:
2764	IR	The CWS/Web shall allow the CWS Worker to indicate that the child has changed jurisdiction from 601 or 602 status (Probation) to 300 status (Child Welfare).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2766	IR	The CWS/Web shall allow the CWS Worker to indicate that the child has changed jurisdiction from 300 status (Child Welfare) to 601 or 602 status (Probation).	Yes ☐ No ☐	Vol: Section: Page#:
3099	IR	The CWS/Web shall have the capability to alert the CWS Worker to schedule a Hearing as a result of re-opening a suspended Case.	Yes ☐ No ☐	Vol: Section: Page#:
3179	IR	The CWS/Web shall allow the CWS Worker to schedule an Interim Hearing with the court.	Yes ☐ No ☐	Vol: Section: Page#:
3180	IR	The CWS Worker shall be provided with the capability to electronically request a hearing be calendared.	Yes ☐ No ☐	Vol: Section: Page#:
3181	IR	The CWS/Web shall have the capability to record designated timeframes for all court reviews.	Yes ☐ No ☐	Vol: Section: Page#:
3184	IR	The CWS/Web shall have the capability to track court order or hearing types set for the same date.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3185	IR	The CWS/Web shall allow the CWS Worker to record and schedule outcomes of meetings and hearings and reasons for request in the CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
3247	IR	The CWS/Web shall have the capability to generate a reminder for the CWS Worker to schedule and coordinate transportation for hearing participants.	Yes ☐ No ☐	Vol: Section: Page#:
3250	IR	The CWS/Web shall have the capability to track court notice information.	Yes ☐ No ☐	Vol: Section: Page#:
3252	IR	The CWS/Web shall have the capability to track the status of a Case that has a court hearing/order under appeal.	Yes ☐ No ☐	Vol: Section: Page#:
3254	IR	The CWS/Web shall have the capability to track petitions filed by type and indicate what information on the Case has been released to external parties.	Yes ☐ No ☐	Vol: Section: Page#:
3255	IR	The CWS/Web shall have the capability to track settlement conferences and report on the outcome.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3256	IR	The CWS/Web shall provide the capability to conduct due diligence searches for lifelong connection person and track outcome(s).	Yes ☐ No ☐	Vol: Section: Page#:
3262	IR	The CWS/Web shall have the capability to enable CWS Workers to track a client's affiliation to an Indian tribe.	Yes ☐ No ☐	Vol: Section: Page#:
Financial Management				
Accounts Payable				
133	IR	The CWS Worker shall be provided with the capability to discontinue or end date Aftercare Services payments.	Yes ☐ No ☐	Vol: Section: Page#:
135	IR	The CWS Worker shall be provided with the capability to re-instate Aftercare Services payments.	Yes ☐ No ☐	Vol: Section: Page#:
237	IR	The CWS/Web shall have the capability to generate an invoice (full or reduced amount) for the home study fees.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
276	IR	The Adoption Worker shall be provided with the capability to reduce a home study fee with the rationale.	Yes ☐ No ☐	Vol: Section: Page#:
287	IR	The CWS/Web shall provide the capability to record if adoptive caregivers request a deferral of Adoption Assistance Program payments.	Yes ☐ No ☐	Vol: Section: Page#:
288	IR	The CWS/Web shall provide the capability to record if a family accepts Medi-Cal only on the behalf of the adoptive child.	Yes ☐ No ☐	Vol: Section: Page#:
315	IR	The CWS/Web shall provide the capability to document the date a Notice of Action (NOA) is sent to the caregiver.	Yes ☐ No ☐	Vol: Section: Page#:
350	IR	The CWS/Web shall have the ability to create a notification in advance that a child has been in out-of-home care for 18 months and generate Notice of Action (NOA).	Yes ☐ No ☐	Vol: Section: Page#:
351	IR	The Adoption Worker shall be provided with the capability to suspend Adoption Assistance Program payments.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2730	IR	The CWS/Web shall provide the capability to authorize a request for authorization if the cost exceeds a predetermined amount.	Yes ☐ No ☐	Vol: Section: Page#:
2738	IR	The CWS Worker shall be provided with the capability to indicate whether a cash payment or a voucher is being requested.	Yes ☐ No ☐	Vol: Section: Page#:
3361	IR	The CWS/Web shall provide the capability to record the decisions and the decision rationales for the authorization requests.	Yes ☐ No ☐	Vol: Section: Page#:
3367	IR	The CWS/Web shall provide the capability to record the specific program code(s) for a requested authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3374	IR	The CWS/Web shall have the capability to allow the authorization request to proceed to the next level of authorization only if the Supervisor authorizes the request.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3386	IR	The Accounting Worker shall have the ability to search for the authorized services/goods by searching for but not limited to: • Purchase order/voucher number. • Name of Service Provider • Name of service recipient(s) • Name of CWS Worker • Type of service • Amount of service • Time period of service delivery.	Yes ☐ No ☐	Vol: Section: Page#:
3387	IR	The Accounting Worker shall have the ability to submit a request for authorization for payment.	Yes ☐ No ☐	Vol: Section: Page#:
3388	IR	The Accounting Worker shall have the ability to revise a request to purchase inventory if the request was not authorized because modification is required.	Yes ☐ No ☐	Vol: Section: Page#:
3389	IR	The Accounting Worker shall have the ability to view the previously submitted requests for payment.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3390	IR	The Accounting Worker shall be guided through the process to review the following but not limited to: • Payment instructions • Authorized services/goods • Service rate/cost of goods • Units of services/goods	Yes ☐ No ☐	Vol: Section: Page#:
3391	IR	The Accounting Worker shall have the ability to correct the inaccurate information.	Yes ☐ No ☐	Vol: Section: Page#:
3392	IR	The CWS/Web shall have the capability to perform a match before allowing the submission for authorization including: • Requested services/goods authorization • Service rate/cost of goods • Units of services/goods	Yes ☐ No ☐	Vol: Section: Page#:
3394	IR	The Accounting Worker shall have the ability to modify a request to purchase inventory if the authorization was denied.	Yes ☐ No ☐	Vol: Section: Page#:
3395	IR	The Accounting Worker shall not have the ability to submit a request for authorization if the request is not complete.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3396	IR	The CWS/Web shall have the capability to guide the Accounting Worker through the entry of the invoice information.	Yes ☐ No ☐	Vol: Section: Page#:
3398	IR	The Accounting Worker shall have the ability to revise a request for payment if the request was not authorized because modification is required.	Yes ☐ No ☐	Vol: Section: Page#:
3400	IR	The CWS/Web shall have the capability to identify discrepancies between service authorizations, vouchers and invoices.	Yes ☐ No ☐	Vol: Section: Page#:
3401	IR	The CWS/Web shall have the capability to identify if service/goods have not been delivered as invoiced and verified by the CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
3404	IR	The Accounting Worker shall have the ability to submit a request for authorization to pay the invoice.	Yes ☐ No ☐	Vol: Section: Page#:
3405	IR	The Accounting Worker shall have the ability to reject an invoice.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3406	IR	The Accounting Worker shall have the ability to record the rationale for rejecting an invoice.	Yes ☐ No ☐	Vol: Section: Page#:
3408	IR	The Accounting Worker shall have the ability to modify a request for authorization to pay the invoice.	Yes ☐ No ☐	Vol: Section: Page#:
3409	FR	The CWS/Web shall have the capability to receive electronic submission of invoices.	Yes ☐ No ☐	Vol: Section: Page#:
3410	FR	The CWS/Web shall have the capability to alert the Accounting Worker that an invoice has been received electronically and processed.	Yes ☐ No ☐	Vol: Section: Page#:
3411	IR	The Accounting Worker shall have the ability to modify a request for payment inventory if the authorization was denied.	Yes ☐ No ☐	Vol: Section: Page#:
3412	IR	The Accounting Worker shall have the ability to view a history of requests submitted for authorization.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3413	IR	The Accounting Worker shall have the ability to search CWS/Web for the authorized invoice by: • Authorization number • Invoice number • Service provider • Service category • Dates of service • Amount • CWS Worker	Yes ☐ No ☐	Vol: Section: Page#:
3417	IR	The Accounting Worker shall have the ability to view the existing authorized invoice with authorized payment detail information.	Yes ☐ No ☐	Vol: Section: Page#:
3418	IR	The Accounting Worker shall have the ability to record the correct payment amount.	Yes ☐ No ☐	Vol: Section: Page#:
3419	IR	The Accounting Worker shall have the ability to record the rationale for the discrepancy.	Yes ☐ No ☐	Vol: Section: Page#:
3421	IR	The Accounting Worker shall have the ability to submit the amended invoice information for authorization.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3422	IR	The CWS/Web shall have the capability to issue payment instructions to pay an underpayment if authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3429	IR	The CWS/Web shall provide the capability to view the existing authorized invoice detailed information.	Yes ☐ No ☐	Vol: Section: Page#:
3452	IR	The CWS Worker shall have the ability to release units of goods that have been encumbered but were not used by the child(ren).	Yes ☐ No ☐	Vol: Section: Page#:
3453	IR	The CWS Worker shall have the ability to release units of goods that have been encumbered but were not used by the caregiver.	Yes ☐ No ☐	Vol: Section: Page#:
3454	IR	The CWS/Web shall have the ability to encumber the units of goods indicated in request once the request for goods is completed.	Yes ☐ No ☐	Vol: Section: Page#:
3472	IR	The CWS Worker shall have the ability to complete the request for emergency shelter care payment with: • Rationale • Court detention date	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3482	IR	The Accounting Worker shall have the ability to document any special considerations/rationales, for selecting a preferred service provider using pre-defined options.	Yes ☐ No ☐	Vol: Section: Page#:
3483	IR	The CWS/Web shall have the capability to capture any special considerations/rationales, for selecting a preferred service provider using pre-defined options.	Yes ☐ No ☐	Vol: Section: Page#:
3484	IR	The Accounting Worker shall have the ability to search for past requests to purchase inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3485	IR	The Accounting Worker shall have the ability to copy past requests to purchase inventory information to a new request to purchase inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3486	IR	The Accounting Worker shall have the ability to create a request to purchase inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3487	IR	The Accounting Worker shall have the ability to select the service provider for the request to purchase inventory.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3488	IR	The Accounting Worker shall have the ability to filter the list of service providers by location.	Yes ☐ No ☐	Vol: Section: Page#:
3489	IR	The Accounting Worker shall have the ability to filter the list of service provider's goods.	Yes ☐ No ☐	Vol: Section: Page#:
3490	IR	The Accounting Worker shall have the ability to sort the list of service providers by location.	Yes ☐ No ☐	Vol: Section: Page#:
3491	IR	The Accounting Worker shall have the ability to sort the list of service provider's goods.	Yes ☐ No ☐	Vol: Section: Page#:
3492	IR	The Accounting Worker shall have the ability to list the goods in the request to purchase inventory.	Yes ☐ No ☐	Vol: Section: Page#:
3493	IR	The Accounting Worker shall have the ability to indicate a funding source for the requested purchases.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3494	IR	The Accounting Worker shall have the ability to capture data regarding the request to purchase inventory including, but not limited to: • Goods category • Quantity • Funding source • Fiscal year • Rates	Yes ☐ No ☐	Vol: Section: Page#:
3495	IR	The Accounting Worker shall have the ability to save the data entered to complete the request to purchase inventory without completing the entire process.	Yes ☐ No ☐	Vol: Section: Page#:
3496	IR	The Accounting Worker shall have the ability to submit the request to purchase inventory for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3497	IR	The Accounting Worker shall not have the ability to submit the request to purchase inventory for authorization if required fields are blank.	Yes ☐ No ☐	Vol: Section: Page#:
3498	IR	The Accounting Worker shall have the ability to attach documentation (e.g. case summary) to a request to purchase inventory.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3499	IR	The Accounting Worker shall have the ability to revise a request to purchase inventory if the request was not authorized because modification is required.	Yes ☐ No ☐	Vol: Section: Page#:
3500	IR	The Accounting Worker shall have the ability to indicate whether the request to purchase inventory is an emergency.	Yes ☐ No ☐	Vol: Section: Page#:
3501	IR	The Accounting Worker shall have the ability to view a history of requests to purchase inventory submitted for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3502	IR	The Accounting Worker shall have the ability to modify a request to purchase inventory if the authorization was denied.	Yes ☐ No ☐	Vol: Section: Page#:
3503	IR	The Accounting Worker shall have the ability to proceed to issue a voucher if the request to purchase inventory is authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3532	IR	The CWS/Web shall have the ability to notify the CWS Administrator when inventory has been purchased.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3541	IR	The Accounting Worker shall have the ability to create a stop payment request.	Yes ☐ No ☐	Vol: Section: Page#:
3542	IR	The CWS/Web shall have the capability to populate the stop payment request with the information from the authorized invoice including the detailed warrant information.	Yes ☐ No ☐	Vol: Section: Page#:
3543	IR	The Accounting Worker shall have the ability to submit a stop payment request for authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3544	IR	The CWS/Web shall have the capability to issue instructions to the county/State payment system to stop payment if authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3546	IR	The CWS/Web shall provide the capability to record the rationale for payment being reissued.	Yes ☐ No ☐	Vol: Section: Page#:
3547	IR	The CWS/Web shall provide the capability to submit an authorization to reissue a payment.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3548	IR	The CWS/Web shall provide the capability to request to lift a stop payment.	Yes ☐ No ☐	Vol: Section: Page#:
3549	IR	The CWS/Web shall have the capability to issue payment instructions to the county/State payment systems to lift the stop payment if authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3557	IR	The CWS Worker shall be provided with the capability to search for an existing authorization or voucher.	Yes ☐ No ☐	Vol: Section: Page#:
3571	IR	The CWS/Web shall have the capability to generate an authorization number for each request authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3572	IR	The CWS Worker that submitted a request for authorization shall be notified when their request is authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3573	IR	The CWS/Web shall have the capability to generate payment instructions when an authorization requesting payment to a service provider or emergency shelter caregiver/facility is authorized.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3575	IR	The CWS/Web shall have the capability to send payment instructions to the county/state payment systems in a generic format.	Yes ☐ No ☐	Vol: Section: Page#:
3580	IR	The CWS/Web shall provide the ability to calculate payments based on the number of units of services received by the service recipient.	Yes ☐ No ☐	Vol: Section: Page#:
3583	IR	The CWS/Web shall have the capability to process payments outside of the normal payment process (e.g. one-time payment for emergency needs).	Yes ☐ No ☐	Vol: Section: Page#:
3584	IR	The CWS/Web shall retain a history of authorizations.	Yes ☐ No ☐	Vol: Section: Page#:
4881	IR	The CWS/Web shall provide the capability to send instructions for Eligibility Notice of Actions to Statewide Automated Welfare Systems.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4887	IR	The CWS/Web shall provide the capability to maintain current and historical rate tables for Aid to Families with Dependent Children - Foster Care program, the Kinship Guardianship Assistance Payment program and the Adoption Assistance Program.	Yes ☐ No ☐	Vol: Section: Page#:
		Accounts Receivable		
3370	IR	The CWS/Web shall have the capability to notify the Accounting Worker when a request to amend an invoice determining an overpayment has been authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3376	IR	When the goods selected in the request for goods are from the inventory, CWS/Web decrement the items from the inventory upon authorization.	Yes ☐ No ☐	Vol: Section: Page#:
3381	IR	The CWS/Web shall have the capability to generate a report on trust funds by child.	Yes ☐ No ☐	Vol: Section: Page#:
3383	IR	The CWS/Web shall have the capability to generate a report on trust funds by the balance.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3415	IR	The CWS/Web shall provide the capability to record a reported overpayment.	Yes ☐ No ☐	Vol: Section: Page#:
3416	IR	The Accounting Worker shall have the ability to record a reported underpayment.	Yes ☐ No ☐	Vol: Section: Page#:
3420	IR	The CWS/Web shall have the capability to calculate the overpayment or underpayment.	Yes ☐ No ☐	Vol: Section: Page#:
3426	IR	The CWS/Web shall provide the capability to allow an overpayment to be recouped by decreasing future payments.	Yes ☐ No ☐	Vol: Section: Page#:
3427	IR	The CWS/Web shall provide the capability to document that an overpayment is uncollectible.	Yes ☐ No ☐	Vol: Section: Page#:
3430	IR	The CWS/Web shall provide the capability to generate a notice to the caregiver/service provider in regard to the overpayment.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3431	IR	The CWS/Web shall provide the capability to generate an invoice to notify the caregiver/service provider in regard to the overpayment.	Yes ☐ No ☐	Vol: Section: Page#:
3432	IR	The CWS/Web shall provide the capability to record that the overpayment has been recouped.	Yes ☐ No ☐	Vol: Section: Page#:
3433	IR	The CWS/Web shall provide the capability to record that the repayment of the overpayment has been deposited in the corresponding account.	Yes ☐ No ☐	Vol: Section: Page#:
3435	IR	The CWS/Web shall provide the capability to record the rationale for decreasing future payments to recoup an overpayment.	Yes ☐ No ☐	Vol: Section: Page#:
3436	IR	The CWS/Web shall provide the capability to recalculate payments to recoup an overpayment.	Yes ☐ No ☐	Vol: Section: Page#:
3562	IR	The CWS/Web shall have the capability to capture if a child has a trust fund.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3563	IR	The CWS/Web shall have the capability to notify the CWS Worker that a child has a trust fund.	Yes ☐ No ☐	Vol: Section: Page#:
3564	IR	The CWS Worker shall be provided with the capability to submit a request for funds from a child's trust fund for authorization through the request for services or request for goods processes.	Yes ☐ No ☐	Vol: Section: Page#:
3566	IR	The CWS/Web shall have the capability to capture different types of trust funds.	Yes ☐ No ☐	Vol: Section: Page#:
3567	IR	The CWS/Web shall have the capability to provide an alert to the CWS Worker to request a child's trust fund balance be released if the child is no longer in placement.	Yes ☐ No ☐	Vol: Section: Page#:
3568	IR	The CWS/Web shall have the capability to generate a report on trust funds by type of trust fund.	Yes ☐ No ☐	Vol: Section: Page#:
4885	IR	The CWS/Web shall provide the capability to process adjustments to previously issued Benefits.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4886	IR	The CWS/Web shall provide the capability to calculate abatement to offset the foster care placement costs based on the income received for child recipient.	Yes ☐ No ☐	Vol: Section: Page#:
		Claims		
3371	IR	The CWS/Web shall have the capability to receive payment information from the county/State payment systems.	Yes ☐ No ☐	Vol: Section: Page#:
3372	IR	The CWS/Web shall have the capability to receive payment information including, but not limited to: • Warrant number • Warrant issuance date • Warrant amount	Yes ☐ No ☐	Vol: Section: Page#:
3397	IR	The CWS/Web shall have the capability to notify the Accounting Worker if the invoice matches the services/goods as authorized.	Yes ☐ No ☐	Vol: Section: Page#:
3399	IR	The CWS/Web shall have the capability to notify the Accounting Worker if the invoice matches the services/goods as delivered as verified by the CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3407	IR	The Accounting Worker shall have the capability to generate a letter to the service provider with the rationale for the rejection of the invoice.	Yes ☐ No ☐	Vol: Section: Page#:
3424	IR	The CWS/Web shall have the capability to generate a letter to notify the service provider that the issued payment was correct.	Yes ☐ No ☐	Vol: Section: Page#:
3534	IR	The Accounting Worker shall have the ability to issue the Request to Replace Lost, Destroyed or Stolen Warrant Affidavit.	Yes ☐ No ☐	Vol: Section: Page#:
3535	IR	The Accounting Worker shall have the ability to search CWS/Web for the authorized payment by: • Authorization number • Invoice number • Service provider • Service category • Dates of service • Amount • CWS Worker	Yes ☐ No ☐	Vol: Section: Page#:
3536	IR	The Accounting Worker shall be able to indicate if a service provider is being investigated for fraud.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3537	IR	The Accounting Worker shall have the ability to record that a signed Request to Replace Lost, Destroyed or Stolen Warrant Affidavit has been submitted.	Yes ☐ No ☐	Vol: Section: Page#:
3538	IR	The Accounting Worker shall have the ability to view the existing authorized payment information with the warrant #.	Yes ☐ No ☐	Vol: Section: Page#:
3539	IR	The Accounting Worker shall have the ability to request information from the county/State payment system to verify if the warrant has been cashed.	Yes ☐ No ☐	Vol: Section: Page#:
3540	IR	The Accounting Worker shall have the ability to route a Request to Replace Lost, Destroyed or Stolen Warrant Affidavit to start a fraud investigation.	Yes ☐ No ☐	Vol: Section: Page#:
3545	IR	The CWS/Web shall have the capability to link the signed Request to Replace Lost, Destroyed or Stolen Warrant Affidavit to the authorized invoice.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3559	IR	The CWS/Web shall have the capability to match the submitted invoice to the following: • Confirm receipt of services • Requested services/goods authorization. • The service rate/cost of goods. • Units of services/goods.	Yes ☐ No ☐	Vol: Section: Page#:
Administration				
Administrative Support				
458	FR	The CWS/Web shall authenticate the online user.	Yes ☐ No ☐	Vol: Section: Page#:
492	IR	The CWS/Web shall enable user to input identification information.	Yes ☐ No ☐	Vol: Section: Page#:
494	FR	The CWS/Web shall prompt the Service Provider to create an online password.	Yes ☐ No ☐	Vol: Section: Page#:
495	FR	The CWS/Web shall prompt the Service Provider to create an online user ID.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
496	FR	The CWS/Web shall create an online configuration for the Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
497	FR	The CWS/Web shall store the Service Provider user ID.	Yes ☐ No ☐	Vol: Section: Page#:
498	FR	The CWS/Web shall store the Service Provider password.	Yes ☐ No ☐	Vol: Section: Page#:
499	FR	The system shall display selected options/preferences for the online configuration of the Service Provider.	Yes ☐ No ☐	Vol: Section: Page#:
500	FR	The Service Provider shall have the capability to confirm the selected options/preferences.	Yes ☐ No ☐	Vol: Section: Page#:
501	FR	The Service Provider shall have the capability to change options/preferences.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
502	FR	The CWS/Web shall prompt the Service Provider to configure mail correspondence preference (e.g., electronic vs. paper mail).	Yes ☐ No ☐	Vol: Section: Page#:
503	FR	The CWS/Web shall provide the Service Provider the option to block access to any other channel.	Yes ☐ No ☐	Vol: Section: Page#:
522	IR	For each role, the CWS/Web shall automatically assign authorization and security.	Yes ☐ No ☐	Vol: Section: Page#:
525	IR	Configuration of a user shall allow for assignment of more than one role.	Yes ☐ No ☐	Vol: Section: Page#:
526	IR	The role to assign/transfer work shall have a separate security role/specification.	Yes ☐ No ☐	Vol: Section: Page#:
544	IR	The CWS Administrator shall have the capability to establish notifications/ticklers for time sensitive activities.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
578	IR	The CWS/Web shall authenticate user using randomly changing scripts based on user pre-recorded questions and answers.	Yes ☐ No ☐	Vol: Section: Page#:
579	IR	The CWS/Web shall authenticate an online user via the CWS authentication system.	Yes ☐ No ☐	Vol: Section: Page#:
580	IR	The CWS/Web shall allow the user to create a new password.	Yes ☐ No ☐	Vol: Section: Page#:
581	IR	The CWS/Web shall store the new password.	Yes ☐ No ☐	Vol: Section: Page#:
582	IR	When a new password is created, the CWS/Web shall update the user configuration.	Yes ☐ No ☐	Vol: Section: Page#:
583	IR	The CWS/Web shall provide real-time confirmation that the password was successfully reset.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
584	IR	The CWS/Web shall provide real-time confirmation that the user ID was successfully reset.	Yes ☐ No ☐	Vol: Section: Page#:
585	IR	The CWS/Web shall notify the user that the user ID and/or password have been reset.	Yes ☐ No ☐	Vol: Section: Page#:
586	IR	The CWS/Web shall allow user to change password.	Yes ☐ No ☐	Vol: Section: Page#:
587	IR	The user shall be required to validate their new password by re-entering it again to ensure that it is correctly entered.	Yes ☐ No ☐	Vol: Section: Page#:
588	IR	The CWS/Web shall describe allowable password characteristics.	Yes ☐ No ☐	Vol: Section: Page#:
589	IR	The CWS/Web shall check the password for allowable characteristics and prompt the user if unallowable characters are entered.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
590	IR	The CWS/Web shall prompt the user if the password entered does not meet allowable characteristics.	Yes ☐ No ☐	Vol: Section: Page#:
591	IR	Once the new password has been verified, the user configuration shall be updated.	Yes ☐ No ☐	Vol: Section: Page#:
592	IR	When a new password is created, the CWS/Web shall update the user configuration.	Yes ☐ No ☐	Vol: Section: Page#:
593	IR	The user shall be provided with real-time confirmation that the password has been changed.	Yes ☐ No ☐	Vol: Section: Page#:
594	IR	The CWS Worker shall be notified that a password change has been requested.	Yes ☐ No ☐	Vol: Section: Page#:
595	IR	The CWS/Web shall integrate with the CWS security system for password change.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
596	IR	The CWS/Web shall log all account administration.	Yes ☐ No ☐	Vol: Section: Page#:
597	IR	The CWS/Web shall notify the user's supervisor of all account administration activities.	Yes ☐ No ☐	Vol: Section: Page#:
598	IR	The CWS Administrator shall have the capability to view a summary of user accounts that have not been used in a configurable number of days.	Yes ☐ No ☐	Vol: Section: Page#:
599	IR	The CWS/Web shall have the capability to automatically disable access to accounts that have not been used for over a configurable number of days.	Yes ☐ No ☐	Vol: Section: Page#:
600	IR	The Account Administrator shall be provided with the capability to manage accounts.	Yes ☐ No ☐	Vol: Section: Page#:
601	IR	The CWS Administrator shall be notified when an account is changed.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
602	IR	The CWS Worker's supervisor shall be notified when the worker's account is changed.	Yes ☐ No ☐	Vol: Section: Page#:
603	IR	The CWS/Web shall log all account-related information.	Yes ☐ No ☐	Vol: Section: Page#:
604	IR	The CWS/Web shall track all account-related information.	Yes ☐ No ☐	Vol: Section: Page#:
610	IR	The CWS/Web shall disable a user account after a configurable number of logon attempts.	Yes ☐ No ☐	Vol: Section: Page#:
729	IR	The CWS Worker shall have the capability to identify the cases counted in the State caseload statistical reports.	Yes ☐ No ☐	Vol: Section: Page#:
732	IR	The CWS/Web shall have the capability to alert the CWS Worker when a criminal or protective custody warrant is outstanding.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
733	IR	The CWS/Web shall have the capability to alert the CWS Worker when criminal and child abuse background results are received.	Yes ☐ No ☐	Vol: Section: Page#:
1186	IR	The CWS/Web shall provide an integrated and comprehensive help function.	Yes ☐ No ☐	Vol: Section: Page#:
2123	IR	The CWS/Web shall provide the ability to encrypt client demographic information prior to reporting.	Yes ☐ No ☐	Vol: Section: Page#:
2184	FR	The CWS/Web shall link progress reports for a placement facility (completed as part of an investigation/corrective action) to the Safety Risk Assessment for any children remaining in the facility during the course of an investigation.	Yes ☐ No ☐	Vol: Section: Page#:
2187	IR	The CWS Worker shall be provided with the capability to establish a confidential record between an existing adoption Case and a new CWS/CMS Case opened for the same family in which the adoptive child is a member.	Yes ☐ No ☐	Vol: Section: Page#:
2226	IR	The CWS/Web shall track user profile history.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2454	IR	The CWS Worker shall be provided with the capability to view events within the calendar related to their assigned role.	Yes ☐ No ☐	Vol: Section: Page#:
2455	IR	The CWS Worker shall be provided with the capability to adjust the view of the calendar to display different time periods (e.g., day, week, month).	Yes ☐ No ☐	Vol: Section: Page#:
2456	IR	The CWS Worker shall be provided with the capability to adjust the preferences of the calendar (for example, type of events to display, adjusting reminders, view, etc).	Yes ☐ No ☐	Vol: Section: Page#:
2457	IR	The CWS/Web shall maintain a calendar with events, milestones and triggers related to a referral/Case.	Yes ☐ No ☐	Vol: Section: Page#:
2845	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to print selected form content.	Yes ☐ No ☐	Vol: Section: Page#:
2850	IR	The CWS Worker shall be provided with forms to facilitate the completion of workflow activities.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2851	IR	The CWS/Web shall provide the capability for forms to auto-generate based on user role.	Yes ☐ No ☐	Vol: Section: Page#:
2909	IR	The CWS Administrator shall have the capability to define notification configuration rules.	Yes ☐ No ☐	Vol: Section: Page#:
2910	IR	The CWS/Web shall automatically deactivate reminders once required action by the CWS Worker has been taken.	Yes ☐ No ☐	Vol: Section: Page#:
2912	IR	The CWS/Web shall terminate/deactivate an alert when configured criteria have been satisfied.	Yes ☐ No ☐	Vol: Section: Page#:
2914	IR	The CWS/Web shall provide action alerts/reminders to the CWS Worker configurable by the State for federal and mandated time frames.	Yes ☐ No ☐	Vol: Section: Page#:
2915	IR	The CWS/Web shall have the capability for configurable reminders.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2916	IR	The CWS/Web shall have the capability for configurable alerts.	Yes ☐ No ☐	Vol: Section: Page#:
2926	IR	The CWS Worker shall be provided with the capability to configure reminders for tasks.	Yes ☐ No ☐	Vol: Section: Page#:
2931	IR	The County and State Form Administrators shall have the capability to define form specific business rules.	Yes ☐ No ☐	Vol: Section: Page#:
2932	IR	The CWS/Web shall include a data control and security component that can lock narrative text once it is marked as complete and saved in the system.	Yes ☐ No ☐	Vol: Section: Page#:
2939	IR	Automated escalation of rerouted information shall be based on county-configurable timeframes.	Yes ☐ No ☐	Vol: Section: Page#:
2941	IR	The CWS Worker shall be provided with the capability to exit a workflow process without loss of information entered prior to the point of exit.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2943	IR	The CWS/Web shall have the capability to escalate overdue responses using workflow or similar capability.	Yes ☐ No ☐	Vol: Section: Page#:
2947	IR	The CWS/Web shall have the capability to create county-configured contacts.	Yes ☐ No ☐	Vol: Section: Page#:
2958	IR	The CWS/Web shall automatically provide acknowledgement that a CWS Worker has received an assigned referral/case.	Yes ☐ No ☐	Vol: Section: Page#:
2959	IR	The CWS/Web shall populate the CWS Worker's calendar with upcoming visits.	Yes ☐ No ☐	Vol: Section: Page#:
2960	IR	The CWS Worker shall be provided with a configurable calendar.	Yes ☐ No ☐	Vol: Section: Page#:
2961	IR	The CWS/Web shall populate a Case calendar with milestones of the Case.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2962	IR	All scheduled activities and milestones shall be removed from the CWS Workers' calendar as a result of suspended Case activities.	Yes ☐ No ☐	Vol: Section: Page#:
2966	FR	The CWS/Web shall have the capability to populate the License Worker's calendar with upcoming visits and generate reminders.	Yes ☐ No ☐	Vol: Section: Page#:
2984	IR	The CWS Worker shall be provided with the capability to copy information from one user interface element to another user interface element within the same user interface element.	Yes ☐ No ☐	Vol: Section: Page#:
2985	IR	The CWS Worker shall be provided with the capability to copy information from one user interface element to another user interface element in another user interface.	Yes ☐ No ☐	Vol: Section: Page#:
3169	IR	The CWS Worker shall be provided with the capability to schedule a meeting on their calendar.	Yes ☐ No ☐	Vol: Section: Page#:
3170	IR	The CWS Worker shall be provided with the capability to schedule a meeting on other user calendars.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3183	IR	The CWS Worker shall be provided with the capability to record designated timeframes for all administrative actions.	Yes ☐ No ☐	Vol: Section: Page#:
3188	IR	The CWS/Web shall allow the CWS Worker to schedule a multidisciplinary meeting.	Yes ☐ No ☐	Vol: Section: Page#:
3189	IR	The CWS/Web shall have the capability to notify meeting participants through calendaring or meeting notices.	Yes ☐ No ☐	Vol: Section: Page#:
3190	IR	The CWS Worker shall be provided with the capability to plan and schedule meetings through calendaring functionality.	Yes ☐ No ☐	Vol: Section: Page#:
3191	IR	The CWS Worker shall be provided with the capability to schedule interviews and meetings.	Yes ☐ No ☐	Vol: Section: Page#:
3203	IR	The CWS/Web shall have the capability to display critical dates (e.g. upcoming deadlines, hearing).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3204	IR	The CWS/Web shall have the capability to remind line, supervisory and management staff at the point a required action is delayed beyond a Federal, State, or court mandated time frame.	Yes ☐ No ☐	Vol: Section: Page#:
3205	IR	The CWS/Web shall have workflow capability to ensure all tasks are properly assigned to the CWS Worker and that critical actions delayed or incomplete will be brought to the attention of the CWS Supervisor assigned to the CWS Worker charged with completing.	Yes ☐ No ☐	Vol: Section: Page#:
3230	IR	The CWS/Web shall provide the capability to track and view upcoming tasks, events and deadlines.	Yes ☐ No ☐	Vol: Section: Page#:
3231	IR	The CWS/Web shall have the capability to generate reminders and ticklers for the worker based on calendar entries and pre-set deadlines for activities and tasks.	Yes ☐ No ☐	Vol: Section: Page#:
3251	IR	The CWS/Web shall track administrative notice information.	Yes ☐ No ☐	Vol: Section: Page#:
3296	IR	The CWS Administrator shall be provided with the capability to define user access based on the CWS Worker role.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3301	IR	The CWS Administrator shall be provided with the capability to define user roles.	Yes ☐ No ☐	Vol: Section: Page#:
3302	IR	The CWS Administrator shall be provided with the capability to configure the workflow for the Role to which a CWS Worker is assigned.	Yes ☐ No ☐	Vol: Section: Page#:
3304	IR	The CWS/Web shall allow the counties/CDSS to assign a CWS Worker to a defined role.	Yes ☐ No ☐	Vol: Section: Page#:
3305	IR	The CWS/Web shall allow the counties / CDSS to assign staff to the role of Home Study Worker and configure workflow of Cases to those workers.	Yes ☐ No ☐	Vol: Section: Page#:
3306	IR	The CWS/Web shall allow the counties to assign staff to the role of Licensing Worker and configure workflow of Case to those workers.	Yes ☐ No ☐	Vol: Section: Page#:
3373	IR	The CWS Administrator shall have the ability to configure a hierarchy of levels of authorization.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4888	IR	The CWS/Web shall provide calendar alerts to facilitate increased compliance with Federal, State and local regulations and policies related to time requirements.	Yes ☐ No ☐	Vol: Section: Page#:
		Reporting		
147	IR	The CWS Worker shall have the capability to generate a report of National Youth in Transition Database data.	Yes ☐ No ☐	Vol: Section: Page#:
229	IR	The CWS/Web shall be able to statistically track the volume of Adoptability Assessments performed for subsequent workload related reporting.	Yes ☐ No ☐	Vol: Section: Page#:
273	IR	The system shall have the capability to create a report to track progress against post supervision requirements.	Yes ☐ No ☐	Vol: Section: Page#:
390	IR	The CWS/Web shall provide the capability to generate a monthly report identifying the children receiving foster care payments that will have a birthday in 3 months requiring an increase in the foster care rate.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
536	IR	The CWS/Web shall have the ability to report on caseload by State mandated service components pursuant to CDSS Division 31 regulations: Emergency Response, Family Maintenance, Family Reunification, and Permanent Placement.	Yes ☐ No ☐	Vol: Section: Page#:
537	IR	Each county shall have the option and ability to assign a point score to subcomponents of the service components and generate reports as needed.	Yes ☐ No ☐	Vol: Section: Page#:
538	IR	Each county shall have the administrative capability to modify the scores of the subcomponents.	Yes ☐ No ☐	Vol: Section: Page#:
605	IR	The CWS/Web shall have the capability to report on all account-related activities.	Yes ☐ No ☐	Vol: Section: Page#:
606	IR	The CWS Administrator shall have the capability to report on all account-related information.	Yes ☐ No ☐	Vol: Section: Page#:
615	IR	The CWS/Web shall have the capability to report on disrupted guardianships and reasons (probate vs. JC (Juvenile Court) guardianship, relative (KinGAP) vs. non relative).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
616	IR	The CWS/Web shall have the capability to report on types of petitions filed.	Yes ☐ No ☐	Vol: Section: Page#:
617	IR	The CWS/Web shall have the capability to report on continuance notice by reason.	Yes ☐ No ☐	Vol: Section: Page#:
618	IR	The CWS/Web shall have the capability to report on timeliness on court report filing (who, what, when, where, why) and court report due dates.	Yes ☐ No ☐	Vol: Section: Page#:
619	IR	The CWS/Web shall have the capability to report on impact of dependency mediation (e.g., through CBO, pro bono attorneys) though not always reported on court reports.	Yes ☐ No ☐	Vol: Section: Page#:
620	IR	The CWS Worker shall be provided with the capability to view Referral statistics by response type.	Yes ☐ No ☐	Vol: Section: Page#:
621	IR	The CWS Worker shall be provided the capability to view statistics of referrals entered as duplicate reports of abuse.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
622	IR	The CWS Worker shall be provided with the capability to view statistics on client marital/cohabitation information.	Yes ☐ No ☐	Vol: Section: Page#:
623	IR	The CWS Worker shall be provided with the capability to view statistics on the Client Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
624	IR	The CWS Worker shall be provided with the capability to view statistics on the Reporter Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
625	IR	The CWS Worker shall be provided with the capability to view statistics on Safely Surrendered Baby information.	Yes ☐ No ☐	Vol: Section: Page#:
627	IR	The CWS Worker shall be provided with the capability to view referral status statistics for Referrals/Investigations not yet assigned.	Yes ☐ No ☐	Vol: Section: Page#:
628	IR	The CWS Worker shall be provided with the capability to view referral status statistics for Referrals/Investigations assigned to an Assigner but not to a Referral Investigator.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
629	IR	The CWS Worker shall be provided with the capability to view referral status statistics for Referrals/Investigations assigned to a Referral Investigator.	Yes ☐ No ☐	Vol: Section: Page#:
631	IR	The CWS Worker shall be provided with the capability to view historical demographic information on each individual/organization identified in the referral/case.	Yes ☐ No ☐	Vol: Section: Page#:
634	IR	The CWS Worker shall have the capability to generate reports on the status of Referrals by type of referral.	Yes ☐ No ☐	Vol: Section: Page#:
635	IR	The CWS Worker shall have the capability to generate reports on the status of Referrals by Response Type.	Yes ☐ No ☐	Vol: Section: Page#:
636	IR	The CWS Worker shall have the capability to generate reports on the status of Referrals by date range.	Yes ☐ No ☐	Vol: Section: Page#:
637	IR	The CWS Worker shall have the capability to generate reports on the status of Referrals received by intake worker.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
638	IR	The CWS Worker shall have the capability to generate reports on the status of Referrals.	Yes ☐ No ☐	Vol: Section: Page#:
647	IR	The CWS Worker shall have the capability to generate reports on the Differential Response Path.	Yes ☐ No ☐	Vol: Section: Page#:
648	IR	The CWS Worker shall be provided with the capability to generate reports regarding the state/status of Case Plans at any point in time.	Yes ☐ No ☐	Vol: Section: Page#:
649	IR	The CWS Worker shall be provided the capability to generate reports on different types of services based on origin of Case (e.g., court-ordered, voluntary, from FR, from ER).	Yes ☐ No ☐	Vol: Section: Page#:
650	IR	The CWS Worker shall be provided the capability to generate reports on outcomes of services by service provider.	Yes ☐ No ☐	Vol: Section: Page#:
656	IR	The CWS Worker shall be provided with the capability to view all status information as of a specified date for Case audit.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
658	IR	The CWS/Web shall provide workload reporting at every stage including, but not limited to, the following reports/query: • Cases open but not yet assigned • Cases assigned to an Assigner but not to a worker • Cases assigned to an Assigner and a worker	Yes ☐ No ☐	Vol: Section: Page#:
664	IR	The CWS/Web shall have the capability to establish, track and report on outcome measures and performance measures, including trend analysis, as defined by the State and the federal CFSR.	Yes ☐ No ☐	Vol: Section: Page#:
665	IR	The CWS/Web shall be able to generate summary management reports on client demographics and needs.	Yes ☐ No ☐	Vol: Section: Page#:
666	IR	The CWS/Web shall have the capability to produce reports on the length of time in foster care categorized by identified service needs and services provided.	Yes ☐ No ☐	Vol: Section: Page#:
671	IR	The CWS/Web shall have the capability to report on non-approved home study assessments and ICPC reports that are court ordered.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
672	IR	The CWS Worker shall be provided with the capability to view statistics on the time elapsed until the first in-person contact has taken place.	Yes ☐ No ☐	Vol: Section: Page#:
674	IR	The CWS/Web shall have the capability to track and report on the time and date the referral is received with ability to sort by family or victim.	Yes ☐ No ☐	Vol: Section: Page#:
675	IR	The CWS/Web shall have the capability to measure and report on outcomes based on referral disposition.	Yes ☐ No ☐	Vol: Section: Page#:
676	IR	The CWS/Web shall have the capability to track and report on Referrals Evaluated Out with indication of reason (e.g. differential response, transfer to other jurisdiction) and the specific entity the referral is routed to, if indicated.	Yes ☐ No ☐	Vol: Section: Page#:
677	IR	The CWS/Web shall have the capability to track and report on allegations.	Yes ☐ No ☐	Vol: Section: Page#:
679	IR	The CWS Worker /supervisor shall have the capability to view a report on referrals and Cases (e.g. status, office, group, unit, function, type of allegation.).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
680	IR	The CWS/Web shall have the capability to report on open referrals by duration.	Yes ☐ No ☐	Vol: Section: Page#:
681	IR	The CWS/Web shall have the capability to track and report on law enforcement removals.	Yes ☐ No ☐	Vol: Section: Page#:
682	IR	The CWS/Web shall have the capability to report on Referrals that are evaluated out (EO), substantiated, inconclusive, petitions filed, common allegations, response determination, referral determination, and determination by zip code, county, city and / or State.	Yes ☐ No ☐	Vol: Section: Page#:
686	IR	The CWS/Web shall have the capability to track different types of contacts.	Yes ☐ No ☐	Vol: Section: Page#:
687	IR	The CWS/Web shall have the capability to track family engagement or visitation activities to outside providers and report on outcomes.	Yes ☐ No ☐	Vol: Section: Page#:
689	IR	The CWS Worker shall be provided with the capability to view statistics on service delivery by child, recipient, service provider, service type and intervention type (e.g. parental substance abuse by type of substance).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
690	IR	The CWS/Web shall have the capability to track multiple referrals prior to case opening (i.e., number of referrals made for a child to hotline before requiring a case being opened) for trend and risk analysis.	Yes ☐ No ☐	Vol: Section: Page#:
701	IR	The CWS/Web shall have the capability to report on open Emergency Response (ER) Cases by duration (e.g. remind/alert at 25 days to change program component).	Yes ☐ No ☐	Vol: Section: Page#:
702	IR	The CWS/Web shall have the capability to provide longitudinal reports.	Yes ☐ No ☐	Vol: Section: Page#:
703	IR	The CWS Worker shall be provided the capability to report on different types of FM services based on origin of Case (e.g. court-ordered, voluntary, from FR, from ER.).	Yes ☐ No ☐	Vol: Section: Page#:
704	IR	The CWS Worker shall be provided the capability to report on different services offered to the child and distinguish between voluntary and court-ordered.	Yes ☐ No ☐	Vol: Section: Page#:
706	IR	The CWS Worker shall be provided with the capability to view a report on service delivery by child.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
707	IR	The CWS Worker shall be provided with the capability to view a report on service delivery by service provider.	Yes ☐ No ☐	Vol: Section: Page#:
708	IR	The CWS Worker shall be provided with the capability to view a report on service delivery by service type.	Yes ☐ No ☐	Vol: Section: Page#:
709	IR	The CWS Worker shall be provided with the capability to view a report on service delivery by dates of service.	Yes ☐ No ☐	Vol: Section: Page#:
710	IR	The CWS Worker shall be provided with the capability to view a report on service delivery by completion status.	Yes ☐ No ☐	Vol: Section: Page#:
711	IR	The CWS Worker shall be provided with the capability to view a report on service delivery by nexus of service to assessed need of child or parent.	Yes ☐ No ☐	Vol: Section: Page#:
712	IR	The CWS Worker shall be provided the capability to view a report on repeat maltreatment children that remain at home.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
713	IR	The CWS Worker shall be provided with the capability to view statistics for re-entry/recidivism data based on voluntary and court ordered programs.	Yes ☐ No ☐	Vol: Section: Page#:
714	IR	The CWS Worker shall have the capability to view a report on re-entry/recidivism data based on voluntary and court ordered programs with indicators (e.g., indication of reason, contributing factor or allegation type, change of household composition, etc).	Yes ☐ No ☐	Vol: Section: Page#:
715	IR	The CWS Worker shall be provided with the capability to view and sort data for reports on reentry/recidivism by indicators.	Yes ☐ No ☐	Vol: Section: Page#:
717	IR	The CWS/Web shall have the capability to track and report reasons and justifications for criminal exemptions whether granted or denied.	Yes ☐ No ☐	Vol: Section: Page#:
718	IR	The CWS/Web shall have the capability to track and report on the distance between a removal home and a placement and siblings placed together and placed apart by distance.	Yes ☐ No ☐	Vol: Section: Page#:
720	IR	The CWS/Web shall have the capability to track and report on characteristics (observed behaviors, dangerous propensities) of children already placed/residing in a specific home considered for placement.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
721	IR	The CWS/Web shall have the capability to track and report on history of placements in a specific facility (list of children, duration).	Yes ☐ No ☐	Vol: Section: Page#:
722	IR	The CWS/Web shall have the flexibility to accommodate changes in CWS, ASFA and other federal and State outcome goals (measures and requirements as monitored through the Children and Family Services Reviews, Title IV-E eligibility Reviews, the Adoption and Foster Care Analysis Reporting System (AFCARS), and the Statewide Automated Child Welfare Information System (SACWIS) Assessment Reviews) reporting requirements.	Yes ☐ No ☐	Vol: Section: Page#:
723	IR	The CWS/Web shall have the capability to track and report on incarcerated parents (e.g. visitation policy, services offered in institutions).	Yes ☐ No ☐	Vol: Section: Page#:
724	IR	The CWS/Web shall have the capability to track and report on outcomes from voluntary foster care.	Yes ☐ No ☐	Vol: Section: Page#:
726	IR	The CWS/Web shall have the capability to report on referrals and cases by CWS Service Component: Emergency Response (ER), Family Maintenance (FM), Family Reunification (FR), and Permanent Placement (PP), including movement between Service Components.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
727	IR	The CWS/Web shall have the capability to generate State caseload statistical reports, including those that drive the Child Welfare Services allocations of funding for the counties.	Yes ☐ No ☐	Vol: Section: Page#:
730	IR	The CWS/Web shall have the capability to report on the duration of each child's Placement within each Placement Episode.	Yes ☐ No ☐	Vol: Section: Page#:
731	IR	The CWS/Web shall have the capability to report on families that have been through multiple court systems (e.g. dual-jurisdiction Cases, dependency drug courts, adult criminal court, family court).	Yes ☐ No ☐	Vol: Section: Page#:
1791	IR	The CWS/Web shall have the capability for historical reporting (reports that do not need up to the minute data) and operational reporting.	Yes ☐ No ☐	Vol: Section: Page#:
1802	IR	The CWS/Web shall have the capability to integrate data from new program initiatives and pilot projects (e.g., Differential Response) for analysis and reporting purpose.	Yes ☐ No ☐	Vol: Section: Page#:
1817	IR	The CWS/Web shall have the ability to provide to all report creators (e.g. CDSS, counties, UC Berkeley) a single source for all reporting.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1818	IR	The CWS/Web shall format and run ad hoc reports to any internal or external inquiry (e.g., requests for information, point in time information on specific items such as how many children from an area are in foster homes).	Yes ☐ No ☐	Vol: Section: Page#:
1819	IR	The CWS/Web shall have the ability to recreate/share ad hoc report queries so they can be leveraged across all counties.	Yes ☐ No ☐	Vol: Section: Page#:
1820	IR	The CWS/Web shall provide the capability to document, record and store ad hoc report queries and standard query language (SQL) logic for access by users.	Yes ☐ No ☐	Vol: Section: Page#:
1821	IR	All standard reports must be accessible through the BI tool to leverage for the creation of custom reports.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1825	IR	The CWS/Web shall have the capability to provide reports to view data and facts by dimensions. The reports shall be designed to allow viewing based on dimensions, e.g.: • By call type: # calls, date of calls, time of day of call. • By worker: type of referral, date of calls, time of day of call, # calls. • By priority designation: call type, date of calls, time of day of call. • By time of day/day of week: # calls, call type, priority designation. • By referral source: # calls, call type, priority, date and time of call. • From date to date • By group • By Office • By City/Community, Zip Code • By County • By Service Component • By program, in aggregate form, by month, quarter and year	Yes ☐ No ☐	Vol: Section: Page#:
1828	IR	The CWS/Web shall provide a methodology to simplify or automate the migration of existing reports to the new solution to minimize the impact on the State and counties.	Yes ☐ No ☐	Vol: Section: Page#:
1830	IR	All existing reports currently in use by counties and CDSS must be able to continue to run during implementation.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1831	IR	The reporting solution must support queries on all non-narrative data elements collected in the application.	Yes ☐ No ☐	Vol: Section: Page#:
1832	IR	The CWS/Web shall reconstruct data for reports to yield the same result despite timing of when reports were originally constructed.	Yes ☐ No ☐	Vol: Section: Page#:
1834	IR	The CWS/Web shall have the ability to run scheduled reports on a daily, weekly, monthly, quarterly and annual basis.	Yes ☐ No ☐	Vol: Section: Page#:
2189	IR	The CWS/Web shall have the capability to report on federal Title IV-E penetration rate (ratio of federal to State foster care cases).	Yes ☐ No ☐	Vol: Section: Page#:
2197	IR	The CWS/Web shall have the capability to track how many Cases were routed/assigned by the Assigner by date or time period.	Yes ☐ No ☐	Vol: Section: Page#:
2217	IR	The CWS/Web shall have the capability to report on the number of placements a child has been in.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2224	IR	The CWS/Web shall have the capability to track the funding source for all services and goods.	Yes ☐ No ☐	Vol: Section: Page#:
2278	IR	The CWS Worker shall be provided with the capability to generate reports.	Yes ☐ No ☐	Vol: Section: Page#:
2811	IR	The CWS/Web shall integrate components (e.g. assessments, legal, Service Provider, person, financial, case plan) to establish, identify and report outcome measures (e.g., stability of placement, duration of placement, recidivism of placement, reassessment of placement).	Yes ☐ No ☐	Vol: Section: Page#:
2834	IR	The CWS Worker shall be provided with the capability to generate a report to provide Referral and/or Case-specific information regarding the surrender as well as any attempts to resume care of the child and the outcome.	Yes ☐ No ☐	Vol: Section: Page#:
3215	IR	The CWS/Web shall be able to report on children that have been freed but not finalized.	Yes ☐ No ☐	Vol: Section: Page#:
3219	IR	The CWS/Web shall have the capability to report on adoption Cases that cannot be finalized as a result of an appeal or other judicial determination.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3276	IR	The CWS/Web shall have the capability to report on relative/non-relative extended family member (NREFM) approvals.	Yes ☐ No ☐	Vol: Section: Page#:
3402	IR	The CWS/Web shall have the capability to generate a report of discrepancies.	Yes ☐ No ☐	Vol: Section: Page#:
3403	IR	The Accounting Worker shall have the ability to view the report of discrepancies.	Yes ☐ No ☐	Vol: Section: Page#:
4403	IR	The CWS/Web shall have the capability to report on outcomes of contacts.	Yes ☐ No ☐	Vol: Section: Page#:
4751	IR	The CWS/Web shall provide the capability to report on all data relating to Children and Family Services Reviews, Title IV E eligibility Reviews, the Adoption and Foster Care Analysis Reporting System (AFCARS), National Youth Transition Database (NYTD), and the Statewide Automated Child Welfare Information System (SACWIS) Assessment Reviews.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Staff Management		
385	FR	The CWS/Web shall request a workflow process requiring review and approval before data is updated in the system.	Yes ☐ No ☐	Vol: Section: Page#:
505	IR	The CWS/Web shall have a workflow to guide the CWS Administrator through the process of creating a new user.	Yes ☐ No ☐	Vol: Section: Page#:
506	IR	The CWS/Web shall prompt the CWS Administrator to enter employee demographics: • Name • Phone number(s) • Work location • Office address • Supervisor • Language • Specialty skills • Classification and title • Unique ID • Email address • Work hours • Caseload • Other • Authorities and privileges • Program • Continuity planning • Emergency contact	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
507	IR	Upon completion of the user profile, the CWS/Web shall have the capability to generate a user ID.	Yes ☐ No ☐	Vol: Section: Page#:
508	IR	Upon completion of the user profile, the CWS/Web shall have the capability to generate a temporary password.	Yes ☐ No ☐	Vol: Section: Page#:
509	IR	The CWS Administrator shall have the capability to assign a role or roles to a user.	Yes ☐ No ☐	Vol: Section: Page#:
510	IR	If a user exists in the system with an inactive user ID, the CWS Administrator shall have the capability to activate the user ID.	Yes ☐ No ☐	Vol: Section: Page#:
511	IR	The CWS Administrator shall have the capability to view user profile history.	Yes ☐ No ☐	Vol: Section: Page#:
513	IR	The CWS Administrator shall have the capability to assign one or multiple caseloads to a user ID.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
514	IR	The CWS Administrator shall have the capability to assign a user ID to one or more offices.	Yes ☐ No ☐	Vol: Section: Page#:
515	IR	The CWS Administrator shall have the capability to assign a user ID to one or more units.	Yes ☐ No ☐	Vol: Section: Page#:
516	IR	The CWS Administrator shall have the capability to assign a user ID to a location.	Yes ☐ No ☐	Vol: Section: Page#:
517	IR	The CWS Administrator shall have the capability to assign a user ID to a region.	Yes ☐ No ☐	Vol: Section: Page#:
518	IR	The CWS Administrator shall have the capability to assign a user ID to a county.	Yes ☐ No ☐	Vol: Section: Page#:
519	IR	The directory of users shall include a list of current caseload.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
520	IR	The directory of users shall include a list of current caseload cap.	Yes ☐ No ☐	Vol: Section: Page#:
521	IR	The directory of users shall include a list of availability.	Yes ☐ No ☐	Vol: Section: Page#:
523	IR	The CWS Worker shall not have the capability to assign roles to their own user ID.	Yes ☐ No ☐	Vol: Section: Page#:
524	IR	The CWS/Web shall have the capability to restrict a CWS Worker's view of caseloads.	Yes ☐ No ☐	Vol: Section: Page#:
527	IR	The Role Assigner shall have the capability to administer user roles.	Yes ☐ No ☐	Vol: Section: Page#:
528	IR	The Role Assigner shall have the capability to view the all roles assigned to a user.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
529	IR	The Role Assigner shall have the capability to assign caseloads to roles.	Yes ☐ No ☐	Vol: Section: Page#:
530	IR	The Role Assigner shall have the capability to assign caseloads to users.	Yes ☐ No ☐	Vol: Section: Page#:
531	IR	The CWS/Web shall maintain a history of all changes to a user profile (including who changed and why).	Yes ☐ No ☐	Vol: Section: Page#:
532	IR	The CWS Administrator shall be provided with the capability to report on users.	Yes ☐ No ☐	Vol: Section: Page#:
533	IR	The CWS Administrator shall be provided with the capability to report on privileges.	Yes ☐ No ☐	Vol: Section: Page#:
534	IR	The CWS Administrator shall be provided with the capability to report on authorizations.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
535	IR	The CWS Administrator shall be provided with the capability to report on offices/units.	Yes ☐ No ☐	Vol: Section: Page#:
539	IR	The CWS/Web shall provide reporting capability to monitor workload.	Yes ☐ No ☐	Vol: Section: Page#:
540	IR	The CWS/Web shall have a “dashboard” to display current operating conditions in the caseload.	Yes ☐ No ☐	Vol: Section: Page#:
541	IR	The CWS/Web shall allow a supervisor to move cases between caseloads.	Yes ☐ No ☐	Vol: Section: Page#:
542	IR	The CWS/Web shall allow a supervisor to assign/remove staff to caseload.	Yes ☐ No ☐	Vol: Section: Page#:
543	IR	The CWS Administrator shall have the capability to establish thresholds for time sensitive activities.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
545	IR	The CWS Administrator shall have the capability to establish triggers in workflow for time sensitive activities.	Yes ☐ No ☐	Vol: Section: Page#:
548	IR	The CWS/Web shall be able to manage multiple caseloads.	Yes ☐ No ☐	Vol: Section: Page#:
549	IR	The CWS Administrator shall have the capability to associate a user with a caseload.	Yes ☐ No ☐	Vol: Section: Page#:
550	IR	The CWS Administrator shall have the capability to associate a user with more than one caseload.	Yes ☐ No ☐	Vol: Section: Page#:
551	IR	The CWS/Web shall monitor user workloads based on configurable parameters.	Yes ☐ No ☐	Vol: Section: Page#:
552	IR	The CWS/Web shall alert a CWS Administrator to reroute/escalate assigned work if the workload exceeds configured parameters.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
553	IR	The CWS Administrator shall be provided with the capability to transfer/relocate caseloads between regions at a granular level from one to multiple numbers of cases.	Yes ☐ No ☐	Vol: Section: Page#:
554	IR	The CWS Administrator shall be provided with the capability to transfer/relocate caseloads between offices at a granular level from one to multiple numbers of cases.	Yes ☐ No ☐	Vol: Section: Page#:
555	IR	The CWS Administrator shall be provided with the capability to transfer/relocate caseloads between programs at a granular level from one to multiple numbers of cases.	Yes ☐ No ☐	Vol: Section: Page#:
556	IR	The CWS Administrator shall be provided with the capability to transfer/relocate caseloads between units at a granular level from one to multiple number of cases.	Yes ☐ No ☐	Vol: Section: Page#:
557	IR	The CWS Administrator shall have the capability to view a list of users.	Yes ☐ No ☐	Vol: Section: Page#:
558	IR	The CWS Administrator shall have the capability to sort the list of users.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
559	IR	The CWS Administrator shall have the capability to select a user and assign one or more roles.	Yes ☐ No ☐	Vol: Section: Page#:
560	IR	The CWS Administrator shall be notified if a user needs to be assigned a role.	Yes ☐ No ☐	Vol: Section: Page#:
561	IR	The CWS Administrator shall be notified if a role has been changed.	Yes ☐ No ☐	Vol: Section: Page#:
562	IR	The CWS/Web shall allow a Role Assigner to administer user roles including assignment and removal of roles.	Yes ☐ No ☐	Vol: Section: Page#:
563	IR	The CWS Administrator shall have the capability to search for an office/unit by location.	Yes ☐ No ☐	Vol: Section: Page#:
564	IR	The CWS Administrator shall have the capability to search for an office/unit by region.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
565	IR	The CWS Administrator shall have the capability to search for an office/unit by type.	Yes ☐ No ☐	Vol: Section: Page#:
566	IR	The CWS Administrator shall have the capability to create an office/unit.	Yes ☐ No ☐	Vol: Section: Page#:
567	IR	The CWS Administrator shall have the capability to update an office/unit.	Yes ☐ No ☐	Vol: Section: Page#:
568	IR	The CWS Administrator shall have the capability to set an office/unit as inactive and hidden from view of users.	Yes ☐ No ☐	Vol: Section: Page#:
569	IR	The CWS Administrator shall have the capability to update office/unit information based on a hierarchy of (1) State, (2) County, (3) Division/Bureau/Region, (4) Office, (5) Program, (6) Assignment Unit, (7) Individual worker.	Yes ☐ No ☐	Vol: Section: Page#:
570	IR	The CWS/Web shall allow the CWS Administrator to enter information regarding a new office (e.g., address/location, name, function, contact information, service desk, service areas by zip code, jurisdiction).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
571	IR	The CWS Administrator shall have the capability to add new work units.	Yes ☐ No ☐	Vol: Section: Page#:
572	IR	The CWS/Web shall allow the CWS Administrator to create new units.	Yes ☐ No ☐	Vol: Section: Page#:
573	IR	The CWS Administrator shall be provided with the capability to display all staff and allow the Administrator to sort the list by name, office, supervisor, county, region and location.	Yes ☐ No ☐	Vol: Section: Page#:
574	IR	The CWS/Web shall have the capability to automatically assign a new office to a county and Division/Bureau/Region based on zip code of the office.	Yes ☐ No ☐	Vol: Section: Page#:
575	IR	The CWS Administrator shall be provided with the capability to move multiple staff, caseloads, Referrals and Cases to a new office.	Yes ☐ No ☐	Vol: Section: Page#:
576	IR	The CWS Administrator shall be provided with the capability to assign one or multiple workers to a new Office, Unit, Program, Supervisor, or Manager.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
607	IR	The CWS Administrator shall not be provided the capability to delete an account unless created in error.	Yes ☐ No ☐	Vol: Section: Page#:
608	IR	The CWS Administrator shall have the capability to restore accounts that have been suspended.	Yes ☐ No ☐	Vol: Section: Page#:
609	IR	The CWS Administrator shall have the capability to restore accounts that have been terminated.	Yes ☐ No ☐	Vol: Section: Page#:
632	IR	The CWS Worker shall be provided with the capability to view the status of key required tasks.	Yes ☐ No ☐	Vol: Section: Page#:
2196	IR	The CWS/Web shall track the number of referrals that were routed/assigned to a CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
2251	IR	The CWS/Web shall have the capability to notify a CWS Worker of tasks to be performed.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2323	IR	The CWS Worker shall be provided with the capability to sort/group the CWS Workers.	Yes ☐ No ☐	Vol: Section: Page#:
2325	IR	The CWS/Web shall have the ability to sort/group the Adoption Workers.	Yes ☐ No ☐	Vol: Section: Page#:
2326	IR	The CWS/Web shall have the ability to sort/group the Home Study Workers.	Yes ☐ No ☐	Vol: Section: Page#:
2328	IR	The CWS Worker shall be provided with the capability to sort/group the Cases.	Yes ☐ No ☐	Vol: Section: Page#:
2330	IR	The CWS Administrator shall have the capability to sort/group CWS Workers by service function/role.	Yes ☐ No ☐	Vol: Section: Page#:
2331	IR	The CWS/Web shall have the ability to sort/group the Licensing Workers.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2334	IR	The CWS Worker shall be provided with the capability to sort by dates of referral receipt, for reports on the time elapsed until the first in-person contact.	Yes ☐ No ☐	Vol: Section: Page#:
2370	IR	The CWS Worker shall be provided with the capability to review their Case load and to see all Cases in their Case load.	Yes ☐ No ☐	Vol: Section: Page#:
2391	IR	The CWS Worker shall be provided with the capability to view all Cases assigned to the worker.	Yes ☐ No ☐	Vol: Section: Page#:
2397	IR	The CWS Worker shall be provided with the capability to display all referrals currently assigned to a particular CWS Worker, Unit and Region/Office.	Yes ☐ No ☐	Vol: Section: Page#:
2398	IR	The CWS Worker shall be provided with the capability to view a directory of all CWS Workers.	Yes ☐ No ☐	Vol: Section: Page#:
2399	IR	The CWS/Web shall maintain a directory of all CWS Workers.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2403	IR	The CWS/Web shall display all the Referrals/Cases assigned to an Adoption Worker in a single view.	Yes ☐ No ☐	Vol: Section: Page#:
2405	IR	The CWS/Web shall maintain a directory of all Adoption Workers.	Yes ☐ No ☐	Vol: Section: Page#:
2408	IR	The CWS/Web shall maintain a directory of all Home Study Workers.	Yes ☐ No ☐	Vol: Section: Page#:
2436	IR	The CWS Worker shall be provided with the capability to view the history of all CWS Worker assignments to a referral/case.	Yes ☐ No ☐	Vol: Section: Page#:
2437	IR	The CWS Worker shall be provided with the capability to view a history of CWS Supervisors for each CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
2438	IR	The CWS Worker shall be provided with the capability to view the current/last worker assigned to the referral/case (including contact information), within the case/referral summary.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2439	IR	The CWS Worker shall be provided with the capability to view a listing of all available persons to assign as secondary CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
2440	IR	The CWS/Web shall provide a view to list all CWS Workers assigned to a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2441	IR	The CWS/Web shall be able to display all Cases assigned to a particular Assigner / Office.	Yes ☐ No ☐	Vol: Section: Page#:
2442	IR	The CWS/Web shall have the capability to track and report on multiple workers working on the same Referral / Case.	Yes ☐ No ☐	Vol: Section: Page#:
2484	IR	The CWS/Web shall display the caseload by the CWS Worker indicating type of Case.	Yes ☐ No ☐	Vol: Section: Page#:
2496	IR	The CWS/Web shall provide the capability to display other agencies/workers who are involved in this the Case.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2620	IR	The CWS/Web shall maintain a directory of all county Licensing Workers.	Yes ☐ No ☐	Vol: Section: Page#:
2643	IR	The CWS/Web shall provide the capability for virtual meeting and to allow multiple authorized workers to view Case information and plans during a virtual meeting.	Yes ☐ No ☐	Vol: Section: Page#:
2748	IR	The CWS/Web shall display the workload by the CWS Worker indicating type of Case.	Yes ☐ No ☐	Vol: Section: Page#:
2753	IR	The CWS Worker shall be provided with the capability to view the workload associated to the cases assigned to the worker.	Yes ☐ No ☐	Vol: Section: Page#:
2754	IR	The CWS/Web shall allow a worker/supervisor to view the workload.	Yes ☐ No ☐	Vol: Section: Page#:
2934	IR	The CWS Administrator shall have the capability to define workflow business rules.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2935	IR	The CWS Administrator shall have the capability to define workflow routing business rules.	Yes ☐ No ☐	Vol: Section: Page#:
2936	IR	The CWS Administrator shall have the capability to define workflow assignment business rules.	Yes ☐ No ☐	Vol: Section: Page#:
2937	IR	The CWS Administrator shall have the capability to define workflow approval business rules.	Yes ☐ No ☐	Vol: Section: Page#:
2938	IR	The CWS Administrator shall have the capability to define workflow status management business rules.	Yes ☐ No ☐	Vol: Section: Page#:
2942	IR	The CWS/Web shall update Case load information for workers assigned to these Cases.	Yes ☐ No ☐	Vol: Section: Page#:
2946	IR	The CWS Administrator shall be provided with the capability to administer and assign a number representing the number of units of work associated with a specific work task/assignment in their county.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2948	IR	The CWS/Web shall allow the ability for counties to update/change authorization to assign secondary workers.	Yes ☐ No ☐	Vol: Section: Page#:
2949	IR	The CWS/Web shall allow the counties or the State to designate either an inbox or person to receive a request for assignment of an adoption worker.	Yes ☐ No ☐	Vol: Section: Page#:
2952	IR	The CWS/Web shall have the ability to automatically assign a case to a CWS Worker (assigned to specified Role) based on county-configurable criteria.	Yes ☐ No ☐	Vol: Section: Page#:
2953	IR	The CWS/Web shall require that an active CWS Worker be assigned as a primary worker to a Referral until closed.	Yes ☐ No ☐	Vol: Section: Page#:
2954	IR	The CWS/Web shall require that an active CWS Worker be assigned as a primary worker to a Case until closed.	Yes ☐ No ☐	Vol: Section: Page#:
2955	IR	The CWS/Web shall allow one or more active CWS Workers to be assigned as secondary workers to a Referral.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2956	IR	The CWS/Web shall allow one or more active CWS Workers to be assigned as secondary workers to a Case.	Yes ☐ No ☐	Vol: Section: Page#:
2957	IR	The CWS/Web shall only require an active CWS Worker to be assigned as a secondary worker for incoming ICPC cases.	Yes ☐ No ☐	Vol: Section: Page#:
2969	IR	The CWS Worker's workload shall be updated as a result of suspended Case activities.	Yes ☐ No ☐	Vol: Section: Page#:
2970	IR	The CWS Worker's workload shall be updated as a result of re-opening a suspended Case.	Yes ☐ No ☐	Vol: Section: Page#:
2971	IR	The administrative user shall have the capability to define a workflow process.	Yes ☐ No ☐	Vol: Section: Page#:
2972	IR	The CWS/Web shall have the capability to route the Progress Report to the assigned CWS Worker for review and approval prior to system update.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2973	IR	The CWS Administrator shall have the capability to define workflow configuration rules.	Yes ☐ No ☐	Vol: Section: Page#:
3061	IR	The CWS Worker shall be provided with the capability to assign tasks within a workflow to themselves.	Yes ☐ No ☐	Vol: Section: Page#:
3062	IR	The CWS Worker shall be provided with the capability to assign an Adoption Worker to the case.	Yes ☐ No ☐	Vol: Section: Page#:
3063	IR	The CWS Worker shall be provided with the capability to assign tasks within a workflow to another user.	Yes ☐ No ☐	Vol: Section: Page#:
3064	IR	The CWS/Web shall have the ability to automatically assign a referral to a CWS Worker (assigned to specified Role) based on county-configurable criteria.	Yes ☐ No ☐	Vol: Section: Page#:
3065	IR	The CWS Supervisor shall have the capability to assign workload to a CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3066	IR	The CWS/Web shall allow reassigning of a CWS Worker at any time.	Yes ☐ No ☐	Vol: Section: Page#:
3067	IR	The CWS Supervisor shall have the capability to monitor the workload assigned to a CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
3068	IR	The CWS/Web shall allow the ICPC Liaison to assign an ICPC Case to a CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
3069	IR	The CWS/Web shall document the assignment from the Family Law (Probate) to CWS when a Guardianship home study is requested.	Yes ☐ No ☐	Vol: Section: Page#:
3070	IR	The CWS/Web shall have the capability to track workload for worker as tasks are assigned to a worker (e.g. Investigate Referral, Family Maintenance, Family Reunification, Permanent Placement, Adoption).	Yes ☐ No ☐	Vol: Section: Page#:
3071	IR	The CWS/Web shall have the capability to route the SCAR to the assigned CWS Worker or a designated inbox.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3072	IR	The CWS/Web shall have the capability to automatically route a Case to an Assigner based on address/Zip Code.	Yes ☐ No ☐	Vol: Section: Page#:
3073	IR	The CWS/Web shall have the capability to automatically route a Case to an Assigner based on county-configured criteria.	Yes ☐ No ☐	Vol: Section: Page#:
3074	IR	The CWS/Web shall have the capability to automatically forward Cases to a CWS Worker based on predefined criteria (e.g., type of Case, location of child, location of office).	Yes ☐ No ☐	Vol: Section: Page#:
3075	IR	The CWS/Web shall have the capability to automatically forward Cases to an office based on predefined criteria (e.g., type of Case, location of child, location of office).	Yes ☐ No ☐	Vol: Section: Page#:
3076	IR	The CWS Worker shall be provided with the capability to display all Cases assigned to a particular Assigner/Office.	Yes ☐ No ☐	Vol: Section: Page#:
3077	IR	The CWS Worker shall be provided with the capability to view how many Cases were routed/assigned by the Assigner.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3083	IR	The system shall have the capability to notify a CWS Worker and their supervisor of an assignment.	Yes ☐ No ☐	Vol: Section: Page#:
3084	IR	If assignment to a CWS Worker is automatically created, the associated CWS Supervisor shall be notified of the assignment.	Yes ☐ No ☐	Vol: Section: Page#:
3085	IR	The CWS/Web shall have the capability to notify a CWS Worker of an assignment.	Yes ☐ No ☐	Vol: Section: Page#:
3086	IR	The CWS Worker shall be provided with the capability to notify the supervisor or designated staff person that a secondary worker is required.	Yes ☐ No ☐	Vol: Section: Page#:
3087	IR	The CWS/Web shall have the capability to notify an Adoption worker of an assignment.	Yes ☐ No ☐	Vol: Section: Page#:
3088	IR	The CWS/Web shall have the capability to notify a Home Study worker of an assignment.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3112	IR	The CWS/Web shall have the capability to notify a Licensing worker of a case assignment.	Yes ☐ No ☐	Vol: Section: Page#:
3123	IR	The CWS Worker shall be provided with the capability to generate a notification to another user.	Yes ☐ No ☐	Vol: Section: Page#:
3126	IR	The CWS Worker shall be provided with the capability to route information collections to another user.	Yes ☐ No ☐	Vol: Section: Page#:
3127	IR	The CWS Worker shall be provided with the capability to route in-process-work to another user.	Yes ☐ No ☐	Vol: Section: Page#:
3129	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to monitor the action status of a routed form.	Yes ☐ No ☐	Vol: Section: Page#:
3130	IR	The CWS Worker shall be provided with the capability to electronically forward the shared responsibility plan.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3131	IR	The CWS/Web shall have the capability to send hearing outcomes to the CWS Worker electronically.	Yes ☐ No ☐	Vol: Section: Page#:
3139	IR	The CWS Worker shall be provided with the capability to route in-process-work to another user.	Yes ☐ No ☐	Vol: Section: Page#:
3141	IR	The CWS/Web shall be able to automatically route a Referral to a CWS Worker based on address/Zip Code, and time of the day.	Yes ☐ No ☐	Vol: Section: Page#:
3142	IR	The CWS/Web shall have the capability to automatically forward a referral based on county-configurable criteria.	Yes ☐ No ☐	Vol: Section: Page#:
3143	IR	The CWS Supervisor shall be provided with the capability to reassign a referral/case to another CWS Worker at any point in time.	Yes ☐ No ☐	Vol: Section: Page#:
3144	IR	The CWS/Web shall be able to automatically forward Cases to a particular person or office based on predefined criteria (e.g. type of Case, location of child, location of office).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3145	IR	The CWS/Web shall be able to automatically route a Case to an Assigner based on address/zip code/city/community.	Yes ☐ No ☐	Vol: Section: Page#:
3146	IR	The CWS/Web shall provide for each county to have an inbox for Cases that are routed from another county.	Yes ☐ No ☐	Vol: Section: Page#:
3147	IR	The CWS/Web shall provide for each county to have an outbox for referrals that are routed to another county.	Yes ☐ No ☐	Vol: Section: Page#:
3166	IR	The CWS Worker shall be provided with the capability to electronically forward required placement agreements (e.g., Agency-Group Home Agreement, Voluntary Placement Agreement, and Agency-Foster Home Agreement).	Yes ☐ No ☐	Vol: Section: Page#:
3168	IR	The CWS Worker shall be provided with the capability to monitor the action status of a workflow activity that succeeds one to which they are assigned.	Yes ☐ No ☐	Vol: Section: Page#:
3195	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to monitor the action status of a routed form.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3196	IR	The CWS Worker shall be provided with the capability to monitor the action status of a workflow activity that precedes one to which they are assigned.	Yes ☐ No ☐	Vol: Section: Page#:
3197	IR	The CWS Worker shall be provided with the capability to track the action status of a workflow activity that succeeds one to which they are assigned.	Yes ☐ No ☐	Vol: Section: Page#:
3200	IR	The CWS Worker shall be provided with the capability to view the status of rerouted information.	Yes ☐ No ☐	Vol: Section: Page#:
3223	IR	A CWS Worker shall have the capability to route work to another caseload.	Yes ☐ No ☐	Vol: Section: Page#:
3271	IR	The CWS/Web shall allow Licensing to have its own Caseload.	Yes ☐ No ☐	Vol: Section: Page#:
3290	IR	The CWS Worker shall be provided with the capability to view their workload.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3291	IR	The CWS Supervisor shall be provided with the capability to view the workload of their CWS Workers.	Yes ☐ No ☐	Vol: Section: Page#:
3293	IR	The CWS/Web shall display the workload by the CWS Worker indicating type of Case.	Yes ☐ No ☐	Vol: Section: Page#:
3294	IR	The CWS/Web shall be able to display all Cases assigned to a particular Assigner/Office.	Yes ☐ No ☐	Vol: Section: Page#:
3377	IR	The Supervisor shall have the ability to submit the request for authorization for higher approval.	Yes ☐ No ☐	Vol: Section: Page#:
3558	IR	The CWS/Web shall have a county-configurable capability to assign approval authority to CWS Supervisors.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
Interfaces				
Administration				
1708	IR	The CWS/Web shall provide an Interface with CA Department of Child Support Services - California Child Support Automation System (CCSAS) for the purpose of exchanging information including but not limited to Child support Collections Information, Due Diligence for custodial and non-custodial individuals information and Title IV-D information.	Yes ☐ No ☐	Vol: Section: Page#:
1710	IR	The CWS/Web shall provide an interface with the Administration for Children and Families (ACF) for the purpose of supporting data file formats specified by ACF.	Yes ☐ No ☐	Vol: Section: Page#:
Case Management (Court Services)				
1704	IR	The CWS/Web shall have the capability to interface with the Administrative Office of the Courts (AOC) -CCMS system for the purpose of exchanging hearing calendar, court case and hearing outcome data as well as submission and receipt of documents.	Yes ☐ No ☐	Vol: Section: Page#:
1706	IR	The CWS/Web shall have the capability to interface with the San Bernardino County - Department of Public Social Services/Probation Department J NET system(s) for the purpose of exchanging client demographic, staff information and court information.	Yes ☐ No ☐	Vol: Section: Page#:
Case Management (Family Maintenance & Reunification)				
1726	FR	The CWS/Web shall have the capability to interface with the CA Department of Corrections and Rehabilitation (CDCR) for the purpose of exchanging requests for client and collateral demographics as well as inmate information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1741	FR	The CWS/Web shall provide an interface with the CA Employment Development Department (EDD) for the purpose of exchanging information including but not limited to client demographic (such as SSN, Name), wage information, disability information and benefit information.	Yes ☐ No ☐	Vol: Section: Page#:
1751	FR	The CWS/Web shall have the capability to interface with CA Department of Alcohol and Drugs Programs - CalOMS system for the purpose of exchanging client treatment and demographic information.	Yes ☐ No ☐	Vol: Section: Page#:
Case Management (Permanency Placement & Adoptions)				
1664	IR	The CWS/Web shall have the capability to interface with the CA Department of Education (CDE) for the purpose of exchanging school demographics.	Yes ☐ No ☐	Vol: Section: Page#:
1665	FR	The CWS/Web shall have the capability to interface with the CA Department of Education (CDE) for the purpose of exchanging child client education demographics.	Yes ☐ No ☐	Vol: Section: Page#:
1681	FR	The CWS/Web shall have the capability to interface with CA Department of Public Health - Office of Vital Records (OVR) - Birth Information Database for the purpose of exchanging birth certificate information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1687	FR	The CWS/Web shall provide an interface with the CA Department of Public Health - Office of Vital Records (OVR) - CA Electronic Death Registration System (CA-EDRS) for the purpose of exchanging death certificate information.	Yes ☐ No ☐	Vol: Section: Page#:
		Eligibility		
1744	IR	The CWS/Web shall have the capability to interface with Welfare Case Management Information System (WCMIS) for the purpose of requesting, reactivating, Search and/or create client state ID Number, Client State ID and retrieve WCMIS abstract data.	Yes ☐ No ☐	Vol: Section: Page#:
		Eligibility Determination		
1639	IR	The CWS/Web shall have the capability to interface with CA Department of Social Services- Statewide Automated Welfare Systems (SAWS) for the purpose of exchanging information including but not limited to Medi-Cal eligibility information, benefit payment instructions, Notice of Action instructions and benefit payment information.	Yes ☐ No ☐	Vol: Section: Page#:
1653	IR	The CWS/Web shall have the capability to interface with CA Department of Social Services - Statewide Automated Welfare Systems (SAWS) for the purpose of exchanging mutual client benefit information and demographics.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1719	FR	The CWS/Web shall have the capability to interface with the CA Department of Public Health - Women Infants and Children (WIC) system for the purposes of exchanging Women, Infants and Children eligibility information for the client.	Yes ☐ No ☐	Vol: Section: Page#:
1755	IR	The CWS/Web shall have the capability to interface with CA Department of Health Care Services - Medi-Cal Eligibility Determination System (MEDS) for the purpose of retrieving Medi-Cal eligibility information, abstract data and family demographics.	Yes ☐ No ☐	Vol: Section: Page#:
1779	IR	The CWS/Web shall have the capability to interface with the CA Department of Health Care Services - Statewide Client Index (SCI) System for the purpose of exchanging client information and the Client Identification Number (CIN).	Yes ☐ No ☐	Vol: Section: Page#:
1789	IR	The CWS/Web shall have the capability to interface with CA Department of Social Services - Statewide Automated Welfare Systems (SAWS) for the purpose of exchanging CW 25 Supplemental Statement of Facts - Minor Parent information.	Yes ☐ No ☐	Vol: Section: Page#:
Financial Management				
1644	IR	The CWS/Web shall have the capability to interface with Los Angeles County Department of Public Social Services - Automated Provider Payment System (APPS) for the purpose of exchanging payment information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1698	FR	The CWS/Web shall provide the capability to interface with Social Security Administration (SSA) for the purpose of exchanging information including but not limited to requests for Social Security Benefits, Social Security Number and benefit/eligibility data and to obtain client and collateral information.	Yes ☐ No ☐	Vol: Section: Page#:
1713	IR	The CWS/Web shall have the capability to interface with the California Department of Social Services Community Care Licensing Division - Licensing Information System (LIS) for the purpose of exchanging licensed foster caregiver/licensed facility status, violations and information.	Yes ☐ No ☐	Vol: Section: Page#:
1730	IR	The CWS/Web shall have the capability to interface with CA State Controller's Office payment system for the purpose of exchanging payment instruction and payment information using uniform file format.	Yes ☐ No ☐	Vol: Section: Page#:
1782	IR	The CWS/Web shall have the capability to interface with the California Child Support Automation System (CCSAS) for the purpose of exchanging Adoptions and Foster Care Automated Reporting System (AFCARS) data elements, benefits and demographics.	Yes ☐ No ☐	Vol: Section: Page#:
3385	IR	The CWS/Web shall have the capability to interface with County Auditor/Controller's Office payment systems for the purpose of exchanging payment instruction and payment information using uniform file format.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Intake		
1658	IR	The CWS/Web shall have the capability to interface with CA Department of Health Care Services - Medical Management Information System, Decision Support System (MMISDSS) for the purpose of exchanging health records and demographics.	Yes ☐ No ☐	Vol: Section: Page#:
1660	IR	The CWS//Web shall have the capability to interface with LexisNexis system for the purpose of exchanging requests for demographics.	Yes ☐ No ☐	Vol: Section: Page#:
1667	IR	The CWS/Web shall have the capability to interface with Department of Justice (DOJ) - system(s) such as CA Law Enforcement Telecommunication Systems (CLETS) for the purpose of exchanging criminal and child abuse background information including subsequent updates.	Yes ☐ No ☐	Vol: Section: Page#:
1672	IR	The CWS/Web shall have the capability to interface with CA Department of Justice (DOJ) - Child Abuse Central Index (CACI) system for the purpose of exchanging initial and subsequent modified Child Abuse Investigation Summary (SS 8583) information.	Yes ☐ No ☐	Vol: Section: Page#:
1676	IR	The CWS/Web shall have the capability to interface with the Local Law Enforcement Agencies for the purpose of exchanging Suspected Child Abuse Report (SCAR) information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1678	IR	The CWS/Web shall allow the CWS Worker to create a SCAR report.	Yes ☐ No ☐	Vol: Section: Page#:
1723	IR	The CWS/Web shall have the capability to interface with CA Department of Motor Vehicle (DMV) system for the purpose of information including but not limited to DMV license/identification, Vehicle Registration Information and demographic information.	Yes ☐ No ☐	Vol: Section: Page#:
1785	IR	The CWS/Web shall have the capability to interface with CA Department of Justice (DOJ) systems for the purpose of exchanging emergency requests for criminal and child abuse background information and subsequent updated information.	Yes ☐ No ☐	Vol: Section: Page#:
4755	IR	The CWS/Web shall have the ability to automatically distribute results for criminal history background checks.	Yes ☐ No ☐	Vol: Section: Page#:
Quality Assurance				
Quality Assurance Features				
8	IR	The CWS/Web shall have the capability to identify a Referral as a duplicate report of abuse.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
18	IR	The CWS Worker shall be provided the capability to select the information to be transferred into a new Referral, if a previous Referral exists within the CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
19	IR	The CWS Worker shall be provided the capability to select the information to be transferred into a new Referral, if a previous case record exists within the CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
33	IR	The CWS Worker shall be provided the capability to rout a Referral for investigation without being required to duplicate data entry.	Yes ☐ No ☐	Vol: Section: Page#:
53	IR	The CWS/Web shall have the capability to calculate the investigation due date within specified timeframes (currently 30 calendar days), beginning with the date of the first face-to-face contact with one or more of the alleged victims.	Yes ☐ No ☐	Vol: Section: Page#:
56	IR	The CWS/Web shall have the capability to prompt a CWS Worker to provide a reason when a Referral is not closed within the predefined time period.	Yes ☐ No ☐	Vol: Section: Page#:
57	IR	The CWS/Web shall not allow the Referral's received date to be modified once saved.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
79	IR	The CWS/Web shall provide the capability to identify or remove the identification that a child is eligible for Emergency Assistance.	Yes ☐ No ☐	Vol: Section: Page#:
116	IR	The CWS/Web shall have the capability to track information relating to services provided to youth for Transitional Living and Independent Living assistance programs, in compliance with the Chafee Act.	Yes ☐ No ☐	Vol: Section: Page#:
125	IR	The CWS Worker shall be provided with the capability to document the justification for any missing items on the discharge checklist (JV 365) with the action plan to complete.	Yes ☐ No ☐	Vol: Section: Page#:
150	IR	The CWS/Web shall have the capability to track youths on deferred enrollment due to physical and/or mental disability and redetermine every 6 months.	Yes ☐ No ☐	Vol: Section: Page#:
158	IR	The CWS Worker shall have the capability to review and update the TILP while maintaining a history and the integrity of the previous TILP.	Yes ☐ No ☐	Vol: Section: Page#:
159	IR	The CWS/Web shall have the capability to track the status of incoming ICPC requests.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
160	IR	The CWS/Web shall have the capability to track the status of outgoing ICPC requests.	Yes ☐ No ☐	Vol: Section: Page#:
161	IR	The CWS/Web shall have the capability to track the date of the incoming ICPC request.	Yes ☐ No ☐	Vol: Section: Page#:
162	IR	The CWS/Web shall have the capability to track the date of the outgoing ICPC request.	Yes ☐ No ☐	Vol: Section: Page#:
174	IR	The CWS/Web shall have the capability to track placements per the Interstate Compact on the Placement of Children (ICPC).	Yes ☐ No ☐	Vol: Section: Page#:
177	IR	The CWS/Web shall have the capability to support tracking the completion of a Home Study within the number of days required by federal law.	Yes ☐ No ☐	Vol: Section: Page#:
179	IR	The CWS/Web shall have the capability to track the identity of the sending or receiving state's ICPC State Administrator/Liaison.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
223	IR	The CWS/Web shall have the capability to allow for cases to be tracked as "Relinquished" Cases.	Yes ☐ No ☐	Vol: Section: Page#:
224	IR	The CWS/Web shall have the capability to track all activities performed throughout the life of the relinquished Case.	Yes ☐ No ☐	Vol: Section: Page#:
233	IR	The CWS/Web shall have the capability to track the status of a Home Study (e.g. components completed, documents submitted).	Yes ☐ No ☐	Vol: Section: Page#:
234	IR	The CWS/Web shall have the capability to track all applications for Home Studies regardless of the outcome.	Yes ☐ No ☐	Vol: Section: Page#:
235	IR	The Adoption Worker shall be provided with the capability to view the status of a Home Study including identification of the documents that are missing.	Yes ☐ No ☐	Vol: Section: Page#:
240	IR	The CWS/Web shall have the capability to record the receipt of inquiry information on a Case reminder checklist which tracks progress made against each step of the adoption process.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
243	IR	The CWS/Web shall provide the capability to record the date medical information was received for an applicant.	Yes ☐ No ☐	Vol: Section: Page#:
258	IR	The CWS/Web shall have the capability to display all relinquishment documents and indicate if there are documents missing.	Yes ☐ No ☐	Vol: Section: Page#:
269	IR	The CWS Worker shall be provided the capability that displays Cases where there is a risk for missing key dates, appointments, hearings, etc.	Yes ☐ No ☐	Vol: Section: Page#:
272	IR	The CWS/Web shall have the capability to track remaining visits and time left for the post-placement supervision visits.	Yes ☐ No ☐	Vol: Section: Page#:
277	IR	The CWS/Web shall provide capability to remind the adoption worker to collect/waive/reduce adoption fee prior to finalizing the adoption.	Yes ☐ No ☐	Vol: Section: Page#:
281	IR	The CWS/Web shall have the capability to track which county the adoption was finalized.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
293	IR	The CWS/Web shall provide the capability to track the reassessment and redetermination time periods for the Benefits programs.	Yes ☐ No ☐	Vol: Section: Page#:
303	IR	The CWS/Web shall provide the capability to track all Adoption Assistance Agreements.	Yes ☐ No ☐	Vol: Section: Page#:
336	IR	The CWS/Web shall have the capability to track post-adoptive case element changes (e.g., family history, services, address) for the adoption, without allowing changes to previous information.	Yes ☐ No ☐	Vol: Section: Page#:
345	IR	The CWS/Web shall track the time elapsed and display the days remaining to complete the Adoption Assistance Program eligibility assessment.	Yes ☐ No ☐	Vol: Section: Page#:
357	IR	The CWS/Web shall have the capability to alert the adoption worker when the requirement for revocation/rescission of relinquishment form submission has lapsed.	Yes ☐ No ☐	Vol: Section: Page#:
372	IR	The CWS/Web shall provide the capability for counties to track the status of licensing applications.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
419	FR	The CWS/Web shall have the capability to track 90 days to complete the investigation of a complaint.	Yes ☐ No ☐	Vol: Section: Page#:
434	FR	The CWS/Web shall have the capability to record and track the history of all licensing actions.	Yes ☐ No ☐	Vol: Section: Page#:
447	IR	The CWS Administrator shall be provided with the capability to configure fields as either mandatory or optional.	Yes ☐ No ☐	Vol: Section: Page#:
448	FR	The CWS/Web shall have the capability to not allow the Home Study Report to be submitted prior to completion of all associated mandatory fields.	Yes ☐ No ☐	Vol: Section: Page#:
449	FR	The CWS/Web shall have the capability to allow the Home Study Provider to enter outcome using predefined status indices and categories.	Yes ☐ No ☐	Vol: Section: Page#:
456	FR	The CWS/Web shall prompt the Home Study Provider to acknowledge that the report is complete and correct (potentially sign electronically) prior to submitting report.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
546	IR	The CWS/Web shall have the capability to generate messages after a pre-defined time period has elapsed, and trigger a workflow for actions.	Yes ☐ No ☐	Vol: Section: Page#:
626	IR	The CWS/Web shall have the capability to track Referral status statistics.	Yes ☐ No ☐	Vol: Section: Page#:
630	IR	The CWS/Web shall have the ability to track a child's medical health information as required in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
633	IR	The CWS/Web shall have the ability to track the status of key required tasks configured by a county.	Yes ☐ No ☐	Vol: Section: Page#:
651	IR	The CWS/Web shall have the capability to track delivered services by client.	Yes ☐ No ☐	Vol: Section: Page#:
652	IR	The CWS/Web shall have the capability to track delivered services by recipient.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
653	IR	The CWS/Web shall have the capability to track the delivered services by service provider.	Yes ☐ No ☐	Vol: Section: Page#:
654	IR	The CWS/Web shall have the capability to track the delivered service by service type.	Yes ☐ No ☐	Vol: Section: Page#:
655	IR	The CWS/Web shall have the capability to track Case Plans.	Yes ☐ No ☐	Vol: Section: Page#:
661	FR	The CWS/Web shall have the ability to track the status of allegations and the subsequent investigation of child abuse and neglect in licensed or state regulated facilities through progress reports.	Yes ☐ No ☐	Vol: Section: Page#:
662	IR	The CWS/Web shall have the capability to allow for random sampling, based on variable characteristics, for audit purposes.	Yes ☐ No ☐	Vol: Section: Page#:
663	IR	The CWS/Web shall have the capability to record the results of a facility audit.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
667	IR	The CWS/Web shall have the capability to track all required time sensitive actions for Referrals and Cases (e.g. Administrative Reviews, investigations, all assessments, treatment and case plans, and to report on outcomes).	Yes ☐ No ☐	Vol: Section: Page#:
669	IR	The CWS/Web shall have the capability to track a child across multiple occurrences and/or Cases.	Yes ☐ No ☐	Vol: Section: Page#:
670	IR	The CWS/Web shall have the capability to establish an audit trail, recording any changes made to a Referral or Case.	Yes ☐ No ☐	Vol: Section: Page#:
673	IR	The CWS/Web shall have the capability to track the reason why children enter and re-enter CWS services (allegations) using categories (e.g. general neglect) and sub categories (e.g. substance abuse, domestic violence).	Yes ☐ No ☐	Vol: Section: Page#:
678	IR	The CWS/Web shall have the capability to generate reports on time, location, timeliness of Referral response, justification if response time was not met, category of reporter, and category of allegation.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
683	IR	The CWS/Web shall have the capability to report on trend and longitudinal analysis of the Safety Risk Assessments at required decision points in the Referral and/or Case and a comparison to outcome measures.	Yes ☐ No ☐	Vol: Section: Page#:
691	IR	The CWS/Web shall have the capability to track the repeat maltreatment of children who remain at home or in placement, for trend and risk analysis.	Yes ☐ No ☐	Vol: Section: Page#:
692	IR	The CWS/Web shall have the capability to track foster care re entry by a child for trend and risk analysis.	Yes ☐ No ☐	Vol: Section: Page#:
693	IR	The CWS/Web shall have the capability to track parental characteristics for trend and risk analysis.	Yes ☐ No ☐	Vol: Section: Page#:
695	IR	The CWS/Web shall have the capability to track interim steps during a Home Study (by type).	Yes ☐ No ☐	Vol: Section: Page#:
699	IR	The CWS/Web shall have the capability to track all data in CWS/Web relating to Children and Family Services Reviews, Title IV E eligibility Reviews, the Adoption and Foster Care	Yes ☐ No ☐	Vol:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Analysis Reporting System (AFCARS), and the Statewide Automated Child Welfare Information System (SACWIS) Assessment Reviews (efforts to search for and screen multiple relatives, automated searches, notifications, timeliness, reassessments due, time between identifying caregiver and placement).		Section: Page#:
719	IR	The CWS/Web shall have the capability to track grievance filings and reason for denying relative/NREFM approvals.	Yes ☐ No ☐	Vol: Section: Page#:
725	IR	The CWS/Web shall have the capability to track ASFA timelines from removal of child to termination of parental rights (TPR) and time to permanency.	Yes ☐ No ☐	Vol: Section: Page#:
1833	IR	The CWS/Web shall have the capability to time stamp all data before entering the data store (e.g., data warehouse).	Yes ☐ No ☐	Vol: Section: Page#:
2067	IR	The CWS Worker shall be provided with audit history on defined workflow activities.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2068	IR	The CWS/Web shall time stamp all changes made to data in system.	Yes ☐ No ☐	Vol: Section: Page#:
2069	IR	The CWS/Web shall have the capability to generate an audit record of users who look up prior history of a child whose adoption has been finalized.	Yes ☐ No ☐	Vol: Section: Page#:
2102	IR	The CWS/Web shall be provided with data integrity validation for all data entered into the system.	Yes ☐ No ☐	Vol: Section: Page#:
2103	IR	The CWS/Web shall provide the capability to indicate missing or incomplete information.	Yes ☐ No ☐	Vol: Section: Page#:
2104	FR	The CWS/Web shall populate all mandatory fields within CWS/Web, and require the CWS Worker to complete all remaining mandatory fields.	Yes ☐ No ☐	Vol: Section: Page#:
2105	IR	The CWS/Web shall validate the completeness of data before it is saved to the system.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2106	IR	The CWS/Web shall provide rule-based data entry validation on each data field.	Yes ☐ No ☐	Vol: Section: Page#:
2107	IR	The CWS/Web shall provide the capability to verify phone numbers for conformance to United States or international standard format.	Yes ☐ No ☐	Vol: Section: Page#:
2108	IR	The CWS/Web shall validate data before allowing a CWS Worker to submit a form, or before routing data to the next step.	Yes ☐ No ☐	Vol: Section: Page#:
2109	IR	The CWS/Web shall provide the capability to verify each entered address using an address verification service (e.g. USPS).	Yes ☐ No ☐	Vol: Section: Page#:
2110	IR	The CWS/Web shall provide the capability to validate each entered address to assure it conforms to U.S. Postal Services address formatting.	Yes ☐ No ☐	Vol: Section: Page#:
2111	IR	The CWS/Web shall have the capability to require the CWS Worker to validate addresses prior to any generation of hearing notices.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2112	IR	The CWS/Web shall have the capability to indicate missing information for all court reports.	Yes ☐ No ☐	Vol: Section: Page#:
2114	IR	The CWS/Web shall provide the capability to indicate which areas of the Safety Risk Assessment require additional information to complete the assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2115	IR	The CWS/Web shall have the capability to not allow the CWS Worker to have the ability to submit the request for services for authorization, if required fields are blank.	Yes ☐ No ☐	Vol: Section: Page#:
2139	IR	The CWS/Web shall track the relationship of the association between a child, client, caregiver, and collateral.	Yes ☐ No ☐	Vol: Section: Page#:
2155	IR	The CWS/Web shall have the capability to link services and payments to Referrals, Cases, and to children.	Yes ☐ No ☐	Vol: Section: Page#:
2188	IR	The CWS Worker shall be provided with the capability to associate a special project to an entity (e.g., clients, referrals, pilot project cases, and service providers).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2190	IR	The CWS Worker shall be provided with the capability to have a date and time stamp automatically associated with a free form text entry.	Yes ☐ No ☐	Vol: Section: Page#:
2194	IR	The CWS Worker shall be provided with the capability to view the address history of a person.	Yes ☐ No ☐	Vol: Section: Page#:
2198	IR	The CWS/Web shall have the capability to allow Case plans to be versioned.	Yes ☐ No ☐	Vol: Section: Page#:
2199	IR	The CWS/Web shall have the capability to track all modifications made to the Case Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2204	IR	The CWS/Web shall have the ability to track the date and content of all ICPC communications.	Yes ☐ No ☐	Vol: Section: Page#:
2214	IR	The CWS/Web shall have the capability to track post-application training the Resource Family receives.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2215	IR	The CWS/Web shall have the capability to track ongoing education and/or training hours the Resource Family receives.	Yes ☐ No ☐	Vol: Section: Page#:
2216	IR	The CWS/Web shall have the capability to track movement from/to various facility types (between least restrictive and most restrictive).	Yes ☐ No ☐	Vol: Section: Page#:
2218	IR	The CWS/Web shall have the capability to track services provided to children in probation.	Yes ☐ No ☐	Vol: Section: Page#:
2222	IR	The CWS/Web shall have the capability to track services received.	Yes ☐ No ☐	Vol: Section: Page#:
2223	IR	CWS/Web shall have the capability to track services requested.	Yes ☐ No ☐	Vol: Section: Page#:
2225	FR	The CWS/Web shall have the capability to record and track all due dates and reports on complaints.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2232	IR	The CWS/Web shall track the Referral Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2233	IR	The CWS/Web shall have the capability to track the Collateral Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2234	IR	The CWS/Web shall have the capability to track a child's Education Profile information in compliance with CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
2235	IR	The CWS/Web shall have the capability to track Contact Profile information.	Yes ☐ No ☐	Vol: Section: Page#:
2236	IR	The CWS Administrator shall be provided with specialized information collections resulting from Extract/Transform/Load (ETL) actions against the data repository.	Yes ☐ No ☐	Vol: Section: Page#:
2237	IR	The CWS/Web shall have the capability to display the days left to complete a Case Plan.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2238	IR	The CWS/Web shall have the capability to calculate all data captured for the Case Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2239	IR	The CWS Administrator shall be provided the capability to define formulas that will execute data manipulation.	Yes ☐ No ☐	Vol: Section: Page#:
2240	IR	The CWS Administrator shall be provided with the capability to define processes that will execute data manipulation.	Yes ☐ No ☐	Vol: Section: Page#:
2241	IR	The CWS Administrator shall be provided with specialized information collections resulting from Extract/Transform/Load (ETL) actions against the data repository.	Yes ☐ No ☐	Vol: Section: Page#:
2242	IR	The CWS/Web shall have the capability to calculate the due date of a Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2245	IR	The Adoption Worker shall be notified if information is needed to complete a Child Assessment.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2249	IR	The CWS/Web shall be able to verify that all information necessary to perform the Adoptability assessment is in the system and indicate missing information to the Adoption Worker.	Yes ☐ No ☐	Vol: Section: Page#:
2336	IR	The CWS Worker shall be provided with the capability to sort by first in-person contact, for reports on the time elapsed until the first in-person contact.	Yes ☐ No ☐	Vol: Section: Page#:
2351	IR	The CWS Worker shall be provided with the capability to execute grammar check actions.	Yes ☐ No ☐	Vol: Section: Page#:
2353	IR	The CWS Worker shall be provided with the capability to execute grammar check actions against editable form content and free text content.	Yes ☐ No ☐	Vol: Section: Page#:
2354	IR	The CWS Worker shall be provided with the capability to check grammar for text entry interface elements.	Yes ☐ No ☐	Vol: Section: Page#:
2366	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to edit any form prior to it being printed, sent electronically, or otherwise generated for dissemination.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2367	IR	The CWS Worker shall be provided with the capability to preview any form prior to it being printed, sent electronically, or otherwise generated for dissemination.	Yes ☐ No ☐	Vol: Section: Page#:
2373	IR	The CWS Worker shall be provided with the capability to indicate the date a form is received.	Yes ☐ No ☐	Vol: Section: Page#:
2374	IR	The CWS Worker shall be provided with the capability to view case based activity checklists (to do lists), to assist in prompting the CWS Worker in the completion of required Referral/Case activities according to business rules.	Yes ☐ No ☐	Vol: Section: Page#:
2390	IR	The CWS/Web shall have the capability to record the date a request was submitted for a criminal record check, Child Abuse Index (CAI) and optional Department of Motor Vehicle (DMV) information.	Yes ☐ No ☐	Vol: Section: Page#:
2432	IR	The CWS/Web shall have the capability to request and record supervisory approval of outgoing ICPC placements.	Yes ☐ No ☐	Vol: Section: Page#:
2433	IR	The CWS/Web shall have the capability to provide the CWS Supervisor with the ability to edit, annotate and highlight changes in a document submitted for approval.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2435	IR	The CWS/Web shall have the capability to record supervisory approval of the relative / Non-Related Extended Family Member (NREFM) assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2444	IR	The CWS/Web shall have the capability to indicate for which family member a Background Check is required (for children older than a configurable age).	Yes ☐ No ☐	Vol: Section: Page#:
2458	IR	The CWS/Web shall have the capability to highlight and display Cases where there is a risk for missing key data.	Yes ☐ No ☐	Vol: Section: Page#:
2505	IR	The CWS Worker shall be provided with the capability to create a lifelong connection adult and associate to a child including name, address, and relationship.	Yes ☐ No ☐	Vol: Section: Page#:
2506	IR	The CWS/Web shall track the scheduling and completion of mandated contacts.	Yes ☐ No ☐	Vol: Section: Page#:
2507	IR	The CWS/Web shall track the scheduling and completion of county-configured contacts.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2508	IR	The CWS/Web shall track the scheduling and completion of additional contacts created by the CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
2675	IR	The CWS/Web shall have the capability to track deadlines for a Corrective Action Plan to be completed.	Yes ☐ No ☐	Vol: Section: Page#:
2678	IR	The CWS/Web shall have the capability to track all potential relative / NREFM candidates.	Yes ☐ No ☐	Vol: Section: Page#:
2688	IR	The CWS/Web shall capture the transaction date for all assessments completed by a CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
2689	IR	The CWS/Web shall capture the transaction date for all assessments approved by a CWS Supervisor.	Yes ☐ No ☐	Vol: Section: Page#:
2690	IR	The CWS/Web shall capture the transaction time for all assessments completed by a CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2691	IR	The CWS/Web shall capture the transaction time for all assessments approved by a CWS Supervisor.	Yes ☐ No ☐	Vol: Section: Page#:
2749	IR	The CWS/Web shall track the workload and allow a worker/supervisor to display the workload.	Yes ☐ No ☐	Vol: Section: Page#:
2796	IR	The CWS/Web shall have the capability to carry information forward from persons, intakes and other assessments.	Yes ☐ No ☐	Vol: Section: Page#:
2797	IR	The CWS/Web shall populate data into forms, to avoid redundant data entry errors.	Yes ☐ No ☐	Vol: Section: Page#:
2836	IR	The CWS/Web shall populate dates and other Referral information in the review checklist.	Yes ☐ No ☐	Vol: Section: Page#:
2846	IR	The CWS Worker shall be provided with the capability to redact any text data field in any reports, letters, forms, or contact notes.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2847	IR	The CWS Worker shall be provided with the capability to execute spell check actions.	Yes ☐ No ☐	Vol: Section: Page#:
2848	IR	The CWS Worker shall be provided with the capability to execute spell check actions against form content.	Yes ☐ No ☐	Vol: Section: Page#:
2849	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to execute spell check actions against form content.	Yes ☐ No ☐	Vol: Section: Page#:
2852	IR	The CWS/Web shall provide forms to the CWS Worker, which shall be configurable for auto population.	Yes ☐ No ☐	Vol: Section: Page#:
2911	IR	The CWS/Web shall have the capability to create reminders based on children who are eligible for services (e.g., new enrollments, updates and placement changes).	Yes ☐ No ☐	Vol: Section: Page#:
2913	IR	The CWS/Web shall have the capability to alert the CWS Worker if a minor is not a United States citizen.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2929	IR	The CWS/Web shall have the capability to alert the CWS Worker if a Release of Information needs to be collected from the service recipient.	Yes ☐ No ☐	Vol: Section: Page#:
2940	IR	The CWS/Web shall enable the identification of interagency cooperative Cases.	Yes ☐ No ☐	Vol: Section: Page#:
2978	IR	The CWS/Web shall provide an assessment determination based on the information entered into the CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
2983	IR	The CWS/Web shall provide the capability for a system generated assessment determination, for the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
2989	IR	The CWS/Web shall provide the CWS Worker with spell check capabilities on text entry user interface elements.	Yes ☐ No ☐	Vol: Section: Page#:
2990	IR	The CWS Worker shall be provided with validation of their entered information for user interface elements.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2991	IR	The CWS Worker shall be provided with missing information alerts for defined user interface elements.	Yes ☐ No ☐	Vol: Section: Page#:
2993	IR	The CWS Supervisor shall be provided with the capability to record an alternative decision for the Safety Risk Assessment determination due to mitigating circumstances, once submitted for supervisor approval.	Yes ☐ No ☐	Vol: Section: Page#:
2994	IR	The CWS Supervisor shall be provided with the capability, and shall be required to record the reason for each alternative decision made for an assessment determination submitted for approval.	Yes ☐ No ☐	Vol: Section: Page#:
2995	IR	The CWS/Web shall have the capability to route completed Adoptability Assessment to Supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
2997	FR	The CWS/Web shall have the capability to route the Home Study Report to the assigned CWS Supervisor for review and approval prior to system update.	Yes ☐ No ☐	Vol: Section: Page#:
3001	IR	The CWS/Web shall have the capability to provide the CWS Supervisor with the ability to approve multiple items for multiple children within the same family.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3002	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to submit request to reopen a case to a supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3003	IR	The CWS/Web shall have the capability to provide the CWS Supervisor with the ability to approve or deny a CWS Worker's request to reopen a closed case.	Yes ☐ No ☐	Vol: Section: Page#:
3012	IR	The CWS/Web shall have the capability to route an assignment to supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3018	IR	The CWS/Web shall have the capability to allow the CWS Worker to route the ICPC report to a supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3020	IR	The CWS/Web shall have the capability of routing the Licensing Worker's recommendation to approve or deny the licensing application to a supervisor for approval.	Yes ☐ No ☐	Vol: Section: Page#:
3036	IR	The CWS/Web shall have the capability to provide the CWS manager/director with the ability to annotate a request for approvals.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3037	IR	The CWS/Web shall have the capability to provide the CWS supervisor, manager/director with the ability to return the request for approvals to the CWS Worker/Supervisor for modification.	Yes ☐ No ☐	Vol: Section: Page#:
3041	IR	The CWS/Web shall provide the capability to complete an application for retroactive payments for clients.	Yes ☐ No ☐	Vol: Section: Page#:
3048	IR	The CWS/Web shall have the ability to track the interim steps during all assessments (e.g., the assessment's status, percentage complete, duration).	Yes ☐ No ☐	Vol: Section: Page#:
3049	IR	The CWS/Web shall have the capability to provide the CWS Worker with a standard process to complete the Case Plan per CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
3078	IR	The CWS/Web shall have the capability to notify the CWS Worker if the same address has already been created in the system.	Yes ☐ No ☐	Vol: Section: Page#:
3090	IR	The CWS/Web shall issue reminders when a non-foster child living in the home turns 18 years old for criminal background check purposes and sleeping arrangement review.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3091	IR	The CWS/Web shall have the capability to notify the CWS Worker that a family visit is due.	Yes ☐ No ☐	Vol: Section: Page#:
3092	IR	The CWS/Web shall have the capability to provide notification of assigned tasks associated to the Case milestones.	Yes ☐ No ☐	Vol: Section: Page#:
3093	IR	The CWS/Web shall have the capability to notify the CWS Worker, if a Case Plan is past due.	Yes ☐ No ☐	Vol: Section: Page#:
3094	IR	The CWS/Web shall have the capability to notify the associated CWS Supervisor, if a Case Plan is past due.	Yes ☐ No ☐	Vol: Section: Page#:
3095	IR	The CWS/Web shall have the capability to alert CWS Worker of regulatory time frames for service components (e.g. Emergency Response, Family Maintenance, Family Reunion, Permanent Placement).	Yes ☐ No ☐	Vol: Section: Page#:
3098	IR	The CWS/Web shall provide the capability for the CWS Worker to receive an alert to schedule a Contact as a result of re-opening a suspended Case.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3111	IR	The CWS/Web shall have the capability of triggering alerts if referrals are not assessed within pre-defined timeframes.	Yes ☐ No ☐	Vol: Section: Page#:
3138	IR	The CWS/Web shall have the capability to route an assignment to the CWS Supervisor for approval before assigning to the CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
3140	IR	The CWS/Web shall have the capability to route supervisor-approved referrals to a CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:
3177	IR	The CWS/Web shall track the schedule for contacts with a client.	Yes ☐ No ☐	Vol: Section: Page#:
3198	IR	The CWS/Web shall have the capability to track the status of an application.	Yes ☐ No ☐	Vol: Section: Page#:
3199	IR	The CWS/Web shall track the timeframes and deadlines related to applications and provide triggers and reminders.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3206	IR	The CWS Worker shall be provided with the capability to view the elapsed time from the initial report of a surrendered baby to the when either parent is no longer able to reclaim the child.	Yes ☐ No ☐	Vol: Section: Page#:
3210	IR	The CWS/Web shall capture information which has been sent and that the results have been received back; as part of the Case reminder checklist which tracks progress made against each step of the adoption process.	Yes ☐ No ☐	Vol: Section: Page#:
3211	IR	The CWS/Web shall have the capability to record that an adoptive Home Study has been approved as part of the Case reminder checklist which tracks progress made against each step of the adoption process.	Yes ☐ No ☐	Vol: Section: Page#:
3212	IR	The CWS/Web shall have the capability to track the status of the AD 90.	Yes ☐ No ☐	Vol: Section: Page#:
3213	IR	The CWS/Web shall have the capability to track the status of the AD 551A.	Yes ☐ No ☐	Vol: Section: Page#:
3217	IR	The CWS/Web shall allow the CDSS Adoption Support Unit Staff to electronically acknowledge the receipt of the AD 90.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3218	IR	The CWS/Web shall allow the CDSS Adoption Support Unit Staff to electronically acknowledge the receipt of the AD 551A.	Yes ☐ No ☐	Vol: Section: Page#:
3220	IR	The CWS/Web shall have the capability to all the CWS Worker to have the ability to review the returned item and easily review areas for correction/modification indicated by the supervisor/manager/director, as well as any annotation.	Yes ☐ No ☐	Vol: Section: Page#:
3222	IR	The CWS/Web shall have the capability to track how many Referrals were routed/assigned by the Assigner.	Yes ☐ No ☐	Vol: Section: Page#:
3226	IR	The CWS/Web shall have the capability to track all criminal and child abuse and neglect background check information.	Yes ☐ No ☐	Vol: Section: Page#:
3227	IR	The CWS/Web shall have the capability to track and record criminal and child abuse and neglect background checks performed on Adoptive Applicants and their families.	Yes ☐ No ☐	Vol: Section: Page#:
3229	IR	The CWS/Web shall have the capability for the CWS Worker to track receipt of criminal and child abuse and neglect background checks reports.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3234	IR	The CWS/Web shall provide the capability to indicate required information and steps to be taken for the selected concurrent plan.	Yes ☐ No ☐	Vol: Section: Page#:
3239	IR	The CWS/Web shall have a mechanism to identify any increase of risk to the child based on progress against case plan objectives.	Yes ☐ No ☐	Vol: Section: Page#:
3243	IR	The CWS/Web shall have the capability to track interim steps during all assessments and Case Plans.	Yes ☐ No ☐	Vol: Section: Page#:
3253	FR	The CWS/Web shall have the capability to track timelines and dates around the grievance/Administrative Law Judge (ALJ) hearings process.	Yes ☐ No ☐	Vol: Section: Page#:
3259	IR	The CWS/Web shall have the capability to ensure that the ICPC package is completed and all necessary documents are attached.	Yes ☐ No ☐	Vol: Section: Page#:
3263	IR	The CWS/Web shall provide an action alert to the CWS Worker to complete the Life Skill Assessment, when a youth / young adult in CWS custody has reached a specified age (Note: maximum will be set by State, but county may modify to occur earlier then State standard).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3264	IR	The CWS/Web shall provide an action alert to the CWS Worker to initiate a Life Skills Assessment, if a youth/young adult that has entered custody is of a specified age.	Yes ☐ No ☐	Vol: Section: Page#:
3269	FR	The CWS/Web shall have the capability to track reference check requests.	Yes ☐ No ☐	Vol: Section: Page#:
3270	FR	The CWS/Web shall have the capability to track plans of corrections and create reports, based on the status of these plans.	Yes ☐ No ☐	Vol: Section: Page#:
3273	IR	The CWS/Web shall track detailed information relating to a child's placement episode.	Yes ☐ No ☐	Vol: Section: Page#:
3274	IR	The CWS/Web shall track a child's temporary leave information, from a placement facility.	Yes ☐ No ☐	Vol: Section: Page#:
3275	IR	The CWS/Web shall have the capability to track the designation of the prospective adoptive caregiver (current caregiver can request hearings if child will be removed SB218).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3278	IR	The CWS/Web shall have the capability to guide the CWS Worker / CWS Supervisor in the review of all Referrals / Cases, with incomplete information or untimely actions and NCANDS submissions.	Yes ☐ No ☐	Vol: Section: Page#:
3279	IR	The CWS/Web shall have the capability to indicate the status (point in the life-cycle) of the Case at any time.	Yes ☐ No ☐	Vol: Section: Page#:
3280	IR	The CWS/Web shall have the capability to track and report on contact requirements with a child/family.	Yes ☐ No ☐	Vol: Section: Page#:
3284	IR	The CWS/Web shall have the capability to track timelines and dates around the appeal process.	Yes ☐ No ☐	Vol: Section: Page#:
3295	IR	The CWS/Web shall have the capability to track the workload of a worker.	Yes ☐ No ☐	Vol: Section: Page#:
3323	IR	The CWS/Web will have the capability to track and record outcomes of grievance hearings, for relative approvals and denials.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3331	IR	The CWS/Web shall have the capability to generate reminders of renewals due for Relative/Non-Related Extended Family Member (NREFM) placements.	Yes ☐ No ☐	Vol: Section: Page#:
3332	IR	The CWS/Web shall track overdue Relative/NREFM placement renewals.	Yes ☐ No ☐	Vol: Section: Page#:
3333	IR	The CWS/Web shall have the capability to measure and report on outcomes based on the Referral response determination.	Yes ☐ No ☐	Vol: Section: Page#:
3337	IR	The CWS/Web shall evaluate the proposed placement on data fields, which are demonstrated as statistically valid in their importance to matching a child with a placement, to provide a child's placement needs assessment recommendation.	Yes ☐ No ☐	Vol: Section: Page#:
3357	IR	The CWS/Web shall have the ability to prevent a CWS Worker from selecting a service provider, if the service provider has been end dated.	Yes ☐ No ☐	Vol: Section: Page#:
3358	IR	The CWS/Web shall have the ability to prevent a CWS Worker from selecting a service provider, if the service provider has been suspended.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3360	IR	The CWS Administrator shall have the capability to correct data entry errors.	Yes ☐ No ☐	Vol: Section: Page#:
3393	IR	The CWS/Web shall have the capability to indicate if the invoice matches the authorized services/goods.	Yes ☐ No ☐	Vol: Section: Page#:
3476	IR	The CWS/Web shall have the capability to not allow the CWS Worker to submit the request for emergency shelter care payment for authorization, if required fields are blank.	Yes ☐ No ☐	Vol: Section: Page#:
3517	IR	The CWS Worker shall have the ability to validate the information in the request for services.	Yes ☐ No ☐	Vol: Section: Page#:
3530	IR	The CWS/Web shall have the capability to populate a voucher with information already captured in the CWS/Web in the request for goods.	Yes ☐ No ☐	Vol: Section: Page#:
3531	IR	The CWS Worker shall have the ability to validate the information in the request for goods.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3556	IR	The CWS/Web shall have the capability to send notifications if a request for payment has not been authorized within a county-specified timeframe.	Yes ☐ No ☐	Vol: Section: Page#:
3565	IR	The CWS/Web shall have the capability to alert the CWS Worker prior to the trust fund balance exceeding a configurable preset maximum.	Yes ☐ No ☐	Vol: Section: Page#:
3577	IR	The CWS/Web shall have the capability to report on payments by child, Case, payment type, payment date, service provider and recipient.	Yes ☐ No ☐	Vol: Section: Page#:
3578	IR	The CWS/Web shall have the capability to validate data in the authorizations (e.g., valid dollar amounts, valid number of units per service period, valid dates for service period).	Yes ☐ No ☐	Vol: Section: Page#:
3581	IR	The CWS/Web shall not allow the CWS Worker to select a service provider whose license is currently revoked.	Yes ☐ No ☐	Vol: Section: Page#:
3585	IR	The CWS/Web shall have the capability to create reports linking authorizations and payments by child, service providers, services received.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3586	IR	The CWS/Web shall have the capability to create reports linking services received and cost of services (payments) to outcomes of service.	Yes ☐ No ☐	Vol: Section: Page#:
4394	IR	The CWS/Web shall have the capability to guide the CWS Worker / CWS Supervisor in the review of all Referrals / Cases to verify data required for AFCARS reporting is complete.	Yes ☐ No ☐	Vol: Section: Page#:
4744	IR	The CWS/Web shall have the ability to track a child's dental health information as required in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
4745	IR	The CWS/Web shall have the ability to track a child's psychological health information as required in CDSS Manual of Policies and Procedures, Division 31.	Yes ☐ No ☐	Vol: Section: Page#:
4746	IR	The CWS/Web shall have the capability to track the results of a facility audit.	Yes ☐ No ☐	Vol: Section: Page#:
4747	IR	The CWS/Web shall have the capability to record corrective actions identified as a result of a facility audit.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4748	IR	The CWS/Web shall have the capability to track corrective actions identified as a result of a facility audit.	Yes ☐ No ☐	Vol: Section: Page#:
4752	IR	The CWS/Web shall have the capability to report grievance filings and reason for denying relative/NREFM approvals.	Yes ☐ No ☐	Vol: Section: Page#:
4753	IR	The CWS/Web shall have the capability to report on ASFA timelines from removal of child to termination of parental rights (TPR) and time to permanency.	Yes ☐ No ☐	Vol: Section: Page#:
4758	IR	The Data Warehouse must include administration tools that support the recovery of data.	Yes ☐ No ☐	Vol: Section: Page#:
4759	IR	The CWS/Web shall have the ability to automatically retrieve the results of criminal background check requests, via the DOJ interface.	Yes ☐ No ☐	Vol: Section: Page#:
4760	IR	The CWS/Web shall have the ability to automatically distribute results for criminal history background checks to the appropriate CWS Worker.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4771	IR	The CWS/Web shall have the capability to report on vouchers by child, Case, voucher type, voucher date, service provider and recipient.	Yes ☐ No ☐	Vol: Section: Page#:
Other Functionality				
Additional Functionality				
68	IR	The CWS Worker shall be provided the capability to add information to a closed Referral.	Yes ☐ No ☐	Vol: Section: Page#:
69	IR	The CWS Worker shall be provided the capability to link information to a closed Referral.	Yes ☐ No ☐	Vol: Section: Page#:
73	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to include a link to the draft Safety Plan as part of a meeting notice.	Yes ☐ No ☐	Vol: Section: Page#:
76	IR	The CWS Worker shall be provided with the capability to attach documents with supporting information to forms.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
80	IR	The CWS/Web shall provide a Mandated Reporter with a standard process of completing the on line SCAR (Suspected Child Abuse Report).	Yes ☐ No ☐	Vol: Section: Page#:
81	IR	The CWS/Web shall provide a Mandated Reporter with the capability to submit a SCAR online using a unique identifier to that specific Referral.	Yes ☐ No ☐	Vol: Section: Page#:
82	IR	The CWS/Web shall have the capability to associate the SCAR to a Referral.	Yes ☐ No ☐	Vol: Section: Page#:
83	IR	The CWS/Web shall allow a Mandated Reporter to save a submitted SCAR report.	Yes ☐ No ☐	Vol: Section: Page#:
84	IR	The CWS/Web shall allow a Mandated Reporter to download a submitted SCAR report.	Yes ☐ No ☐	Vol: Section: Page#:
85	IR	The CWS/Web shall allow a Mandated Reporter to print a submitted SCAR report.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
86	IR	The CWS/Web shall have the capability to provide the ability to attach and save the Suspected Child Abuse Report (SCAR) form in electronic form (to ensure that the system captures the signature.	Yes ☐ No ☐	Vol: Section: Page#:
87	IR	The CWS/Web shall have the capability to automatically send an email to a Mandated Reporter when a Referral is entered, if an email address is provided by the Mandated Reporter.	Yes ☐ No ☐	Vol: Section: Page#:
2071	IR	The CWS Worker shall be provided with the capability to copy an information collection between views.	Yes ☐ No ☐	Vol: Section: Page#:
2078	IR	CWS/Web shall have the capability to provide the CWS Worker with the ability to select and/or view an assessment from the historical listing of Safety and Risk Assessments.	Yes ☐ No ☐	Vol: Section: Page#:
2116	IR	The CWS Worker shall be provided with the capability to store an electronic signature.	Yes ☐ No ☐	Vol: Section: Page#:
2117	IR	The CWS Worker shall be provided with the capability to upload digital images.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2118	IR	The CWS Worker shall be provided with the capability to enter electronic signatures.	Yes ☐ No ☐	Vol: Section: Page#:
2120	IR	The CWS/Web shall provide the capability to allow and capture electronic signature from the Mandated Reporter.	Yes ☐ No ☐	Vol: Section: Page#:
2128	IR	The CWS Worker shall be provided with the capability to drill down to the lowest stored referenced data field to view assessment details.	Yes ☐ No ☐	Vol: Section: Page#:
2143	IR	The CWS/Web shall have the capability for the Home Study Worker to attach pictures to the home study.	Yes ☐ No ☐	Vol: Section: Page#:
2156	IR	The CWS Worker shall be provided with the capability to associate a digital picture(s) to a single client.	Yes ☐ No ☐	Vol: Section: Page#:
2157	IR	The CWS Worker shall be provided with the capability to associate a digital picture(s) to multiple clients.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2192	IR	The CWS Worker shall be provided with the capability to view the chronological history of the free-form text.	Yes ☐ No ☐	Vol: Section: Page#:
2219	IR	The CWS/Web shall have the capability to maintain a history of all Safety and Risk Assessment determinations completed for each referral and case.	Yes ☐ No ☐	Vol: Section: Page#:
2221	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to view a historical listing of all Safety and Risk Assessments associated to a client.	Yes ☐ No ☐	Vol: Section: Page#:
2231	IR	The CWS/Web shall have the capability to contain a Family Assessment Information (FAI) profile.	Yes ☐ No ☐	Vol: Section: Page#:
2258	IR	The CWS Worker shall be provided with the capability to print family relationships in a genogram.	Yes ☐ No ☐	Vol: Section: Page#:
2262	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to print all assessment forms in a format to be shared with clients and other interested individuals, such as treatment providers or the Court.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2276	IR	The CWS/Web shall generate electronic and printed copies of assessment forms in a format to be shared with clients and other interested individuals.	Yes ☐ No ☐	Vol: Section: Page#:
2285	IR	The CWS Worker shall be provided with the capability to save the associated picture in the clients file.	Yes ☐ No ☐	Vol: Section: Page#:
2291	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to save the Family Assessment Information (FAI) form to the child's case.	Yes ☐ No ☐	Vol: Section: Page#:
2338	IR	The CWS/Web shall provide the capability of audit history on defined manage content activities.	Yes ☐ No ☐	Vol: Section: Page#:
2339	IR	The CWS Worker shall have the capability to insert electronic images into a form.	Yes ☐ No ☐	Vol: Section: Page#:
2340	IR	The CWS/Web shall provide the CWS Worker with the capability to associate electronic images with a form.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2341	IR	The CWS/Web shall provide the capability for electronic signatures for all documents with a signature field.	Yes ☐ No ☐	Vol: Section: Page#:
2343	IR	The CWS/Web shall provide the capability to electronically sign all forms and reports.	Yes ☐ No ☐	Vol: Section: Page#:
2344	IR	The CWS/Web shall provide the capability to electronically sign a case plan.	Yes ☐ No ☐	Vol: Section: Page#:
2365	IR	The CWS/Web shall provide the capability of word processing.	Yes ☐ No ☐	Vol: Section: Page#:
2389	IR	The CWS Worker shall be provided with the capability to view family relationships in a genogram.	Yes ☐ No ☐	Vol: Section: Page#:
2499	IR	The CWS Worker shall be provided with the capability to view the school district(s) based on an address.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2500	IR	The CWS Worker shall be provided with the capability to view the law enforcement jurisdiction based on the address.	Yes ☐ No ☐	Vol: Section: Page#:
2687	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to view the history of all assessment determinations for a client, at any point in the referral or case.	Yes ☐ No ☐	Vol: Section: Page#:
2692	IR	The CWS/Web shall have the capability to provide compartmentalization of the Safety Risk Assessment, to allow data collection and risk assessment in discrete areas, such as: • Family needs, family strengths and caregiver's protective capacity • Child's needs and strengths • Child's safety and risk • Family assessment • Child's placement needs	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2693	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to view a list of the components included in the Safet /Risk Assessment, at any time.	Yes ☐ No ☐	Vol: Section: Page#:
2694	IR	The CWS/Web shall have the capability to allow information collected during the contacts to be used to perform all assessments that are a part of the Safety Risk Assessment and to establish a Safety Plan.	Yes ☐ No ☐	Vol: Section: Page#:
2696	IR	The CWS/Web shall have the capability to capture Family Assessment Information (FAI) including, but not limited to the valid time period; such as beginning and end review dates.	Yes ☐ No ☐	Vol: Section: Page#:
2697	IR	The Family Assessment Information (FAI) profile shall contain a variety of information sufficient to provide a holistic view of the family's overall functioning and identified service needs.	Yes ☐ No ☐	Vol: Section: Page#:
2698	IR	The Family Assessment Information (FAI) profile shall contain relevant client psycho-social assessment/information (both historical and current) on the child(ren) and family.	Yes ☐ No ☐	Vol: Section: Page#:
2699	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to view the Family Assessment Information (FAI) form at any time.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2700	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to modify the Family Assessment Information (FAI) form once the system has generated the form.	Yes ☐ No ☐	Vol: Section: Page#:
2710	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to record Family Assessment Information (FAI) including, but not limited to, the valid time period; such as beginning and end review dates.	Yes ☐ No ☐	Vol: Section: Page#:
2714	IR	The CWS Worker shall be provided with the capability to request from a law enforcement agency with jurisdiction, information about potential CWS Worker safety issues.	Yes ☐ No ☐	Vol: Section: Page#:
2715	IR	The CWS Worker shall be provided with the capability to request from a law enforcement agency with jurisdiction to accompany the CWS Worker for the contact.	Yes ☐ No ☐	Vol: Section: Page#:
2755	IR	The CWS Worker shall have the capability to view all persons linked to a single address.	Yes ☐ No ☐	Vol: Section: Page#:
2772	IR	The CWS/Web shall have the capability to provide the County and State Form Administrators with the capability to create forms.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2773	IR	The CWS/Web shall have the capability to provide the County and State Form Administrators with the ability to access the forms.	Yes ☐ No ☐	Vol: Section: Page#:
2774	IR	The CWS/Web shall have the capability to provide the County and State Form Administrators with the capability to modify the format of forms.	Yes ☐ No ☐	Vol: Section: Page#:
2775	IR	The CWS/Web shall have the capability to provide the County and State Form Administrators with the capability to modify the content available in forms.	Yes ☐ No ☐	Vol: Section: Page#:
2776	IR	The CWS/Web shall have the capability to provide the County and State Form Administrators with the ability to remove forms.	Yes ☐ No ☐	Vol: Section: Page#:
2788	IR	The CWS/Web shall provide the CWS Worker the option of generating driving directions (including a map) based on a verified address.	Yes ☐ No ☐	Vol: Section: Page#:
2794	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to merge duplicate records (e.g., clients, attorneys, placement homes).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
2982	IR	The CWS/Web shall have the capability to employ a Safety Risk Assessment which is research-based, strength-based and addresses the over-representation of minorities.	Yes ☐ No ☐	Vol: Section: Page#:
2986	IR	The CWS Worker shall be provided with the industry-standard information display techniques associated with the core system architecture.	Yes ☐ No ☐	Vol: Section: Page#:
2987	IR	The CWS Worker shall be provided with the industry-standard Navigation techniques associated with the core system architecture.	Yes ☐ No ☐	Vol: Section: Page#:
3000	IR	The CWS Supervisor shall be provided with the capability to approve the classification and/or disposition of submitted Referrals, Cases and assessments.	Yes ☐ No ☐	Vol: Section: Page#:
3022	IR	The CWS/Web shall have the capability to provide the CWS Worker with the ability to submit the classification for any part of the Safety Risk Assessment to a CWS Supervisor for review and approval.	Yes ☐ No ☐	Vol: Section: Page#:
3043	IR	The CWS Worker shall have the capability to initiate an assessment.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3046	IR	The CWS/Web shall have the capability to include separate assessments for each stage of service (e.g., independent living assessments, placement needs, joint adoptions, Safety Risk Assessment and family assessments).	Yes ☐ No ☐	Vol: Section: Page#:
3055	IR	The CWS/Web shall have the capability to adhere to the State and counties' decision making processes for Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3057	IR	The CWS/Web shall have the capability to provide the CWS Worker with a standard process in the collection of data needed in order to complete the Safety Risk Assessment.	Yes ☐ No ☐	Vol: Section: Page#:
3058	IR	The CWS/Web shall employ a research and strength-based Family Assessment to identify the strengths and needs of a family or child, based on the abuse and neglect history, risk assessments, individual family functioning and family history.	Yes ☐ No ☐	Vol: Section: Page#:
3060	IR	The Safety Risk Assessment shall require the capacity for a system-generated assessment determination.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3110	IR	The CWS Worker shall be provided with the capability to generate feedback to a Mandated Reporter.	Yes ☐ No ☐	Vol: Section: Page#:
3124	IR	The CWS/Web shall have the capability to send a notice to the email address of the Mandated Reporter, once a Referral is assigned to a CWS Worker for investigation, and shall inform the Mandated Reporter who the investigating CWS Worker is.	Yes ☐ No ☐	Vol: Section: Page#:
3221	IR	The CWS/Web shall provide the capability for an indicator that identifies a case where an approval request has been returned for correction/modification.	Yes ☐ No ☐	Vol: Section: Page#:
3297	IR	The CWS Worker shall be provided with the capability to modify allegation conclusions, with documented reason for modification and appropriate authority.	Yes ☐ No ☐	Vol: Section: Page#:
3307	IR	The CWS Worker shall be provided with the capability to connect to the system using industry-standard mobility technologies available at the time of production system initiation.	Yes ☐ No ☐	Vol: Section: Page#:
3308	IR	The CWS Worker shall be provided with the capability to connect to the system from a location outside the State intranet.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3309	IR	The CWS Worker shall be provided with the capability to connect to the system with a browser-based mobile device.	Yes ☐ No ☐	Vol: Section: Page#:
3310	IR	The CWS Worker shall be provided with all functionality that would be available if the system connection were directly to the State intranet.	Yes ☐ No ☐	Vol: Section: Page#:
3311	IR	The CWS Worker shall be provided with the capability to complete a Safety Risk Assessment template that can be filled out in the field using a mobile device utilizing cryptographic protocols.	Yes ☐ No ☐	Vol: Section: Page#:
3315	IR	The CWS Worker shall be provided with the capability to complete forms via a mobile device.	Yes ☐ No ☐	Vol: Section: Page#:
3316	IR	The CWS Worker shall be provided with the capability to enter information into the system through a mobile device during any contact away from the office.	Yes ☐ No ☐	Vol: Section: Page#:
3317	IR	The CWS/Web shall have the capability for the CWS Worker to enter data through a mobile device.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3318	IR	The CWS Worker shall be provided with functionality that interacts with production environments.	Yes ☐ No ☐	Vol: Section: Page#:
3319	IR	The CWS Worker shall be provided with the capability to complete forms SOC 815, SOC 817, and SOC 818 via a mobile device.	Yes ☐ No ☐	Vol: Section: Page#:
3359	IR	The CWS/Web shall have the capability to provide the CWS Administrator with the ability to merge duplicate service providers.	Yes ☐ No ☐	Vol: Section: Page#:
3592	IR	The CWS Worker shall be provided with the capability to print an ecogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3593	IR	The CWS Worker shall be provided with the capability to manipulate a pre-populated ecogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3594	IR	The CWS Worker shall be provided with the capability to generate an ecogram based on the child client information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3595	IR	The CWS Worker shall be provided with the capability to save multiple versions of an ecogram to one or more child clients.	Yes ☐ No ☐	Vol: Section: Page#:
3596	IR	The CWS Worker shall be provided with the capability to view an ecogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3597	IR	The CWS/Web shall provide the CWS Worker with a pre-populated ecogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3598	IR	The CWS Worker shall be provided with the capability to print an ecomap based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3599	IR	The CWS Worker shall be provided with the capability to manipulate a pre-populated ecomap based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3600	IR	The CWS Worker shall be provided with the capability to generate an ecomap based on the child client information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3601	IR	The CWS Worker shall be provided with the capability to save multiple versions of an ecomap to one or more child clients.	Yes ☐ No ☐	Vol: Section: Page#:
3602	IR	The CWS Worker shall be provided with the capability to view an ecomap based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3603	IR	The CWS/Web shall provide the CWS Worker with a pre-populated ecomap based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3604	IR	The CWS Worker shall be provided with the capability to print a family tree based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3605	IR	The CWS Worker shall be provided with the capability to manipulate a pre-populated family tree based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3606	IR	The CWS Worker shall be provided with the capability to generate a family tree based on the child client information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3607	IR	The CWS Worker shall be provided with the capability to save multiple versions of a family tree to one or more child clients.	Yes ☐ No ☐	Vol: Section: Page#:
3608	IR	The CWS Worker shall be provided with the capability to view a family tree based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3609	IR	The CWS/Web shall provide the capability for the CWS Worker with a pre-populated family tree based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3610	IR	The CWS Worker shall be provided with the capability to print a genogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3611	IR	The CWS Worker shall be provided with the capability to manipulate a pre-populated genogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3612	IR	The CWS Worker shall be provided with the capability to generate a genogram based on the child client information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3613	IR	The CWS Worker shall be provided with the capability to save multiple versions of a genogram to one or more child clients.	Yes ☐ No ☐	Vol: Section: Page#:
3614	IR	The CWS Worker shall be provided with the capability to view a genogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:
3615	IR	The CWS/Web shall provide the CWS Worker with a pre-populated genogram based on child client information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
Architectural Solution				
Application Architecture Layer				
1182	IR	The CWS/Web application software system shall conform to N-Tiered layered web architecture that will realize and enable a Service Oriented Architecture (SOA) design and concept for building a solution that is based on services.	Yes ☐ No ☐	Vol: Section: Page#:
Business Entities				
1258	IR	Business Entity Objects shall map raw data from the database into an internal format. The objective is to isolate the business code and logic from the physical and logical implementation of the data.	Yes ☐ No ☐	Vol: Section: Page#:
1259	IR	The Business Entity Objects shall hide the physical and logical implementation of the data from the developers.	Yes ☐ No ☐	Vol: Section: Page#:
1260	IR	Each Business Entity Object instance shall have a unique name among all objects of a same type.	Yes ☐ No ☐	Vol: Section: Page#:
1261	IR	Each Business Entity Object shall provide a way to view the entity as a human-readable text string to facilitate logging and troubleshooting.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1262	IR	The CWS/Web shall be able to serialize all Business Entity Objects into a human-readable format.	Yes ☐ No ☐	Vol: Section: Page#:
1263	IR	During serialization of Business Entity Objects any data labeled as confidential or sensitive shall be serialized in an encrypted format.	Yes ☐ No ☐	Vol: Section: Page#:
Business Façade / Integration / Workflow / Business Rules				
1086	IR	The CWS/Web shall allow for all data being converted to be successfully validated prior to populating the production database. A mechanism for handling data that will not convert should be provided.	Yes ☐ No ☐	Vol: Section: Page#:
1225	IR	The rules shall be attributed with effective start and end date.	Yes ☐ No ☐	Vol: Section: Page#:
1226	IR	The CWS/Web shall have the capability to create, simulate and trace the execution of a decision through the rules logic.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1227	IR	Rules shall be changeable without a system recompilation.	Yes ☐ No ☐	Vol: Section: Page#:
1228	IR	The CWS/Web shall support a rules taxonomy for classification and management of rules.	Yes ☐ No ☐	Vol: Section: Page#:
1229	IR	The CWS/Web shall support standard web services protocols.	Yes ☐ No ☐	Vol: Section: Page#:
1230	IR	The CWS/Web shall allow certain types of business rules to be externalized from the application code and configurable without system programming. The CWS/Web shall allow configuration of rules for the following: • Workflow rules • Parameterized criteria used for determining for example eligibility (e.g., age, income, location). • Data Validation rules at the user interface level. • Access security rules • Forms	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1234	IR	The CWS/Web shall allow for workflow items to be scheduled and invoked at a later time or date.	Yes ☐ No ☐	Vol: Section: Page#:
1235	IR	The CWS/Web shall provide the ability to find and reuse existing business rules.	Yes ☐ No ☐	Vol: Section: Page#:
1236	IR	The CWS/Web shall provide the ability to dynamically configure business rules.	Yes ☐ No ☐	Vol: Section: Page#:
1237	IR	The CWS/Web shall provide the ability to dynamically configure and organize workflow rules.	Yes ☐ No ☐	Vol: Section: Page#:
1238	IR	The CWS/Web shall model task hand off/assignment as a set of workflow rules.	Yes ☐ No ☐	Vol: Section: Page#:
1239	IR	The CWS/Web shall model task/document routing, sign off and escalation as a set of workflow rules.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1240	IR	The CWS/Web shall provide initial set of workflow rules for all counties.	Yes ☐ No ☐	Vol: Section: Page#:
1241	IR	All workflow rules shall be able to handle an unlimited level of stages within the workflow.	Yes ☐ No ☐	Vol: Section: Page#:
1242	IR	The CWS/Web shall allow for counties to modify workflow rules without affecting other county workflows.	Yes ☐ No ☐	Vol: Section: Page#:
1243	IR	The CWS/Web shall allow for modification of the existing workflows and creating of new workflows to be done using a Graphical User Interface.	Yes ☐ No ☐	Vol: Section: Page#:
1244	IR	The CWS/Web shall allow for modifications made to workflow rules to be tested prior to acceptance into the system.	Yes ☐ No ☐	Vol: Section: Page#:
1245	IR	While being tested in the sandbox, workflow rules shall provide a detailed trace of the workflow.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1246	IR	The CWS/Web shall be able to prioritize workflow items.	Yes ☐ No ☐	Vol: Section: Page#:
1247	IR	Workflow items shall be suspendable and resumable.	Yes ☐ No ☐	Vol: Section: Page#:
1248	IR	The CWS/Web shall be able to display all current workflows.	Yes ☐ No ☐	Vol: Section: Page#:
1249	IR	The CWS/Web shall maintain a history of completed workflows.	Yes ☐ No ☐	Vol: Section: Page#:
1251	IR	The CWS/Web shall provide time based escalation services for workflow items.	Yes ☐ No ☐	Vol: Section: Page#:
1252	IR	The CWS/Web shall be able to schedule workflow items for later execution.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1253	IR	The CWS/Web shall provide the capability to set system processes as workflow items.	Yes ☐ No ☐	Vol: Section: Page#:
1254	IR	The CWS/Web shall be able to reroute a workflow item to a different role or user.	Yes ☐ No ☐	Vol: Section: Page#:
1255	IR	The CWS/Web shall provide a classification system for the management and organization of business rules.	Yes ☐ No ☐	Vol: Section: Page#:
1256	IR	The CWS/Web shall provide a classification system for the management and organization of workflow rules.	Yes ☐ No ☐	Vol: Section: Page#:
		Business Service Layer		
1264	IR	The design of the CWS/Web shall allow the business functionality to be made available as Business Services.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1265	IR	Each Business Service shall expose a public interface containing a set of “top-level” methods.	Yes ☐ No ☐	Vol: Section: Page#:
1266	IR	The CWS/Web shall ensure that Business Services support required message management and rollback functionality to ensure the integrity of the resources they access.	Yes ☐ No ☐	Vol: Section: Page#:
1267	IR	The CWS/Web shall support the implementation of business services capable of performing work online asynchronously and offline asynchronously, while maintaining business-driven expiration of data locks established through asynchronous connections.	Yes ☐ No ☐	Vol: Section: Page#:
1268	IR	Business services shall maintain control over updates to any Business Entity Objects.	Yes ☐ No ☐	Vol: Section: Page#:
1270	IR	Business Services shall explicitly deny all requests not received from the Business Layer.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Data Access Layer		
1271	IR	The CWS/Web shall have a Data Access Layer that provides an interface to business data.	Yes ☐ No ☐	Vol: Section: Page#:
1272	IR	The Data Access Layer shall use, based upon the deployment and operating system platform, standard protocols (e.g., OLE DB, ODBC, JDBC) when connecting to a database or message queue (e.g., MSMQ, JMS).	Yes ☐ No ☐	Vol: Section: Page#:
1273	IR	The Data Access Layer shall be able to access relational or other databases.	Yes ☐ No ☐	Vol: Section: Page#:
1274	IR	The Data Access Layer shall be able to support transactions (e.g., update, save, retrieve, delete) as well as rollback if any component of the transaction failed.	Yes ☐ No ☐	Vol: Section: Page#:
1276	IR	The Data Access Layer shall be capable of processing XML data formats.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1277	IR	The Data Access Layer shall be capable of processing delimited text data formats.	Yes ☐ No ☐	Vol: Section: Page#:
1278	IR	The Data Access Layer shall be capable of processing fixed-width text and binary file formats.	Yes ☐ No ☐	Vol: Section: Page#:
1279	IR	The Data Access Layer shall allow data to be uploaded to the production system after offline work is completed.	Yes ☐ No ☐	Vol: Section: Page#:
Enterprise Services and Reusable Infrastructure Components				
1340	IR	The CWS/Web shall support and provide adapters to files, database management systems (DBMSs), legacy platforms, legacy protocols and packaged applications.	Yes ☐ No ☐	Vol: Section: Page#:
1341	IR	If an ESB is proposed/utilized it shall use a provider model for the use of all available adapters.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1342	IR	If an ESB is proposed/utilized, it shall provide transaction management for business processes involving more than one business service.	Yes ☐ No ☐	Vol: Section: Page#:
1343	IR	If an ESB is proposed/utilized, it shall provide message logging and log auditing capabilities.	Yes ☐ No ☐	Vol: Section: Page#:
1346	IR	If an ESB is proposed/utilized, it shall support dynamic “Enable” and “Disable” services for any Business Service.	Yes ☐ No ☐	Vol: Section: Page#:
1348	IR	The CWS/Web shall utilize an enterprise registry for registration of business services.	Yes ☐ No ☐	Vol: Section: Page#:
1596	IR	The mobile solution shall provide the ability for screens to render in multiple form factors.	Yes ☐ No ☐	Vol: Section: Page#:
1597	IR	The mobile solution shall be tailored to provide functionality for a specific user based upon their designated roles.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1598	IR	Printing documents / forms in the field shall be supported by the mobile solution.	Yes ☐ No ☐	Vol: Section: Page#:
1599	IR	The mobile solution shall be flexible enough to allow the addition of new functionality as identified by business need.	Yes ☐ No ☐	Vol: Section: Page#:
1600	IR	The mobile solution shall provide authorized users with real-time access to the CWS/Web from any location with an Internet connection.	Yes ☐ No ☐	Vol: Section: Page#:
1601	IR	The mobile solution shall allow authorized users to view and update information in the CWS/Web from any location via Internet, based upon designated access privileges.	Yes ☐ No ☐	Vol: Section: Page#:
1606	IR	The mobile solution shall be such that impact to users and training are minimized.	Yes ☐ No ☐	Vol: Section: Page#:
1607	IR	The mobile solution shall, as much as possible, mirror the application functions and the graphical user interface of the main CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1608	IR	The mobile solution shall include an interface layout that takes full advantage of the functional space of the device.	Yes ☐ No ☐	Vol: Section: Page#:
1609	IR	The mobile solution shall provide the ability for screens to render in multiple form factors.	Yes ☐ No ☐	Vol: Section: Page#:
1610	IR	The mobile solution shall be such that the cost of maintenance and management of the mobile solution is minimized.	Yes ☐ No ☐	Vol: Section: Page#:
		General Architecture		
1312	IR	The CWS/Web shall conform to CHHS Agency Enterprise Architecture Program standards and guidance.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1314	IR	The CWS/Web shall support a messaging service with the following key requirements: • Guaranteed quality of service. • Leveraging of standard SOAP or other messaging standards to achieve reliable messaging. • Accommodation of the mobility of a business process to different channels. • Rules-based routing • Transformation • Security / policy enforcement • Audit • Transformations to support external services and systems accessing or using CWS/Web functions and information • Message queuing • Support the Event-based Messaging style. • Support the Request/Reply messaging style.	Yes ☐ No ☐	Vol: Section: Page#:
1315	IR	The CWS/Web shall support business component reusability, interoperability and extensibility (e.g. case plan management, transformation management, business services, scheduler).	Yes ☐ No ☐	Vol: Section: Page#:
1316	IR	The CWS/Web shall provide tools for monitoring and management of SOA messaging infrastructure.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1330	IR	The CWS/Web shall be designed in modular units allowing the units to be loosely coupled to each other.	Yes ☐ No ☐	Vol: Section: Page#:
1332	IR	The CWS/Web shall provide shell/console level access to all underlying devices to a limited range of IP addresses.	Yes ☐ No ☐	Vol: Section: Page#:
1333	IR	The system design and development tools shall enable business solution builders to assemble services into applications and business scenarios. Design and development tools shall also be integrated so that the output of one becomes an electronic input to the others.	Yes ☐ No ☐	Vol: Section: Page#:
1334	IR	Services shall be developed, operated, maintained and governed independently unless being called in workflow (orchestrated) or by another service as part of a composite service.	Yes ☐ No ☐	Vol: Section: Page#:
1335	IR	The CWS/Web implementation and deployment shall allow for extensions to feature set functionality, resulting in changes from the originally deployed interface and XML/XSD.	Yes ☐ No ☐	Vol: Section: Page#:
1336	IR	A service requestor shall not be required to know the internal details or processes of a business service.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1337	IR	If an ESB is proposed/utilized it shall be capable of OCIO Federated Identity Management Standards including WS-Security, SAML 2.0 or greater, Liberty ID-FF and WS* Identity Standards.	Yes ☐ No ☐	Vol: Section: Page#:
		Presentation Layer		
1183	IR	The Presentation Layer shall require that all traffic between the user's web browser and the Presentation Layer use SSL standard encryption.	Yes ☐ No ☐	Vol: Section: Page#:
1184	IR	The CWS/Web shall have a robust and comprehensive online help system accessible from any point in the application.	Yes ☐ No ☐	Vol: Section: Page#:
1194	IR	The Presentation Layer shall be capable of translating standard HTML output into a format optimized for mobile devices.	Yes ☐ No ☐	Vol: Section: Page#:
1201	IR	The Presentation Layer shall be capable of receiving an alert from the Business Layer.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1202	IR	The CWS/Web application shall be browser-accessible, usable and function over low-speed dial-up connections.	Yes ☐ No ☐	Vol: Section: Page#:
1203	IR	The Presentation Layer shall be able to propagate access restriction through role-based security based on the protocol used to access the CWS/Web (e.g. WAP).	Yes ☐ No ☐	Vol: Section: Page#:
1204	IR	The business logic shall be separated from the presentation via a Service Layer, which provides access to business services.	Yes ☐ No ☐	Vol: Section: Page#:
1205	IR	The presentation screen layout shall be configurable to allow for personalization and to optimize screen layout for specific roles.	Yes ☐ No ☐	Vol: Section: Page#:
1207	IR	The CWS/Web shall support a web-based user interface that is backward compatible with commercial browsers at least two versions back from their current version.	Yes ☐ No ☐	Vol: Section: Page#:
1208	IR	The CWS/Web user interface shall provide a menu system resembling a graph data structure with a single menu item designated as the home.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1211	IR	The Presentation Layer shall be capable of retrieving and submitting documents in any allowed format and protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1212	IR	The Presentation Layer shall be capable of retrieving any data object stored by the system based on a Unique Identifier.	Yes ☐ No ☐	Vol: Section: Page#:
1213	IR	The Presentation Layer shall allow for the configuration of global constants.	Yes ☐ No ☐	Vol: Section: Page#:
1214	IR	The Presentation Layer shall allow for the acceptance of binary files uploaded from the user.	Yes ☐ No ☐	Vol: Section: Page#:
1215	IR	The primary output of the Presentation Layer shall be text data in HTML format.	Yes ☐ No ☐	Vol: Section: Page#:
1216	IR	The Presentation Layer shall be capable of providing autosuggest features to common text box entries.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1217	IR	The Presentation Layer shall allow access to all authorized business functionality of the user logged into the CWS/Web via industry standard web browsers.	Yes ☐ No ☐	Vol: Section: Page#:
1218	IR	The Presentation Layer shall provide audio streaming capabilities.	Yes ☐ No ☐	Vol: Section: Page#:
1219	IR	The Presentation Layer shall provide video streaming capabilities.	Yes ☐ No ☐	Vol: Section: Page#:
1220	IR	The Presentation Layer shall be capable of displaying flash media.	Yes ☐ No ☐	Vol: Section: Page#:
1221	IR	The Presentation Layer shall also provide a breadcrumb style presentation of the current navigation, where the breadcrumb represents the shortest path between the home menu item and the current menu item.	Yes ☐ No ☐	Vol: Section: Page#:
1222	IR	The menu shall display at a minimum, the next three levels of menu items below the current menu item.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1223	IR	The CWS/Web Presentation Layer components accessible to the public shall comply with California's eService State Website publishing standards (http://www.webtools.ca.gov).	Yes ☐ No ☐	Vol: Section: Page#:
1328	IR	The CWS/Web shall have a consistent user web experience across the organizational portals, websites, and web-based applications.	Yes ☐ No ☐	Vol: Section: Page#:
1637	IR	The Presentation Layer shall be capable of translating standard HTML output into a format optimized for Wireless Access Protocol (WAP).	Yes ☐ No ☐	Vol: Section: Page#:
3324	IR	The CWS/Web shall provide the capability to offer off line processing and uploading work when the user comes back on line.	Yes ☐ No ☐	Vol: Section: Page#:
3325	IR	The CWS/Web shall provide content keyword search capabilities.	Yes ☐ No ☐	Vol: Section: Page#:
3326	IR	The CWS/Web shall provide help file content keyword search capabilities.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
3327	IR	The CWS/Web shall display the file size limits before the user attempts to upload a form/file.	Yes ☐ No ☐	Vol: Section: Page#:
3328	IR	The file size limit shall be defined by system network constraints.	Yes ☐ No ☐	Vol: Section: Page#:
3329	IR	The file size limit shall be configurable.	Yes ☐ No ☐	Vol: Section: Page#:
		Request/Response Layer		
1280	IR	The Business Layer shall be capable of providing inbound request authentication.	Yes ☐ No ☐	Vol: Section: Page#:
1281	IR	The Business Layer shall be capable of reading and writing data in Simple Object Access Protocol format.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1282	IR	Requests from the outside shall be authenticated and authorized prior to being serviced by the system.	Yes ☐ No ☐	Vol: Section: Page#:
1283	IR	For the Business Layer and Service Layer, the CWS/Web shall support standard web services protocols as well as: 1. Utilization of messaging service standards to ensure reliable message delivery between application services 2. Maintenance of transaction state across services and user interfaces for the time period necessary to complete a process instance 3. Orchestration of transaction flows between various services and systems 4. Transformation to the format (e.g., XML, flat file) for the application targeted to receive it	Yes ☐ No ☐	Vol: Section: Page#:
1284	IR	The Business Layer and Service Layer shall support multiple formats and protocols (e.g., Simple Object Access Protocol (SOAP) or Representational State Transfer (REST) Web Services, XML Business Messages, XML, Excel, DBF, CSV, Other Proprietary Formats, HTTP(S), TCP/IP, SMTP, Message Queuing, Network File System, Secure FTP).	Yes ☐ No ☐	Vol: Section: Page#:
1286	IR	The CWS/Web shall allow for the addition of new formats with minimal impact to the system processes for request access.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1287	IR	The Business Layer shall be capable of outputting documents in HTML format.	Yes ☐ No ☐	Vol: Section: Page#:
1288	IR	The Business Layer shall be capable of reading and creating binary documents for transmission.	Yes ☐ No ☐	Vol: Section: Page#:
1289	IR	The Business Layer shall be capable of using XSLT Formatting Objects for the transformation of XML based files.	Yes ☐ No ☐	Vol: Section: Page#:
1290	IR	The Business Layer shall be capable of providing any data object stored by the system to an external system based on a Unique Identifier.	Yes ☐ No ☐	Vol: Section: Page#:
1291	IR	The data sent as an outbound request shall provide the MIME Type in addition to the data when data is transferred over HTTP protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1292	IR	The Business Layer shall be capable of accepting and transmitting text data.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1293	IR	The CWS/Web shall provide the ability to exchange data over industry-wide standards (e.g. XML).	Yes ☐ No ☐	Vol: Section: Page#:
1294	IR	The Business Layer shall restrict access to any data object based on the requesting account's access privileges.	Yes ☐ No ☐	Vol: Section: Page#:
1296	IR	The Business Layer shall ensure encryption is used when sending any information through an external network.	Yes ☐ No ☐	Vol: Section: Page#:
1297	IR	The Business Layer shall be capable of sending information through the SMTP protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1298	IR	The Business Layer shall be capable of providing authentication credentials to external systems.	Yes ☐ No ☐	Vol: Section: Page#:
1299	IR	The Business Layer shall allow data to be sent over the POP protocol.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1300	IR	The Business Layer shall allow data to be sent over the IMAP protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1301	IR	The Business Layer shall be capable of reading and writing data in XML Business Messages format.	Yes ☐ No ☐	Vol: Section: Page#:
1302	IR	The Business Layer shall be capable of reading and writing data in XML format.	Yes ☐ No ☐	Vol: Section: Page#:
1303	IR	The Business Layer shall be capable of reading and writing data in Excel format.	Yes ☐ No ☐	Vol: Section: Page#:
1304	IR	The Business Layer shall be capable of reading and writing data in DBF format.	Yes ☐ No ☐	Vol: Section: Page#:
1305	IR	The Business Layer shall be capable of reading and writing data in delimited format.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1306	IR	The Business Layer shall be capable of adding the ability to read and write data in a custom format.	Yes ☐ No ☐	Vol: Section: Page#:
1307	IR	The Business Layer shall be capable of sending and receiving data using the HTTP/HTTPs protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1308	IR	The Business Layer shall be capable of sending and receiving data using the TCP/IP protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1309	IR	The Business Layer shall be capable of sending and receiving data using the Network File System protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1310	IR	The Business Layer shall be capable of sending and receiving data using the Secure FTP protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1311	IR	The Business Layer shall be capable of adding the ability to send and receive data through a custom protocol.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		System Architecture Communication		
4818	IR	If the CWS/Web uses a SOAP implementation, it shall include configurable compression facility for SOAP Body, SOAP Header, and SOAP Direct Internet Message Encapsulation (DIME) attachments.	Yes ☐ No ☐	Vol: Section: Page#:
4819	IR	The CWS/Web communication transport selection shall be done via configuration.	Yes ☐ No ☐	Vol: Section: Page#:
		Information Management		
		Business Intelligence and Reporting Architecture		
1411	IR	The Data Warehouse shall include administration tools that support data usage auditing.	Yes ☐ No ☐	Vol: Section: Page#:
1412	IR	The CWS/Web shall provide ETL tools in support of acquisition of data from all target systems including legacy systems.	Yes ☐ No ☐	Vol: Section: Page#:
1413	IR	The ETL tool shall support the data integration processes that will feed data warehouses or data marts.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1414	IR	The ETL tool shall support the transformation of data into the proposed data warehouse models and formats.	Yes ☐ No ☐	Vol: Section: Page#:
1415	IR	The ETL tools shall support development of custom adapters and transformation rules using standard XSL and XML.	Yes ☐ No ☐	Vol: Section: Page#:
1416	IR	The CWS/Web shall support incremental loading of data into the Data Warehouse based on changes to the CWS/Web and other databases.	Yes ☐ No ☐	Vol: Section: Page#:
1417	IR	The CWS/Web shall be web accessible by standard reporting tools (e.g., Business Objects, SAS) to allow the end user to access standardized reports over the web.	Yes ☐ No ☐	Vol: Section: Page#:
1418	IR	The CWS/Web shall include web-based tools that allow viewing of database schemas and documentation.	Yes ☐ No ☐	Vol: Section: Page#:
1419	IR	The CWS/Web shall provide a populated metadata repository accessible by third party BI and Reporting tools.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1421	IR	The data warehouse shall be restricted to read only for end-users.	Yes ☐ No ☐	Vol: Section: Page#:
1422	IR	The Data Warehouse shall include administration tools and data dictionaries that support business information and model maintenance.	Yes ☐ No ☐	Vol: Section: Page#:
1423	IR	The CWS/Web shall have the capability to encrypt sensitive data based on State and Federal policies and be confidential to the general public.	Yes ☐ No ☐	Vol: Section: Page#:
1424	IR	The CWS/Web shall provide integrated tools and programs for extracting data to the data warehouse environment.	Yes ☐ No ☐	Vol: Section: Page#:
1425	IR	The CWS/Web shall support web based reporting tools (e.g., Business Object, SAS) to allow users to develop ad-hoc report queries.	Yes ☐ No ☐	Vol: Section: Page#:
1426	IR	The CWS/Web shall provide capability for ad-hoc or periodic extract and copies, in XML and other open standard formats, of the database for local county /state purposes.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1427	IR	The Data Warehouse shall include administration tools that support dictionary management.	Yes ☐ No ☐	Vol: Section: Page#:
1428	IR	The Data Warehouse shall include administration tools that support security control (authentication and access management).	Yes ☐ No ☐	Vol: Section: Page#:
1429	IR	The CWS/Web Data Warehouse shall include administration tools that support metadata management for maintenance of reference data, independent of business intelligence and reporting tools.	Yes ☐ No ☐	Vol: Section: Page#:
1430	IR	The Data Warehouse shall include administration tools that support query cataloging.	Yes ☐ No ☐	Vol: Section: Page#:
1431	IR	The Data Warehouse shall include administration tools that support managing production data extracts.	Yes ☐ No ☐	Vol: Section: Page#:
1432	IR	The Data Warehouse shall include administration tools providing the capability to backup and restore Data Warehouse data.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1433	IR	The CWS/Web shall provide instrumentation and tools to allow monitoring of queries and query profiling.	Yes ☐ No ☐	Vol: Section: Page#:
1434	IR	The ETL shall allow for the definition of custom adapters for the Transformation Process adhering to the Transformation provider model.	Yes ☐ No ☐	Vol: Section: Page#:
1435	IR	The ETL shall allow for the definition of custom adapters for the Loading Process adhering to the Loading provider model.	Yes ☐ No ☐	Vol: Section: Page#:
1436	IR	The ETL shall provide a standard Extraction adapter capable of reading delimited data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1437	IR	The ETL shall provide a standard Extraction adapter capable of reading fixed width data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1438	IR	The ETL shall provide a standard Extraction adapter capable of reading XML Data streams.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1439	IR	The ETL shall provide a standard Extraction adapter capable of reading SQL Server (version that has Vendor's support not requiring special arrangements) data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1440	IR	The ETL shall provide a standard extraction adapter capable of reading Oracle (version that has Vendor's support not requiring special arrangements) data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1441	IR	The ETL shall provide a standard Extraction adapter capable of reading OLE DB data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1442	IR	The ETL shall provide a standard Extraction adapter capable of reading JDBC data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1443	IR	The ETL shall provide a standard Loading adapter capable of writing to delimited data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1444	IR	The ETL shall provide a standard Loading adapter capable of writing to fixed width data streams.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1445	IR	The ETL shall provide a standard Loading adapter capable of writing to XML Data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1446	IR	The ETL shall provide a standard Loading adapter capable of writing to SQL Server (version that has Vendor's support not requiring special arrangements) data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1447	IR	The ETL shall provide a standard Loading adapter capable of writing to Oracle (version that has Vendor's support not requiring special arrangements) data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1448	IR	The ETL shall provide a standard Loading adapter capable of writing to ODBC data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1449	IR	The ETL shall provide a standard Loading adapter capable of writing to JDBC data streams.	Yes ☐ No ☐	Vol: Section: Page#:
1450	IR	The ETL shall provide a standard Transformation adapter capable of mapping data between Extraction and Loading formats.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1451	IR	The metadata repository shall provide at a minimum name, location, definition, sensitivity, type, length and domain of the described item.	Yes ☐ No ☐	Vol: Section: Page#:
1453	IR	The ETL shall follow a provider model for the Extraction process.	Yes ☐ No ☐	Vol: Section: Page#:
1454	IR	The ETL shall follow a provider model for the Transformation process.	Yes ☐ No ☐	Vol: Section: Page#:
1455	IR	The ETL shall follow a provider model for the Loading Process.	Yes ☐ No ☐	Vol: Section: Page#:
1456	IR	The ETL shall allow for the definition of custom adapters for the Extraction Process adhering to the Extraction provider model.	Yes ☐ No ☐	Vol: Section: Page#:
1794	IR	The CWS/Web shall accommodate business intelligence and report tools (e.g., Business Objects, SAS, SPSS, COGNOS).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1795	IR	All standardized reports shall be developed using Business Objects tools; if the needs cannot be meet with Business Objects the Contractor shall provide tool specification and rationale.	Yes ☐ No ☐	Vol: Section: Page#:
1835	IR	The Data Warehouse shall have the capability to manage a batch job environment including scheduling, error recovery and performance monitoring.	Yes ☐ No ☐	Vol: Section: Page#:
1836	IR	The Data Warehouse must include administration tools that support data usage auditing.	Yes ☐ No ☐	Vol: Section: Page#:
1837	IR	The Data Warehouse must include administration tools that support the backup of data.	Yes ☐ No ☐	Vol: Section: Page#:
		Database		
1391	IR	The CWS/Web shall use a minimum of 64-bit database technology.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1392	IR	The CWS/Web shall include a data access layer / persistence layer which hides the complexity and implementation of the logical and physical data from the business components.	Yes ☐ No ☐	Vol: Section: Page#:
1393	IR	The CWS/Web shall prevent updates in progress from being lost because of a concurrency paradigm.	Yes ☐ No ☐	Vol: Section: Page#:
1395	IR	All creates, updates or deletes to data shall have DateTimestamps in audit logs and at the database row level.	Yes ☐ No ☐	Vol: Section: Page#:
1396	IR	All retrieves of data shall have DateTimestamps in audit logs.	Yes ☐ No ☐	Vol: Section: Page#:
1397	IR	The CWS/Web shall support relational database technologies and be ANSI-SQL compliant.	Yes ☐ No ☐	Vol: Section: Page#:
1403	IR	The CWS/Web shall have the capability for historical tracking within the database and logging options (e.g. transaction auditing).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1905	IR	The CWS/Web shall ensure that the CWS/Web Application Solution data is time stamped correctly.	Yes ☐ No ☐	Vol: Section: Page#:
Enterprise Services and Reusable Infrastructure Components				
1338	IR	The CWS/Web shall be able to utilize an Enterprise Service Bus (or integration broker/message infrastructure) provided by OTech, if one is available and provides the functionality required by the system.	Yes ☐ No ☐	Vol: Section: Page#:
1339	IR	If an ESB is proposed/utilized, it shall support security, including authentication and authorization, generally working in conjunction with external identity management, encryption and decryption services.	Yes ☐ No ☐	Vol: Section: Page#:
1350	IR	The CWS/Web shall support the fundamental Web and Web services standards.	Yes ☐ No ☐	Vol: Section: Page#:
1351	IR	If an ESB is proposed/utilized, it shall have an infrastructure that can move non-XML messages and data and offer communication protocols in support of integration with other State and County systems.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1352	IR	If an ESB is proposed/utilized, it shall apply optional intermediary functions to messages in flight. Mediation functions that must be discussed include: inspection, validation, rerouting, transformation, enrichment, logging and tracking messages as they pass through.	Yes ☐ No ☐	Vol: Section: Page#:
1353	IR	If an ESB is proposed/utilized, it shall support a basic registry or name space that supports dynamic binding and some type of service virtualization (for example, using a service name as an alias to bind to an alternative service implementation).	Yes ☐ No ☐	Vol: Section: Page#:
1354	IR	If an ESB is proposed/utilized, it shall support Content-based routing, intelligent routing and basic service orchestration.	Yes ☐ No ☐	Vol: Section: Page#:
1355	IR	The CWS/Web shall use a Universal Description, Discovery, and Integration (UDDI) and/or ebXML conforming registry/repository to publish and discover information about services.	Yes ☐ No ☐	Vol: Section: Page#:
1356	IR	If an ESB is proposed/utilized, it shall be capable of OCIO Federated Identity Management Standards including WS-Security, SAML 2.0 or greater, Liberty ID-FF and WS* Identity Standards.	Yes ☐ No ☐	Vol: Section: Page#:
1357	IR	The CWS/Web shall support Oasis, W3C and IETF security recommendations.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1358	IR	If an ESB is proposed/utilized, it shall provide a standard set of adapters for message transformation.	Yes ☐ No ☐	Vol: Section: Page#:
1359	IR	The Service Registry shall be capable of association with external service registries or repositories.	Yes ☐ No ☐	Vol: Section: Page#:
1360	IR	The Service Registry shall provide an administration tool for service registration, configuration and securing services.	Yes ☐ No ☐	Vol: Section: Page#:
1361	IR	The Service Registry shall support a centralized location for storing, managing and security service definitions.	Yes ☐ No ☐	Vol: Section: Page#:
1362	IR	The Service Registry shall provide addressing, finding and binding to desired services.	Yes ☐ No ☐	Vol: Section: Page#:
1363	IR	The Service Registry shall allow UDDI-level replication.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1364	IR	The Service Registry shall have the capability of connecting to a federated registry system.	Yes ☐ No ☐	Vol: Section: Page#:
1365	IR	The Service Registry shall provide service auditing detailing all changes to registered services.	Yes ☐ No ☐	Vol: Section: Page#:
1366	IR	If an ESB is proposed/utilized, it shall support communication for message encoding with asynchronous messaging, event-based, request/response and publish/subscribe message interaction styles.	Yes ☐ No ☐	Vol: Section: Page#:
1367	IR	If an ESB is proposed/utilized, it shall provide a standard adapter for the transmission of messages using the SFTP protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1368	IR	If an ESB is proposed/utilized, it shall provide a standard adapter for the transmission of messages using the FTP protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1369	IR	If an ESB is proposed/utilized, it shall provide a standard adapter for the transmission of messages using the JCA protocol.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1370	IR	If an ESB is proposed/utilized, it shall be capable of prioritization based on transaction type or message content.	Yes ☐ No ☐	Vol: Section: Page#:
1371	IR	If an ESB is proposed/utilized, it shall provide a standard adapter capable of reading and creating messages in an XML document format.	Yes ☐ No ☐	Vol: Section: Page#:
1372	IR	If an ESB is proposed/utilized, it shall provide a standard adapter capable of reading and creating messages in a delimited format.	Yes ☐ No ☐	Vol: Section: Page#:
1373	IR	If an ESB is proposed/utilized, it shall provide a standard adapter capable of reading and creating messages in a Fixed Width format.	Yes ☐ No ☐	Vol: Section: Page#:
1374	IR	If an ESB is proposed/utilized, it shall provide content-based routing of messages.	Yes ☐ No ☐	Vol: Section: Page#:
1375	IR	If an ESB is proposed/utilized, it shall be capable of logging all messaging activities.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1376	IR	If an ESB is proposed/utilized, it shall provide a standard adapter allowing the transmission of messages using the HTTP/HTTPs protocol.	Yes ☐ No ☐	Vol: Section: Page#:
1377	IR	If an ESB is proposed/utilized, it shall be electronically monitored to ensure tracking of a message's life cycle.	Yes ☐ No ☐	Vol: Section: Page#:
1378	IR	If an ESB is proposed/utilized, it shall provide a standard adapter allowing the transmission of messages using the MSMQ.	Yes ☐ No ☐	Vol: Section: Page#:
1379	IR	If an ESB is proposed/utilized, it shall provide a standard adapter allowing the transmission of messages using the JMS.	Yes ☐ No ☐	Vol: Section: Page#:
1380	IR	If an ESB is proposed/utilized, it shall provide a standard adapter capable of reading and writing messages in Simple Object Access Protocol (SOAP) format.	Yes ☐ No ☐	Vol: Section: Page#:
1381	IR	If an ESB is proposed/utilized, it shall provide the ability to bridge messages where endpoints require different protocols.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1382	IR	If an ESB is proposed/utilized, it shall provide a standard adapter to capable of reading and writing messages in ebXML data format.	Yes ☐ No ☐	Vol: Section: Page#:
1383	IR	If an ESB is proposed/utilized, it shall provide the ability for authorized users to view messages as they are passed between services.	Yes ☐ No ☐	Vol: Section: Page#:
1384	IR	If an ESB is proposed/utilized, it shall provide a standard adapter used to validate message format and content using a XML Schema provided by the service endpoint with endpoint authentication.	Yes ☐ No ☐	Vol: Section: Page#:
1385	IR	If an ESB is proposed/utilized, it shall provide a service registry capable of grouping service versions for release management and dynamic service binding purposes.	Yes ☐ No ☐	Vol: Section: Page#:
1386	IR	The Service Registry shall be capable of deprecating services or service versions.	Yes ☐ No ☐	Vol: Section: Page#:
1387	IR	The Service Registry shall allow the calling of deprecated services or service versions.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1388	IR	The Service Registry shall not allow the calling of retired services or service versions.	Yes ☐ No ☐	Vol: Section: Page#:
1389	IR	The Service Registry shall be capable of registration of WS-Policy documents.	Yes ☐ No ☐	Vol: Section: Page#:
1390	IR	If an ESB is proposed/utilized, it shall provide a standard adapter to validate message format and content using a Schema provided by the service endpoint.	Yes ☐ No ☐	Vol: Section: Page#:
4907	IR	The Service Registry shall log any call to deprecated services.	Yes ☐ No ☐	Vol: Section: Page#:
		System Archiving		
1404	IR	The CWS/Web shall provide the capability to automatically move and archive data based on CWS rules and policies and allow CWS administrator to define time setting and frequency settings for automatic moves; and to comply with AB636 where appropriate for data downloads.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1405	IR	The CWS/Web shall support a tiered archiving solution providing various access times to each archive tier.	Yes ☐ No ☐	Vol: Section: Page#:
1406	IR	The CWS/Web shall allow online access to archived information.	Yes ☐ No ☐	Vol: Section: Page#:
1407	IR	The CWS/Web shall support CDSS policy based decisions for record retention.	Yes ☐ No ☐	Vol: Section: Page#:
1409	IR	Archived data shall be protected in the event of equipment failure and/or disaster.	Yes ☐ No ☐	Vol: Section: Page#:
1410	IR	The archiving system shall have protection against change or overwriting.	Yes ☐ No ☐	Vol: Section: Page#:
1635	IR	The CWS/Web shall enable an authorized user to set the configurable archive period.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1870	IR	The CWS/Web shall provide automated processes for archiving CWS/Web Application production processing and control system files greater than 90 calendar days old and purging those archived production files when they reach 18 months of age from their initial creation for those CWS/Web Application Solution components under the control of the Contractor.	Yes ☐ No ☐	Vol: Section: Page#:
Infrastructure				
Environments				
975	IR	The User Acceptance Testing environment shall mirror the production environment and allow replication of user problems as well as application certification.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1095	IR	The CWS/Web Training and Knowledge Management environment shall be a production-like environment with the following features: • Capability to refresh data and change time sensitive data to make it relevant to a new time period. • The ability to update the data for relevance in the new time period and not recreate the data from scratch every time. Downloading or retrieving current client production data is not an alternative. Downloading or retrieving current resource management production data is required to set up the individual county offices and resources (e.g. education providers, service providers). • Allows authorized State/County staff to change the system date to simulate different business cycles. • Offers the capability to manage and track the training data and versions • Limits administration of the environment to those authorized to manage that environment. • Contain all the components and functionality of the production environments.	Yes ☐ No ☐	Vol: Section: Page#:
1097	IR	The CWS/Web Training and Knowledge Management environment shall be available via a browser to user desktops and designated training facilities.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		General Infrastructure		
1001	IR	The networking environment shall be grouped into network classifications of local trusted, local untrusted, remote internal trusted and remote untrusted.	Yes ☐ No ☐	Vol: Section: Page#:
1002	IR	All remote connections to unmanaged networks shall fall within the remote untrusted classification. Remote connections to the New System-managed networks must fall under the remote internal trusted classification.	Yes ☐ No ☐	Vol: Section: Page#:
1003	IR	Each network classification shall be separated into distinct network domains (e.g. a specific project LAN segment is a single distinct network domain).	Yes ☐ No ☐	Vol: Section: Page#:
1004	IR	Untrusted traffic from the Internet shall only be allowed in a protected segment of the network called the demilitarized zone (DMZ). The DMZ must sit between the trusted internal network and an untrusted external network.	Yes ☐ No ☐	Vol: Section: Page#:
1005	IR	Each network domain shall reside on its own LAN segment.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1006	IR	Communication between network classifications shall be controlled by a firewall.	Yes ☐ No ☐	Vol: Section: Page#:
1879	IR	The CWS/Web shall be designed, developed, and maintained to electronically monitor network and system services, accessibility and transaction volumes in real time and to immediately alert the Contractor's operations staff of any network and/or system problems.	Yes ☐ No ☐	Vol: Section: Page#:
Interfaces				
Global Interface				
1616	IR	All archived messages that deal with sensitive data (e.g., username, password, SSN, address information, payment amounts) shall be encrypted.	Yes ☐ No ☐	Vol: Section: Page#:
1617	IR	The CWS/Web shall implement a message archiving system.	Yes ☐ No ☐	Vol: Section: Page#:
1619	IR	Each interface that uses confidential or sensitive information shall use a signed / hashed archival method. The approach shall meet State security guidelines and be approved by the State.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1621	IR	The CWS/Web shall be configurable to handle automatic logins to external systems. The CWS/Web shall ensure that all login credentials are encrypted and signed (hashed).	Yes ☐ No ☐	Vol: Section: Page#:
1624	IR	Each interface shall handle routing, security, error handling and translation into the format of each target application – that is, the system will conform to the interface specifications of the target application(s) and not require the target application interface to change, if already existing, to meet the information requirements of the system.	Yes ☐ No ☐	Vol: Section: Page#:
1625	IR	The CWS/Web shall support interfaces so that data elements that already exist in other systems automatically populate appropriate fields in the CWS/Web.	Yes ☐ No ☐	Vol: Section: Page#:
1628	IR	The CWS/Web interfaces shall provide a mechanism to restore data file versions.	Yes ☐ No ☐	Vol: Section: Page#:
1634	IR	In the event of failure, each interface shall have the capability to resend the request on same day/night for highly impacted files.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1636	IR	The CWS/Web shall allow an administrative user the ability to configure the logon credentials with interfaces.	Yes ☐ No ☐	Vol: Section: Page#:
1703	IR	The CWS/Web interfaces shall meet the global interfaces requirements.	Yes ☐ No ☐	Vol: Section: Page#:
4401	IR	For each applicable interface, Request/Reply Message Exchange Pattern (MEP) shall be defined that describes remote procedure calls (RPC) and browser GET requests.	Yes ☐ No ☐	Vol: Section: Page#:
Performance				
Availability				
1399	IR	The CWS/Web system architecture shall include backup and recovery tools and capabilities that can be used to meet the Backup and Recovery activities specified in the Backup and Recovery Plan SS018 and to meet backup and recovery service level requirements.	Yes ☐ No ☐	Vol: Section: Page#:
1401	IR	The CWS/Web shall employ fault-tolerant technologies to ensure that a failure of a single component (e.g., database or application server, hardware device, processor, disk drive) does not result in either reduced or loss of availability or loss of data.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1613	IR	The CWS/Web's external and internal interfaces shall be designed with fault-tolerance. For instance, an interface may automatically perform a configurable number of retries at configurable intervals before the interface attempt fails.	Yes ☐ No ☐	Vol: Section: Page#:
1614	IR	The CWS/Web shall log all system interface communications for analysis in the event of an interface failure.	Yes ☐ No ☐	Vol: Section: Page#:
1615	IR	The CWS/Web shall retain system interface communications logs for a configurable number of days.	Yes ☐ No ☐	Vol: Section: Page#:
1846	IR	The CWS/Web shall meet or exceed .995% availability during scheduled uptime.	Yes ☐ No ☐	Vol: Section: Page#:
1847	IR	The CWS/Web's data warehouse shall employ technologies to ensure that failure of the system, including major disaster, does not result in loss of data.	Yes ☐ No ☐	Vol: Section: Page#:
1848	IR	The CWS/Web's data warehouse shall be recoverable within 48 clock hours in case of failure or major disaster.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1960	IR	The CWS/Web shall include the technologies and tools to support a recovery point objective (RPO) of zero data loss and a recover time objective (RTO) of 48-72 hours in the event of a system failure or disaster.	Yes ☐ No ☐	Vol: Section: Page#:
		Capacity		
1317	IR	The CWS/Web system technical architecture shall be scalable to accommodate growth assumptions currently estimated at: • User growth 2 - 3 % per year • Aggregate compound data growth 20 - 30 % per year	Yes ☐ No ☐	Vol: Section: Page#:
1344	IR	If an ESB is proposed/utilized, the architecture shall be scalable to satisfy growth requirements and still meet performance requirements (e.g. by supporting load balancing over multiple ESBs).	Yes ☐ No ☐	Vol: Section: Page#:
1394	IR	The CWS/Web data storage capacity shall be initially sized at 140% of initial baseline data storage capacity (e.g. system must be able to accommodate 40% growth before requiring additional hardware and system software (excluding client-side environments)).	Yes ☐ No ☐	Vol: Section: Page#:
1408	IR	The CWS/Web shall support storage of data/content to be archived upon implementation with 10% per year growth.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1618	IR	The CWS/Web shall provide reporting capabilities to display and analyze statistics for each interface and provide summary of data and messages handled by each interface.	Yes ☐ No ☐	Vol: Section: Page#:
		Monitoring & Reporting		
1331	IR	The CWS/Web system architecture shall include system performance and monitoring tools along with the capability to effectively utilize the specified tools to meet performance, capacity, and availability monitoring and reporting requirements. COTS performance and monitoring tools shall conform to industry standards for messaging and system interfaces.	Yes ☐ No ☐	Vol: Section: Page#:
1917	IR	The CWS/Web's performance and monitoring tools and application design shall support system interface performance monitoring and reporting.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1939	IR	The CWS/Web's performance and capacity monitoring and reporting capability shall include, but not be limited to, the following metrics: • System availability • CPU utilization • I/O utilization • I/O wait times • Network utilization • Network timeouts • Disk utilization • Page display volumes • End-to-end user response time • System and device response time • Interface execution times • Interface retries	Yes ☐ No ☐	Vol: Section: Page#:
		Performance		
961	IR	The system Test Environments shall meet the capacity and performance characteristics necessary to support integration testing, performance testing (e.g., stress, load), end-to-end system testing, and customer acceptance testing (e.g. accessible to end users throughout the State).	Yes ☐ No ☐	Vol: Section: Page#:
1250	IR	The CWS/Web shall provide user workload balancing.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1398	IR	The CWS/Web system architecture shall meet performance and availability requirements under a variety of load conditions (e.g. by supporting load balancing and/or clustering).	Yes ☐ No ☐	Vol: Section: Page#:
System Security				
Authentication, Identity Management and Provisioning Requirements				
1285	IR	The CWS/Web shall have the capability to authenticate with external services/systems with required credentials. Any credentials for authentication for access to external systems must be secure.	Yes ☐ No ☐	Vol: Section: Page#:
1476	IR	The system, inclusive of the data warehouse, shall provide administration tools that support security control for authentication and access management.	Yes ☐ No ☐	Vol: Section: Page#:
1477	IR	The CWS/Web shall support user self-registration.	Yes ☐ No ☐	Vol: Section: Page#:
1478	IR	An Identity Registry shall be provided and used as authoritative source of identity data for provisioning users via self-registration.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1479	IR	To facilitate identity management CWS/Web shall support Single Sign-On and dynamic provisioning via self-service for authorized components of the CWS/Web system.	Yes ☐ No ☐	Vol: Section: Page#:
1480	IR	The CWS/Web shall provide the capability to integrate with external systems through OCIO Identity Management recommendations.	Yes ☐ No ☐	Vol: Section: Page#:
1481	IR	The CWS/Web shall provide a self-service facility for Internet users for identity management.	Yes ☐ No ☐	Vol: Section: Page#:
1482	IR	The Incoming Request layer (used for external interfaces) shall be responsible for authenticating before allowing access to the system.	Yes ☐ No ☐	Vol: Section: Page#:
1489	IR	The CWS/Web shall use SAML format when exchanging Authentication and Authorization data.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1497	IR	The CWS/Web Authentication facility shall include the capability for: • Multi-factor authentication (Use minimum of 2 factors, main factor user name and password, second factor computer address, ANI, etc. When necessary can request responses to challenge/response questions and answers.) • Use of a one-time temporary factor (e.g. the CWS/Web generates temporary PIN that the user shall use for next session).	Yes ☐ No ☐	Vol: Section: Page#:
4837	IR	The CWS/Web Authentication facility shall provide automatic authentication status feedback to the user (e.g. auto requests user to reenter information, after certain number of tries may escalate to an agent workflow queue, may send users multiple notifications, e-mail).	Yes ☐ No ☐	Vol: Section: Page#:
4838	IR	The CWS/Web Authentication facility shall have a configurable option to send notifications to the user for administrator-defined security events.	Yes ☐ No ☐	Vol: Section: Page#:
4839	IR	The CWS/Web Authentication facility shall be secured from attempts to steal or impersonate the session cookie or equivalent mechanism.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4840	IR	The CWS/Web Authentication facility shall protect itself from sign-in requests by software robots.	Yes ☐ No ☐	Vol: Section: Page#:
4841	IR	Web Applications shall have security protection against attacks designed to steal session (e.g. cross-site scripting).	Yes ☐ No ☐	Vol: Section: Page#:
4842	IR	The CWS/Web shall use the Identity Provider facility for sign-in authentication and shall not rely on a Web Access Proxy system for sign-in authentication.	Yes ☐ No ☐	Vol: Section: Page#:
		Authorization		
1504	IR	Authorization shall use a role-based and user-based access control model.	Yes ☐ No ☐	Vol: Section: Page#:
1505	IR	System authorization shall be implemented to limit and grant access permissions to specific resources and operations based on evidence (e.g., based on location (origin of the code, place from where the assembly came in - URL, local machine)).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1506	IR	Authorization shall be implemented via Access Security profiles.	Yes ☐ No ☐	Vol: Section: Page#:
1507	IR	Authorization shall support access control at the Web Services Level.	Yes ☐ No ☐	Vol: Section: Page#:
1508	IR	All authorization rules shall be configurable.	Yes ☐ No ☐	Vol: Section: Page#:
1510	IR	Authorization shall follow a model where explicitly denied privileges associated with a user supersede granted privileges.	Yes ☐ No ☐	Vol: Section: Page#:
4843	IR	The CWS/Web Authorization facility shall be implemented via Code Access Security using strong names and Call Path Policies.	Yes ☐ No ☐	Vol: Section: Page#:
4844	IR	The CWS/Web Authorization facility shall be implemented via Database Stored Business Entities objects Access Security.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4845	IR	The CWS/Web Authorization facility shall be implemented via Web Forms/Windows Controls Access Security.	Yes ☐ No ☐	Vol: Section: Page#:
4846	IR	The CWS/Web Authorization facility shall be implemented via Web Services Access Security.	Yes ☐ No ☐	Vol: Section: Page#:
4847	IR	The CWS/Web Authorization facility shall be implemented via Enterprise Service Access Security.	Yes ☐ No ☐	Vol: Section: Page#:
4848	IR	All CWS/Web Authorization controlled at the access control layers shall be implemented with externalized security policies (grants and rules).	Yes ☐ No ☐	Vol: Section: Page#:
4849	IR	The CWS/Web Authorization facility shall control access to logical resources (Application Services/Transactions and Business Objects) for all system users (e.g. Intranet, Web, IVR).	Yes ☐ No ☐	Vol: Section: Page#:
4850	IR	The CWS/Web shall analyze all service requests to determine if the client has the “right to execute” the specified request.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Confidential Information		
1420	IR	The CWS/Web shall conform to security standards and policies that govern the protection of personal and sensitive data as required in the State Administrative Manual, Chapter 5300.	Yes ☐ No ☐	Vol: Section: Page#:
1514	IR	The CWS/Web Solution shall include audit trail facilities to permit recording every access to confidential and sensitive information.	Yes ☐ No ☐	Vol: Section: Page#:
1517	IR	The CWS/Web shall have the ability to encrypt specified confidential information in storage and transit to meet the State security standard.	Yes ☐ No ☐	Vol: Section: Page#:
1620	IR	The SSN and other confidential information shall be stored as a confidential attribute in encrypted form using AES or stronger current federal encryption standards, and shall use SHA256 or SHA512 hashing for confidential data, which should not be decrypted.	Yes ☐ No ☐	Vol: Section: Page#:
4865	IR	The CWS/Web shall use a unique identifier for each user as a primary identifier for system access.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4866	IR	The confidential attributes (e.g. SSN) shall be transmitted only in encrypted form using AES or stronger current Federal encryption standards, and shall use SHA256 or SHA512 hashing for confidential data, which should not be decrypted (additionally to the use of SSL/TLS).	Yes ☐ No ☐	Vol: Section: Page#:
4867	IR	Object Schemas shall allow an authorized administrator to specify confidential attributes/elements and protection method (encryption, hashing). It also shall allow one to specify a short suffix of confidential attribute to be stored as clear text (e.g. the last four (4) digits of the SSN).	Yes ☐ No ☐	Vol: Section: Page#:
4868	IR	CWS/Web System Confidential information that is encrypted or hashed shall retain an attribute that specifies the Salt, Key ID, hashing, or encryption algorithm used. This will allow the application to dynamically apply the correct algorithm even when multiple algorithms may have been used.	Yes ☐ No ☐	Vol: Section: Page#:
Distributed Security Infrastructure Threat Protection				
1511	IR	The security infrastructure shall implement application and state integrity, system integrity, data integrity, service and message integrity, user authentication and protocol validation.	Yes ☐ No ☐	Vol: Section: Page#:
1512	IR	The CWS/Web shall provide an administration tool to allow data validation rules to be configured and stored in a repository.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1513	IR	All security Infrastructure protection layers shall be isolated from application layers and components to insure that compromised application components may not bypass or compromise security infrastructure protection layers or other application layers.	Yes ☐ No ☐	Vol: Section: Page#:
4851	IR	The CWS/Web Web Service input content and protocol validation shall use XML Schema Definition (XSD) and security/business policy rules for preventing buffer overflow and malicious content from compromising applications or application states.	Yes ☐ No ☐	Vol: Section: Page#:
4852	IR	The CWS/Web Web Service response content and protocol validation shall use XSD and security/business policy rules for preventing buffer overflow and malicious content from compromising applications or application states.	Yes ☐ No ☐	Vol: Section: Page#:
4853	IR	The CWS/Web Message Queuing request/response message content and protocol validation shall use XSD and security/business policy rules for preventing buffer overflow and malicious content from compromising applications or application states.	Yes ☐ No ☐	Vol: Section: Page#:
		General Security		
871	IR	File-level access permissions shall prevent unauthorized use of sensitive data by systems support personnel.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1457	IR	The CWS/Web shall adhere to W3C, OASIS and IETF recommended standards.	Yes ☐ No ☐	Vol: Section: Page#:
1458	IR	The CWS/Web shall provide for the capability to assign at the local level a "highly confidential" or "sensitive" indicator to a report and/or case.	Yes ☐ No ☐	Vol: Section: Page#:
1459	IR	The CWS/Web shall secure confidential information by ensuring identification and authentication, audit trails, and system access parameters to limit access only to the information required by the user's business functions and authorized by law.	Yes ☐ No ☐	Vol: Section: Page#:
1460	IR	The CWS/Web shall provide capability for self-servicing password resets.	Yes ☐ No ☐	Vol: Section: Page#:
1462	IR	The CWS/Web shall have the capability to interface with external identity management systems using OCIO defined integration standards.	Yes ☐ No ☐	Vol: Section: Page#:
1463	IR	System services for identification and authentication of stakeholders shall be accessible by external systems through published APIs.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1464	IR	The CWS/Web shall have role-based security using secure credentials and profile or group access assignments. All users shall be authenticated when establishing a connection to the CWS/Web. Authentication shall be based on secure credentials (for both individual users as well as application/code logins) and shall support least privilege as well as separation of duties based on access control.	Yes ☐ No ☐	Vol: Section: Page#:
1465	IR	The CWS/Web shall have role/group-based security that defines access to both process and data, with access to the attribute level.	Yes ☐ No ☐	Vol: Section: Page#:
1466	IR	The CWS/Web shall allow the System Administrator to add, delete and change roles and access rules.	Yes ☐ No ☐	Vol: Section: Page#:
1467	IR	The CWS/Web shall support the capability of expiring or terminating a user's session after a configurable period of inactivity that does not exceed NIST/industry standards.	Yes ☐ No ☐	Vol: Section: Page#:
1468	IR	The CWS/Web shall provide for a temporary configurable lock-out capability after a configurable number of failed log-in attempts based on NIST/industry standards.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1469	IR	The CWS/Web shall maintain logs of all login attempts.	Yes ☐ No ☐	Vol: Section: Page#:
1470	IR	The CWS/Web shall be designed to include federated security.	Yes ☐ No ☐	Vol: Section: Page#:
1471	IR	The CWS/Web shall maintain logs of system errors.	Yes ☐ No ☐	Vol: Section: Page#:
1472	IR	The CWS/Web shall adhere to CWS, OTech and State security standards.	Yes ☐ No ☐	Vol: Section: Page#:
1473	IR	The CWS/Web shall maintain logs of all data request/transaction activities.	Yes ☐ No ☐	Vol: Section: Page#:
1474	IR	The CWS/Web shall be capable of isolating access to sensitive or highly confidential cases or reports to specific users, groups or roles.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1475	IR	If the CWS/Web uses Internet cookies, it shall use session cookies.	Yes ☐ No ☐	Vol: Section: Page#:
1591	IR	The CWS/Web shall comply with State Information Security Policies, as prescribed in the State Administrative Manual, Sections 5300 through 5399, and the CWS Information Security Policy.	Yes ☐ No ☐	Vol: Section: Page#:
1934	IR	The CWS/Web shall ensure that any proposed VPN solution meets the security objectives of CWS/Web and is interoperable with the CWS/Web system applications as well as with the OTech environment.	Yes ☐ No ☐	Vol: Section: Page#:
3617	IR	If the CWS/Web uses internet cookies, the cookies shall not contain confidential, sensitive or personally identifiable information.	Yes ☐ No ☐	Vol: Section: Page#:
4769	IR	The CWS/Web encryption shall meet the current level of NIST standards.	Yes ☐ No ☐	Vol: Section: Page#:
4822	IR	The CWS/Web shall comply with International Standards Organization 27002 security standard.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4824	IR	The CWS/Web shall include an Identity Management Solution as the platform for all Identity Management functions, including authentication, authorization and identity provisioning.	Yes ☐ No ☐	Vol: Section: Page#:
		Identity Provider		
577	IR	The CWS/Web Identity Provider facility shall provide the capability of configurable challenge/response questions and answers. The CWS Administrator shall be able to define actual challenge questions.	Yes ☐ No ☐	Vol: Section: Page#:
4825	IR	The CWS/Web Identity Provider facility shall provide configurable event notification functions to notify the CWS/Web application and user about login, password changes and resets that occur in the Identity Provider.	Yes ☐ No ☐	Vol: Section: Page#:
4826	IR	The CWS/Web shall use an Identity Provider facility for self-registration, identity management and authentication for all users.	Yes ☐ No ☐	Vol: Section: Page#:
4827	IR	The CWS/Web Identity Provider facility shall provide synchronization of user profiles in application database(s) with user profile and be compatible with Active Directory.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4828	IR	The CWS/Web Identity Provider facility shall use Security Policy to control credentials, authentication and registration.	Yes ☐ No ☐	Vol: Section: Page#:
4829	IR	The CWS/Web Identity Provider facility shall support clustering for load balancing and high availability of identity management services.	Yes ☐ No ☐	Vol: Section: Page#:
4830	IR	The CWS/Web Identity Provider facility shall generate during sign-in a session token shared by all registered web applications and/or web services for authentication and single sign-on requests.	Yes ☐ No ☐	Vol: Section: Page#:
4831	IR	The CWS/Web shall use a session cookie or equivalent mechanism as container for session token generated by the Identity Provider facility and shall validate/authenticate a session token for each request.	Yes ☐ No ☐	Vol: Section: Page#:
4832	IR	The CWS/Web services shall use a standard header as the container for session token generated by the Identity Provider facility and shall validate/authenticate the session token for each request.	Yes ☐ No ☐	Vol: Section: Page#:
4833	IR	The CWS/Web Identity Provider facility shall provide the use of different, multiple directory services concurrently for authentication of different categories of users, which share the same web services and application databases (e.g. intranet users, web users, extranet users).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4834	IR	The CWS/Web Identity Provider facility shall provide end users the capability to create a unique User ID and password based on a minimum of three key identification data items.	Yes ☐ No ☐	Vol: Section: Page#:
4835	IR	The CWS/Web Identity Provider facility shall allow a self-registration user the capability to define a configurable number of personalized challenge questions and responses.	Yes ☐ No ☐	Vol: Section: Page#:
4836	IR	The CWS/Web Identity Provider facility shall have the capability to use challenge/response questions during any sign-in from IVR.	Yes ☐ No ☐	Vol: Section: Page#:
Interactive Voice Response System				
1509	IR	The CWS/Web Web Services implementation shall be fully compliant with W3C Web-Security standard and include configurable support for Kerberos security token (or equivalent), X.509 security token, username security token, custom security token, and any body/elements encryption.	Yes ☐ No ☐	Vol: Section: Page#:
1523	IR	Each CWS/Web layer shall have the capability to perform logging of security events and all service requests.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4820	IR	The CWS/Web authentication service shall be implemented as a Web service and support multiple Lightweight Directory Access Protocol (LDAP) directories with different schemas as Identity databases. Authentication services shall use meta-data objects to define the mapping to any LDAP schema.	Yes ☐ No ☐	Vol: Section: Page#:
4821	IR	The CWS/Web shall implement Single Sign-On (SSO) for users and should not require users to enter additional credentials to obtain services.	Yes ☐ No ☐	Vol: Section: Page#:
Mobility				
1602	IR	The mobile solution shall provide network authentication and security per CWS/Web security requirements.	Yes ☐ No ☐	Vol: Section: Page#:
1603	IR	The mobile solution shall ensure that data stored on the device is secured in the event the mobile device is lost or stolen based on NIST/industry standards.	Yes ☐ No ☐	Vol: Section: Page#:
1604	IR	The mobile solution shall include device security mechanisms (e.g., logging, encryption, authorization enforcement) based on NIST/industry standards.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1605	IR	The mobile solution shall ensure that the data is accessible only through password-protected log-in.	Yes ☐ No ☐	Vol: Section: Page#:
1612	IR	The mobile solution shall provide secure transmission of data based on NIST/industry standards.	Yes ☐ No ☐	Vol: Section: Page#:
		Secure Connectivity		
1519	IR	All communications between the web server(s) in the DMZ and the user's web browser shall be encrypted using SSL with standard encryption.	Yes ☐ No ☐	Vol: Section: Page#:
1520	IR	The CWS/Web shall protect the privacy and integrity and confidentiality of all confidential and sensitive information (including passwords, SSN) being sent across the Web.	Yes ☐ No ☐	Vol: Section: Page#:
1521	IR	All communications between the web servers in the DMZ and internal application servers shall be protected via a secure channel.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1522	IR	All communications between the web servers and users shall be protected by SSL.	Yes ☐ No ☐	Vol: Section: Page#:
4869	IR	All CWS/Web communications between the Web servers in the DMZ and internal application servers shall be protected using WS-Security with Kerberos tokens (or equivalent mechanism) and XML encryption.	Yes ☐ No ☐	Vol: Section: Page#:
4870	IR	The CWS/Web Client-to-Service communication shall use XML encryption for confidential data based on Kerberos tokens or equivalent mechanism.	Yes ☐ No ☐	Vol: Section: Page#:
4871	IR	The CWS/Web shall conform to all Federal and State regulations for display of SSN.	Yes ☐ No ☐	Vol: Section: Page#:
4872	IR	The CWS/Web Clear text passwords or keys shall be sent via SSL or encrypted by Kerberos tokens (or equivalent mechanism).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		SOA Security		
4854	IR	The CWS/Web shall provide mechanisms that allow service providers to determine if service requestors are authorized to use the requested resource.	Yes ☐ No ☐	Vol: Section: Page#:
4855	IR	The CWS/Web shall have the capability to verify that message data has not been changed or damaged in transit, either through accidental or nefarious means.	Yes ☐ No ☐	Vol: Section: Page#:
4856	IR	The CWS/Web shall ensure full fidelity and integrity of data as it is stored and retrieved or serialized and de-serialized.	Yes ☐ No ☐	Vol: Section: Page#:
4857	IR	The CWS/Web shall have the capability to ensure that unauthorized entities cannot view or access sensitive information (all or part of a message) while it is in transit, memory or persisted state.	Yes ☐ No ☐	Vol: Section: Page#:
4858	IR	The CWS/Web shall have the capability to protect against any malicious network attacks, including (but not limited to) replay and denial-of-service (DoS) attacks.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
4859	IR	The CWS/Web shall have the capability to validate messages and message attachments to ensure that they contain appropriate data and do not contain attack vectors, (e.g. viruses, worms, compromising message content (SQL injections)).	Yes ☐ No ☐	Vol: Section: Page#:
4860	IR	The CWS/Web shall provide the ability to audit all web service interactions.	Yes ☐ No ☐	Vol: Section: Page#:
4861	IR	The CWS/Web shall provide monitoring capabilities of web services interactions to enable detection of potential security breaches and fraud and to generate configurable notifications to security administrators.	Yes ☐ No ☐	Vol: Section: Page#:
4862	IR	The CWS/Web web services security infrastructure shall integrate with the State's existing Identity Management (IdM) systems.	Yes ☐ No ☐	Vol: Section: Page#:
4863	IR	The CWS/Web shall provide the ability to establish and recognize trust relationships and to map credentials from one trust domain to another.	Yes ☐ No ☐	Vol: Section: Page#:
4864	IR	The CWS/Web System shall allow each distinct business domain to configure its own security policies and participate in a workflow process to negotiate security policies with its internal and external partners.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		System Audit Logging		
1524	IR	Security log records shall be retained within the application database/operating system for a minimum of "a configurable set of" calendar days. (This requirement is based on the assumption that the security log will be exported to an independent, secure server.)	Yes ☐ No ☐	Vol: Section: Page#:
1525	IR	Security logs shall be retained for a minimum of three years.	Yes ☐ No ☐	Vol: Section: Page#:
1526	IR	System security shall prevent any unauthorized person from having access to this system audit log.	Yes ☐ No ☐	Vol: Section: Page#:
1527	IR	The CWS/Web shall not allow the system audit log entries to be updated/modified/deleted except as needed by the subset of database administrators. There must be no other access to the security audit log.	Yes ☐ No ☐	Vol: Section: Page#:
1528	IR	The CWS/Web shall track the database administrators that have security audit log privileges.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1529	IR	The CWS/Web shall have a security log that is not used for other application or system functions.	Yes ☐ No ☐	Vol: Section: Page#:
1530	IR	All accesses to the log table database shall be authenticated by a unique user ID and password that identifies the user.	Yes ☐ No ☐	Vol: Section: Page#:
1531	IR	The CWS/Web shall have a data dictionary to define the log file output description, including field name, type, length, and description of the data.	Yes ☐ No ☐	Vol: Section: Page#:
1532	IR	The CWS/Web shall have a data dictionary to define the physical data model of the security table or database, including field name, type, length, and description of the data.	Yes ☐ No ☐	Vol: Section: Page#:
1533	IR	The CWS/Web shall have the capability to record into the security audit log each access or attempted access to a record.	Yes ☐ No ☐	Vol: Section: Page#:
1534	IR	All auditable events shall be forwarded to an independent trusted log server with a database that works just on log data.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1535	IR	The security audit log shall contain the DateTimestamp for every log entry.	Yes ☐ No ☐	Vol: Section: Page#:
1536	IR	Logging shall occur at the time the record/object/resource is accessed.	Yes ☐ No ☐	Vol: Section: Page#:
1537	IR	The CWS/Web shall have the capability to record in the security audit log any successful or unsuccessful navigation to a screen/window within a record.	Yes ☐ No ☐	Vol: Section: Page#:
1538	IR	The security logging shall be in place 24 hours per day, 7 days per week.	Yes ☐ No ☐	Vol: Section: Page#:
1539	IR	The CWS/Web shall handle all logging errors and prevent use of any function in the System for which logging is unsuccessful.	Yes ☐ No ☐	Vol: Section: Page#:
1540	IR	If the application requires transaction management, the security log activity shall not rollback with a successful rollback request.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1541	IR	The security audit log shall contain the IP address, MAC address (where available), unique system id and workstation identifier for every log entry, where applicable.	Yes ☐ No ☐	Vol: Section: Page#:
1542	IR	The security audit log shall contain the command, transaction, query, or other item that determines what action took place or what the user accessed, viewed, changed, deleted, updated, and/or searched.	Yes ☐ No ☐	Vol: Section: Page#:
1543	IR	The security audit log shall contain Indicator records detailing what activity took place on the record (e.g., address was updated, name was changed). This must not be the system/program action but an indicator that can be easily interpreted. The program area may develop an indicator for the activity provided it is a unique indicator that allows a limited and select number of users with CWS to determine what the users did in the record.	Yes ☐ No ☐	Vol: Section: Page#:
1544	IR	Print and Save functions shall be logged.	Yes ☐ No ☐	Vol: Section: Page#:
1545	IR	The log server shall be physically removed from the host application system.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1546	IR	The action indicator shall be logged for every log entry.	Yes ☐ No ☐	Vol: Section: Page#:
1547	IR	When action indicator specifies search, the search parameters (e.g., SSN, Name) must be logged for each log entry involving a search for data.	Yes ☐ No ☐	Vol: Section: Page#:
1548	IR	When action indicator specifies search, the search criteria shall be logged for each log entry involving a search for data. The search criteria are the data entered for the search.	Yes ☐ No ☐	Vol: Section: Page#:
1549	IR	The security audit log shall contain the Client identification number for the record retrieved.	Yes ☐ No ☐	Vol: Section: Page#:
1550	IR	The security audit log shall contain the screen name accessed by the user.	Yes ☐ No ☐	Vol: Section: Page#:
1551	IR	Logon/logoff shall be recorded each time the users logs on or off the system.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1552	IR	The CWS/Web shall have the capability to selectively turn on service usage logging functions and must log the entry and exit from the function to assist with diagnosis, tuning, and analysis.	Yes ☐ No ☐	Vol: Section: Page#:
1553	IR	Audit and security officers shall be able to run queries against system audit log data.	Yes ☐ No ☐	Vol: Section: Page#:
1554	IR	The CWS/Web shall have the capability to audit/reconcile data by capturing user updates.	Yes ☐ No ☐	Vol: Section: Page#:
1555	IR	The CWS/Web shall have the capability to log business transactions that can be interpreted by the business unit, personnel, security, and others. Object logging, stored procedure logging, or some other technically-oriented logging cannot be used since they are of little use to these entities. Alternatively, tools need to be made available to accomplish this requirement.	Yes ☐ No ☐	Vol: Section: Page#:
1556	IR	The CWS/Web shall be able to reproduce the work performed by an end user based on the logs only.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1557	IR	The CWS/Web shall include a reporting tool for logs so that State or county staff can interpret the log or reproduce the activity.	Yes ☐ No ☐	Vol: Section: Page#:
1558	IR	The CWS/Web shall be able to export and archive security logs.	Yes ☐ No ☐	Vol: Section: Page#:
3616	IR	The security audit log records shall identify the method of access and user.	Yes ☐ No ☐	Vol: Section: Page#:
3672	IR	System security shall allow only a limited subset of database administrators to have privileges when they must have access.	Yes ☐ No ☐	Vol: Section: Page#:
3673	IR	The CWS/Web shall track any updates, modification or deletion of any security audit log entry or file that occurs.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		System Audit Trail		
1559	IR	The CWS/Web audit trail shall include sufficient information to identify what events occurred, when the events occurred and who/what caused the events.	Yes ☐ No ☐	Vol: Section: Page#:
1560	IR	The CWS/Web shall have the capability for audit trails and log options and parameters to be modified.	Yes ☐ No ☐	Vol: Section: Page#:
1561	IR	Access to online audit logs shall be strictly controlled to protect the integrity and confidentiality of audit trail data/information.	Yes ☐ No ☐	Vol: Section: Page#:
1562	IR	The audit trail function shall allow queries (e.g. by user ID, by terminal ID, by application name/date/time) to run reports of selected information.	Yes ☐ No ☐	Vol: Section: Page#:
1563	IR	The CWS/Web shall provide automated tools (e.g., audit reduction, trends/variance-detection, attack signature-detection) must be used to help reduce the amount of information contained in audit records, as well as to distill useful information from the raw data.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1564	IR	When an authorized person updates a user's authority by granting additional authority or removing authority, the activity shall be logged to identify who made the change, what user's authority was changed and the reason for the change.	Yes ☐ No ☐	Vol: Section: Page#:
1565	IR	Archived audit logs shall be retained for a minimum of configurable number of years.	Yes ☐ No ☐	Vol: Section: Page#:
1566	IR	An event record shall specify when the event occurred, the user identification associated with the event, the program or command used to initiate the event, and the result.	Yes ☐ No ☐	Vol: Section: Page#:
1567	IR	The audit trails shall have the flexibility and scalability to monitor all application, data, security and system events and internal and external user activity.	Yes ☐ No ☐	Vol: Section: Page#:
1568	IR	Application-level audit trails shall monitor and log user activities, including data files opened and closed, specific actions (e.g., reading, editing, and deleting records or fields), and printing reports.	Yes ☐ No ☐	Vol: Section: Page#:
1569	IR	The CWS/Web shall be able to selectively track data access and report the users that have viewed or updated information.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1570	IR	The CWS/Web shall have the capability to selectively capture audit trails and shall capture a "before" picture of each modified record or the data element(s) changed within a record.	Yes ☐ No ☐	Vol: Section: Page#:
1571	IR	The CWS/Web shall have the capability for audit trails and log all commands directly initiated by the user.	Yes ☐ No ☐	Vol: Section: Page#:
1572	IR	The CWS/Web shall have the capability for audit trails and log all identification and authentication attempts.	Yes ☐ No ☐	Vol: Section: Page#:
1573	IR	The CWS/Web shall have the capability for audit trails and log files and resources accessed.	Yes ☐ No ☐	Vol: Section: Page#:
1574	IR	Storage of interface transaction audit trail files shall be in secure directories or other structures where access can be limited or controlled.	Yes ☐ No ☐	Vol: Section: Page#:
1575	IR	The CWS/Web shall log all transactions occurring between two layers or more.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1576	IR	The CWS/Web shall encrypt any sensitive or confidential data contained in a log entry.	Yes ☐ No ☐	Vol: Section: Page#:
1577	IR	System logs of transactions between layers shall include the process invoked and any data passed to the process.	Yes ☐ No ☐	Vol: Section: Page#:
1578	IR	The CWS/Web shall be able to retrieve all logs.	Yes ☐ No ☐	Vol: Section: Page#:
1579	IR	The CWS/Web shall be capable of searching logs based on any information provided by the log.	Yes ☐ No ☐	Vol: Section: Page#:
1580	IR	The Business Layer shall log any incoming or outgoing requests.	Yes ☐ No ☐	Vol: Section: Page#:
1581	IR	Business Layer logs shall contain the process initiating the request, the type of transaction being requested and the source and/or destination of the request.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Transfer of Security Logs		
1582	IR	The Security Log shall be exported from the database/repository and automatically transferred to the specified secure location based on a configurable time period for log transmission.	Yes ☐ No ☐	Vol: Section: Page#:
1583	IR	The Security Log export shall be a scheduled system process that does not require user intervention.	Yes ☐ No ☐	Vol: Section: Page#:
1584	IR	File transmission shall provide encryption of data in transit, decryption upon delivery and shall log all transmissions.	Yes ☐ No ☐	Vol: Section: Page#:
1585	IR	If a source server cannot communicate with the secure log server during a scheduled file transfer, the source server shall keep trying to send the data and issue alerts until the process is successful.	Yes ☐ No ☐	Vol: Section: Page#:
1586	IR	Where possible, the transfer process shall be initiated from the database/repository server and must not be part of the application.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
		Web Access		
1490	IR	The CWS/Web shall allow access from web applications providing authenticated access.	Yes ☐ No ☐	Vol: Section: Page#:
1491	IR	The self-service identity management process shall provide the ability to select a user defined password for an account only after valid user/password credentials are provided.	Yes ☐ No ☐	Vol: Section: Page#:
1492	IR	The self-service identity management process shall provide the user the ability to retrieve their account user name after validating the user's authenticity.	Yes ☐ No ☐	Vol: Section: Page#:
1493	IR	The self-service identity management process shall provide the user the ability to reset their account password after validating the user's authenticity.	Yes ☐ No ☐	Vol: Section: Page#:
1494	IR	The self-service identity management process shall utilize components to prohibit malicious activity (e.g., mass account creation attacks, brute force password attacks, denial of service attacks).	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1495	IR	The CWS Password Reset form shall use multiple methods/credentials for authentication.	Yes ☐ No ☐	Vol: Section: Page#:
1496	IR	The CWS/Web shall provide an application program interface (API) to reset the password or to allow CWS administrator to reset the password.	Yes ☐ No ☐	Vol: Section: Page#:
1498	IR	The self-service account creation process shall require a unique e-mail address for each user account and ensure that it is valid for this specific user.	Yes ☐ No ☐	Vol: Section: Page#:
1499	IR	The self-service identity management process shall use a configurable number of independent security questions to ensure user authenticity if the password needs to be reset.	Yes ☐ No ☐	Vol: Section: Page#:
1500	IR	The CWS/Web shall communicate all account change information directly with the e-mail address associated with the specific account.	Yes ☐ No ☐	Vol: Section: Page#:
1501	IR	The self-service identity management process shall provide only one security attribute (e.g., user name, password) per correspondence with the user.	Yes ☐ No ☐	Vol: Section: Page#:

Req ID	Planned Release	Requirement	Bidder Agrees to Meet?	Reference to Proposal Response
1502	IR	The self-service identity management process shall e-mail password from account creation and account reset to user's e-mail address. The CWS/Web shall require the user to change password at next login.	Yes ☐ No ☐	Vol: Section: Page#:
1503	IR	The CWS/Web shall restrict access to business functionality by requiring authenticated and authorized access.	Yes ☐ No ☐	Vol: Section: Page#:

APPENDIX C – BID RESPONSE FORMS

FORM1.1: LETTER OF INTENT TO BID

LETTER OF INTENT TO BID

(To be completed by the Bidder)

Date: _____

Rhonda Smith
Department of General Services
Procurement Division
Technology Acquisition Section
707 3rd Street Second Floor
West Sacramento, CA 95605

Reference: RFP OSI-0530-208

Dear Ms. Smith,

At present, our company intends to do the following regarding the above referenced RFP (Bidder indicate):.

☐ Intends to submit a proposal and has no problem with the RFP requirements.

☐ Intends to submit a proposal, but has one or more problems with the RFP requirements for reasons stated in this response.

☐ Does not intend to submit a proposal, for reasons stated in this response, and has no problem with the RFP requirements.

☐ Does not intend to submit a proposal because of one or more problems with the RFP requirements for reasons stated in this response.

We are enclosing with this letter, as requested, the following completed documents:

- Signed Confidentiality Statement

The individual to whom all information regarding this RFP (e.g., addenda) should be transmitted is:

Sincerely,

_____ _____

Name Title

Company

Street Address City State Zip

( ) ( )
Phone Fax

Email address

FORM 1.2: PROPOSED CONTRACT LANGUAGE CHANGE FORM

Proposed Contract Language Change

Item Number	Page Number	Contract Section Number	Current Language	Proposed Language	Reason
1					
2					
3					
4					

FORM 1.3: PROPOSED REQUIREMENT CHANGE FORM

Proposed Requirement Change

Requirement Number	Page Number	RFP Section Number or Appendix Letter	Current Language	Proposed Language	Reason

FORM 1.4: BIDDER QUESTION FORM

Bidder Name:				
RFP Section, RFP Appendix, or Other	**Table # (if applicable)**	**Requirement # (if applicable)**	**Page #**	**Question**

Note: In column one, please provide the RFP section number (roman numeral), RFP appendix letter (A - H), or the word “Other.”

FORM 5.1: CONFIDENTIALITY STATEMENT

CONFIDENTIALITY STATEMENT

As an authorized representative and/or corporate officer of the company named below, I warrant my company and its employees will not disclose any documents, diagrams, information and information storage media made available to us by the State for the purpose of responding to RFP OSI-0530-208 or in conjunction with any contract arising therefore. I warrant that only those employees who are authorized and required to use such materials will have access to them.

I further warrant that all materials provided by the State will be returned promptly after use and that all copies or derivations of the materials will be physically and/or electronically destroyed. I will include with the returned materials, a letter attesting to the complete return of materials and documenting the destruction of copies and derivations. Failure to so comply will subject this company to liability, both criminal and civil, including all damages to the State and third parties. I authorized the State to inspect and verify the above.

I warrant that if my company is awarded the contract, it will not enter into any agreements or discussions with a third party concerning such materials prior to receiving written confirmation from the State that such third party has a confidentiality agreement with the State similar in nature to this one.

_____ _____
Signature of Representative Date

_____
Typed/Hand written Name of Representative

_____
Typed/Hand written Title of Representative

_____
Typed/Hand written Name of Company

FORM 5.2: PROPOSED SUBCONTRACTOR LIST (BIDDERS MAY USE MULTIPLE PAGES OF THIS FORM IF NEEDED.)

PROPOSED SUBCONTRACTOR LIST

If a Bidder is using Subcontractors, the proposal must identify the following:

- The firms and/or individuals proposed as Subcontractors
- The proposed project Subcontractor staff; and
- The roles and/or activities to be performed by the proposed Subcontractors or their personnel

Proposed Subcontractors must be listed below:

_____
Company Name

_____
Primary Contact/Title

_____
Address

_____
City, State Phone

Roles and Activities_____

_____

_____
Company Name

_____
Primary Contact/Title

_____
Address

_____
City, State Phone

Roles and Activities_____

_____

DO ANY OF THESE PROPOSED SUBCONTRACTORS EXPECT TO RECEIVE MORE THAN 10% OF THE TOTAL CONTRACT AMOUNT? _____YES _____NO
IF YES, LIST BY COMPANY NAME:

IF YES, HAS THE PROPOSED SUBCONTRACTOR SUBMITTED ALL REQUIRED INFORMATION FOR THE WORK THEY ARE PROVIDING? ___YES ___NO

FORM 5.3: [USE THIS FORM TO PROVIDE INFORMATION ABOUT THE CONTRACTOR AND ALL SUBCONTRACTORS BEING PROPOSED AS PART OF THIS BID. A SEPARATE FORM MUST BE PROVIDED FOR EACH COMPANY.

Contractor / Proposed Subcontractor Information

THE TEXT WITHIN THESE BRACKETS SHOULD BE DELETED IN YOUR RESPONSE.]

1. Please complete the following table:

Name of company	
Name of parent company	
Length of time in business	
Length of time in business of installing, implementing, licensing, and servicing the proposed hardware, software and/or communications networking infrastructure	
Total number of installed customers with the proposed hardware/software or service	
Total number of customers in production with the same hardware or software version being proposed	
Number of public sector customers	
Number of full time personnel at your company in:	
Customer service and software technical support	
Installation and training	
Product development	
Sales, marketing, and administrative support	

(Continue on next page)

2. Where is your headquarters located? Field offices?

3. Which office would service this account? What are the hours of operation for the office?

4. If the Contractor/proposed Subcontractor has had a contract terminated for default during the past five years, all such incidents must be described. Termination for default is defined as notice to stop performance due to the Contractor's/Subcontractor's nonperformance or poor performance, and the issue was either (a) not litigated; or (b) litigated and such litigation determined the Contractor/proposed Subcontractor to be in default.

   In the space provided, submit full details of all terminations for default experienced by the Contractor/proposed Subcontractor during the past five (5) years, including the other party's name, address, and telephone number. Present the Contractor/proposed Subcontractor's position on the matter. The State will evaluate the facts and may, at its sole discretion, reject the Contractor/proposed Subcontractor's proposal if the facts discovered indicate that completion of a contract resulting from this RFP may be jeopardized by selection of the Contractor/Subcontractor. In the case of multiple Contractor/proposed Subcontractors submitting a proposal together, at its discretion, the State will evaluate the Contractor/proposed Subcontractors in this regard individually or as a whole.

   If no such terminations for default have been experienced by the Contractor/proposed Subcontractor in the past five (5) years, so declare in the space provided.

   If the Contractor/Subcontractor has had a contract terminated for convenience, nonperformance, non-allocation of funds, or any other reason, which termination occurred before completion of the contract, during the past five (5) years, describe fully all such terminations, including the name, address and telephone number of the other contracting party.

   A Contractor/Subcontractor response that indicates that the requested information will only be provided if and when the Contractor/Subcontractor is selected as the apparently successful Contractor/proposed Subcontractor is not acceptable. Restricting the Contractor/proposed Subcontractor response to include only legal action resulting from terminations for default is not acceptable.

FORM 5.4: WORKERS' COMPENSATION CERTIFICATION

WORKERS' COMPENSATION CERTIFICATION

The undersigned in submitting this document hereby certifies the following:

I am aware of the provisions of Section 3700 of the California Labor Code, which requires every employer to be insured against liability for workers' compensation or to undertake self-insurance in accordance with such provisions before commencing the performance of the work of this Contract.

_____ _____
Signature Date

_____
Name and Title (Print or Type)

_____ _____
Firm Name

_____
Street Address

_____
City, State ZIP

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FORM 5.5 PAYEE DATA RECORD – FORM STD. 204

The following provides a link to Form STD. 204 on a State of California DGS Web Site.

http://www.documents.dgs.ca.gov/osp/pdf/std204.pdf

FORM 5.6: ENTERPRISE ZONE ACT (EZA) PREFERENCE REQUEST FOR GOODS AND SERVICES SOLICITATIONS – FORM STD. 831

The following provides a link to Form STD. 831 on a State of California DGS Web Site.

http://www.documents.dgs.ca.gov/osp/pdf/std831.pdf

FORM 5.7: TARGET AREA CONTRACT PREFERENCE ACT (TACPA) PREFERENCE REQUEST FOR GOODS AND SERVICES SOLICITATIONS – FORM STD. 830

The following provides a link to Form STD. 830 on a State of California DGS Web Site.

http://www.documents.dgs.ca.gov/osp/pdf/std830.pdf

FORM 5.8: LOCAL AGENCY MILITARY BASE RECOVERY AREA (LAMBRA) ACT FOR GOODS AND SERVICES SOLICITATION – FORM STD. 832

The following provides a link to Form STD. 832 on a State of California DGS Web Site.

http://www.documents.dgs.ca.gov/osp/pdf/std832.pdf

For standard State forms, Bidders can refer to the State of California DGS Web site link http://www.osp.dgs.ca.gov/STANDARDFORMS/DEFAULT.HTM. When linked to the Web site, Bidders can search for the form by name or form number. Bidders have the option of ordering paper or automated eForms, or completing the Fill and Print Forms offered in .pdf format.

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FORM 5.9: SMALL BUSINESS PREFERENCE

California Certified SMALL BUSINESS PREFERENCE

PLEASE CHECK THE APPROPRIATE LINE BELOW:

☐ I am a California Certified small business and/or micro business and the California Certified Small Business Preference is applicable to this bid. A copy of my certification form from the Office of Small Business and Disabled Veteran Business Enterprise Services is attached.

☐ I have recently filed for **California Certified** Small Business and/or micro business preference but have not yet received certification.

☐ I am not a California Certified Small Business but will be subcontracting at least 25% of the total bid amount value to a certified Small Business. I am using a California Certified Small Business and/or micro business as a Subcontractor(s). I have completed a Non-Small Business Preference Calculation Request Form for each small business Subcontractor and have attached a copy of the certification form from the Office of **California Certified** Small Business and Disabled Veteran Business Enterprise Services for the Subcontractor.

☐ I am not a California Certified small business and I am not claiming the **California Certified** Small Business Preference.

NAME OF BIDDER:_____

Signature:_____

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FORM 5.10: DVBE PARTICIPATION

California Certified DVBE PARTICIPATION

PLEASE CHECK THE APPROPRIATE LINE BELOW:

☐ I am a California Certified Disabled Veteran Business Enterprise (DVBE) and will be meeting the DVBE participation requirement based on a _____% DVBE participation rate in this project. I will be performing a "Commercially Useful Function," which I have described in the Proposal. A copy of my DVBE certification from the OSDS is attached along with the completed required forms (GSPD-05-105, and Std. 843).

☐ I am not a California Certified DVBE, but I am using California Certified DVBE Subcontractors as listed on the GSPD-05-105 form. A copy of the participating DVBE certification(s) from the OSDS is attached along with the completed required forms (GSPD-05-105, and Std. 843).

NAME OF BIDDER:_____

Signature:_____

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FORM 5.11: BIDDER DECLARATION

The following provides a link to the Bidder Declaration form - GSPD-05-105 on the State of California DGS Web Site.

http://www.documents.dgs.ca.gov/pd/delegations/GSPD105.pdf

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FORM 5.12: DVBE DECLARATION – FORM STD. 843

In addition to the link to the Form STD.843, the following pages provide the requirements for the California Disabled Veteran Business Enterprise (DVBE) Program

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http://www.documents.dgs.ca.gov/pd/poliproc/STD-843FillPrintFields.pdf

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

CALIFORNIA DISABLED VETERAN BUSINESS ENTERPRISE (DVBE) PROGRAM REQUIREMENTS – FOR GOODS AND INFORMATION TECHNOLOGY

Revision Date09/03/2009)

Please read the requirements and instructions carefully before you begin.

AUTHORITY. The Disabled Veteran Business Enterprise (DVBE) Participation Goal Program for State contracts is established in Public Contract Code (PCC), §10115 et seq., Military and Veterans Code (MVC), §999 et seq., and California Code of Regulations (CCR), Title 2, §1896.60 et seq. **Recent legislation has modified the program significantly in that a bidder may no longer demonstrate compliance with program requirements by performing a "good faith effort" (GFE).**

The minimum DVBE participation percentage (goal) is 3% for this solicitation unless another percentage is specified in the solicitation. A DVBE incentive will be given to bidders who provide DVBE participation, unless stated elsewhere in the solicitation that the DVBE incentive has been waived.

INTRODUCTION. The bidder must complete the identified form to comply with this solicitation's DVBE program requirements. Bids or proposals (hereafter called "bids") that **fail to submit the required form and fully document and meet the DVBE program requirement shall be considered nonresponsive**.

Information submitted by the intended awardee to comply with this solicitation's DVBE requirements will be verified by the State. If evidence of an alleged violation is found during the verification process, the State shall initiate an investigation, in accordance with the requirements of the PCC §10115, et seq., and MVC §999 et seq., and follow the investigatory procedures required by the 2 CCR §1896.80. Contractors found to be in violation of certain provisions may be subject to loss of certification, penalties and/or contract termination.

Only State of California, Office of Small Business and DVBE Services (OSDS), certified DVBEs (hereafter called "DVBE") who perform a commercially useful function relevant to this solicitation, may be used to satisfy the DVBE program requirements. The criteria and definition for performing a commercially useful function are contained herein on the page entitled **Resources & Information**. Bidders are to verify each DVBE subcontractor's certification with OSDS to ensure DVBE eligibility.

PLEASE READ ALL INSTRUCTIONS CAREFULLY. These instructions contain information about the DVBE program requirements, bidder responsibilities, and the DVBE Bid Incentive. Bidders are responsible for thorough review and compliance with these instructions.

To meet the DVBE program requirements, bidders must complete and fully document compliance with the following:

Commitment to full DVBE participation -For a bidder who is a DVBE or who is able to meet the commitment to use identified certified DVBE(s) to fulfill the full DVBE participation goal.

COMMITMENT -- Commit to meet or exceed the DVBE participation requirement in this

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

solicitation by either Method A1 (bidder is a California certified DVBE) or A2 (bidder is not a California certified DVBE). Bidders must document DVBE participation commitment by completing and submitting the Bidder Declaration (GSPD-05-105) located elsewhere within the solicitation document. Failure to complete and submit the required form as instructed shall render the bid non-responsive.

At the State's option prior to award of the contract, a written confirmation from each DVBE subcontractor identified on the Bidder Declaration must be provided. As directed by the State, the written confirmation must be signed by the bidder and/or the DVBE subcontractor(s). The written confirmation may request information that includes but is not limited to the DVBE scope of work, work to be performed by the DVBE, term of intended subcontract with the DVBE, anticipated dates the DVBE will perform required work, rate and conditions of payment, and total amount to be paid to the DVBE. If further verification is necessary, the State will obtain additional information to verify compliance with the above requirements.

Method A1. Certified DVBE bidder:

a. Commit to performing at least 3% of the contract bid amount (unless otherwise specified) with the prime bidder's firm or in combination with another DVBE(s).

b. Document DVBE participation on the Bidder Declaration GSPD-05-105.

c. At the State's option a DVBE bidder working in combination with other DVBEs shall submit proof of its commitment by submitting a written confirmation from the DVBE(s) identified as a subcontractor on the Bidder Declaration. When requested, the document must be submitted to the address or facsimile number specified and within the timeframe identified in the notification. Failure to submit the written confirmation as specified may be grounds for bid rejection.

Method A2. Non-DVBE bidder:

a. Commit to using certified DVBE(s) for at least 3% (unless otherwise specified) of the bid amount.

b. Document DVBE participation on the Bidder Declaration GSPD-05-105.

c. At the State's option prior to contract award, a bidder shall submit proof of its commitment by submitting a written confirmation from each DVBE identified as a subcontractor on the Bidder Declaration GSPD-05-105. The awarding department contracting official named in the solicitation may contact each listed DVBE, by mail, fax or telephone, for verification of the bidder's submitted DVBE information. When requested, the document must be submitted to the address or facsimile number specified and within the timeframe identified in the notification. Failure to submit the written confirmation as specified may be grounds for bid rejection.

THE FOLLOWING MAY BE USED TO LOCATE DVBE SUPPLIERS:

Awarding Department: Contact the department's contracting official named in this solicitation for any DVBE suppliers who may have identified themselves as potential subcontractors, and to obtain suggestions for search criteria to possibly identify DVBE suppliers for the solicitation.

Other State and Federal Agencies, and Local Organizations:

STATE: Access the list of all certified DVBEs by using the Department of General Services, Procurement Division (DGS-PD), online certified firm database at www.eprocure.dgs.ca.gov. To begin your search, click on "SB/DVBE Search." Search by "Keywords" or "United Nations Standard Products and Services Codes (UNSPSC) that apply to the elements of work you want

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to subcontract to a DVBE. Check for subcontractor ads that may be placed on the California State Contracts Register (CSCR) for this solicitation prior to the closing date. You may access the CSCR at: www.eprocure.dgs.ca.gov. For questions regarding the online certified firm database and the CSCR, please call the OSDS at (916) 375-4940 or send an email to: OSDCHelp@dgs.ca.gov.

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FEDERAL: Search the U.S. Small Business Administration's (SBA) Central Contractor Registration (CCR) on-line database at www.ccr.gov/ to identify potential DVBEs and click on the "Dynamic Small Business Search" button. Search options and information are provided on the CCR Dynamic Small Business Search site. First time users should click on the "help" button for detailed instructions. Remember to verify each firm's status as a California certified DVBE.
LOCAL: Contact local DVBE organization to identify DVBEs. For a list of local organizations, go to www.pd.dgs.ca.gov/smbus and select**:** DVBE Local Contacts (New 02/09) (pdf).

THE DVBE BUSINESS UTILIZATION PLAN (BUP) option permits bidders to submit an approved DVBE BUP to satisfy DVBE participation solicitation requirements up to 3%. **DVBE BUPs apply only to solicitations for goods and Information Technology (IT) goods and services.** DVBE BUPs are a company's commitment to expend a minimum of 3% of its total statewide contract dollars with DVBEs --this percentage is based on all of its contracts held in California, not just those with the State. DVBE BUPs must be submitted to and approved by the DGS-PD prior to the bid due date. Please call the DGS-PD, OSDS for assistance. Bidders choosing this option must properly complete and submit the Bidder Declaration (GSPD-05-105), and include a copy of its BUP approval letter with the bid; failure to submit these documents shall render your bid non-responsive.

If a solicitation specifies a higher DVBE participation goal than the BUP 3% goal, the bidder must meet the goal stated in the solicitation, and submit a Bidder Declaration to confirm the actual DVBE participation for an element of work for that solicitation.

In order to qualify for a DVBE incentive, a bidder with a BUP, must propose the percentage(s) of DVBE participation for the incentive(s) specified in the solicitation; and submit a Bidder Declaration to confirm the actual DVBE participation for an element of work for that solicitation.

DVBE BID INCENTIVE. Unless stated elsewhere in the solicitation that the DVBE incentive has been waived, in accordance with Section 999.5(a) of the Military and Veterans Code an incentive will be given to bidders who provide DVBE participation. For evaluation purposes only, the State shall apply an incentive to bids that propose California certified DVBE participation as identified on the Bidder Declaration GSPD-05-105 and confirmed by the State. The incentive amount for awards based on low price will vary in conjunction with the percentage of DVBE participation. Unless a table that replaces the one below has been expressly established elsewhere within the solicitation, the following percentages will apply for awards based on low price.

Confirmed DVBE Participation of:	DVBE Incentive:
5% Over	5%
4% to 4.99 % inclusive	4%
3% to 3.99 % inclusive	3%

As applicable: (1) Awards based on low price - the net bid price of responsive bids will be reduced (for evaluation purposes only) by the amount of DVBE incentive as applied to the lowest responsive net bid price. If the #1 ranked responsive,

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responsible bid is a California certified small business, the only bidders eligible for the incentive will be California certified small businesses. The incentive adjustment for awards based on low price cannot exceed 5% or $100,000, whichever is less, of the #1 ranked net bid price. When used in combination with a preference adjustment, the cumulative adjustment amount cannot exceed $100,000.

(2) Awards based on highest score - the solicitation shall include an individual requirement that identifies incentive points for DVBE participation.

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RESOURCES AND INFORMATION

For questions regarding bid documentation requirements, **contact the contracting official at the awarding department for this solicitation.** For a directory of SB/DVBE Advocates for each department go to: http://www.pd.dgs.ca.gov/smbus/advocate.htm.

The Department of General Services, Procurement Division (DGS-PD) publishes a list of trade and focus publications to assist bidders in locating DVBEs for a fee. To obtain this list, please go to www.pd.dgs.ca.gov/smbus and select:

- DVBE Trade Paper Listing (New 02/09) (pdf)
- DVBE Focus Paper Listing (New 02/09) (pdf)

	FOR:
U.S. Small Business Administration (SBA): Service-Disabled Veteran-owned Use the Central Contractor Registration (CCR) on-line database. businesses in California (Remember to *Internet contact only* –Database: www.ccr.gov/. verify each DVBE's California	certification.)
Local Organizations: Go to www.pd.dgs.ca.gov/smbus and select: 02/09) (pdf) List of potential DVBE subcontractors.	**FOR:** DVBE Local Contacts (New
DGS-PD **EProcurement** Website: www.eprocure.dgs.ca.gov Phone: (916)375-2000 Email: eprocure@dgs.ca.gov	**FOR:** • SB/DVBE Search • CSCR Ads • Click on Training tab to Access eProcurement Training Modules including: Small Business (SB)/DVBE Search
DGS-PD **Office of Small Business and DVBE Services (OSDS)** 707 Third Street, Room 1-400, West Sacramento, CA 95605 Website: www.pd.dgs.ca.gov/smbus OSDS Receptionist, 8 am-5 pm: (916) 375-4940 PD Receptionist, 8 am-5 pm: (800) 559-5529 Fax: (916) 375-4950 Email: osdchelp@dgs.ca.gov	**FOR:** • Directory of California-Certified DVBEs • Certification Applications • Certification Information • Certification Status, Concerns • General DVBE Program Info. DVBE Business Utilization Plan Small Business/DVBE Advocates

Commercially Useful Function Definition

California Code of Regulations, Title 2, § 1896.61(l):

The term "DVBE contractor, subcontractor or supplier" means any person or entity that satisfies the ownership (or management) and control requirements of §1896.61(f); is certified in accordance with §1896.70; and provides services or goods that contribute to the fulfillment of the contract requirements by performing a commercially useful function.

As defined in MVC §999, a person or an entity is deemed to perform a "commercially useful function" if a person or entity does **all** of the following:

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- Is responsible for the execution of a distinct element of the work of the contract.
- Carries out the obligation by actually performing, managing, or supervising the work involved.
- Performs work that is normal for its business services and functions.
- Is not further subcontracting a portion of the work that is greater than that expected to be subcontracted by normal industry practices.

A contractor A contractor, subcontractor, or supplier will not be considered to perform a commercially useful function if the contractor's, subcontractor's, or supplier's role is limited to that of an extra participant in a transaction, contract, or project through which funds are passed in order to obtain the appearance of disabled veteran business enterprise participation.

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FORM 5.13: COMMERCIALLY USEFUL FUNCTION FORM

Name of Bidder:	**Date:**
On January 1, 2004, Chapter 623, Statute of 2003, became effective and required all small business, micro businesses and disabled veteran business enterprises to perform a "commercially useful function" in any contract they perform for the State of California. A business that is performing a commercially useful function is one that does all of the following: ■ Is responsible for the execution of a distinct element of the work of the contract. ■ Carries out its obligations by actually performing, managing, or supervising the work involved. ■ Performs work that is normal for its business, services and function. ■ Is not further subcontracting a portion of the work that is greater than that expected to be subcontracted by normal industry practices.	
The Bidder must provide a written statement below detailing the role, services and/or goods the subcontractor(s) will provide to meet the Commercially Useful Function requirement.	
Signature:	**Date:**
Name:	**Company:**
Phone: ( )	**Fax: ( )**

YOUR BID OR PROPOSAL WILL BE DISQUALIFIED UNLESS YOUR BID OR PROPOSAL INCLUDES THIS FORM WITH EITHER PARAGRAPH # 1 OR # 2 INITIALED OR PARAGRAPH # 3 INITIALED AND CERTIFIED.

FORM 5.14 HARDWARE AND SOFTWARE PROPOSED

Do not include any cost information for hardware and software in this form. (Bidder may add additional lines if necessary).

Item Description and Specifications for all environments located at the CWS/Web Project Facility	Environment(s)	Quantity	Manufacturer
Item Description and Specifications for all environments located at OTech	**Environment(s)**	**Quantity**	**Manufacturer**

FORM 5.15: FILING A FORM 700 STATEMENT OF ECONOMIC INTERESTS

The following provides a link to the Form 700 on the State of California Fair Political Practices Commission's (FFP) Web Site.

http://www.fppc.ca.gov

FORM 6.1: CLIENT REFERENCE FORM

Section 1. To be completed by the Bidder

Project Information	
Bidder Name:	Bidder Contact/Name:
Project Dates:	Bidder Contact Phone:
Customer Organization:	Customer Contact Name:
	Customer Phone:
Customer Address:	Customer Fax:
Check All that Applies for this Customer	
☐ *Requirement 4406* - Designed, developed, tested, and successfully implemented a complete, integrated system of similar size and complexity to CWS/Web within a multi layered and highly distributed environment within the last 5 years with a contract value over $5 million in one-time costs.	
☐ *Requirement 4407* - Responsible for the maintenance and operation of a system with a contract value exceeding $2 million per year.	
☐ *Requirement 4408* – One of the last three IT services projects, where the Bidder was the Contractor and the contract value exceeded $5 million in one-time costs, regardless of the project outcome.	
Project Objectives:	
Bidder's Involvement:	
Project Benefits:	

Project Measurements				
Operating Budget of Organization:		# of Users:		
Estimated one-time costs:		Actual one-time costs:		
Reason(s) for Change in one-time cost:				
Original Value of Bidder's Contract:		Actual Total Contract Value:		
Reason(s) for Change in Value:				
Estimated Start & Completion Dates:	From:		To:	
Actual Start & Completion Dates:	From:		To:	
Reason(s) for Difference Between Estimated and Actual Dates:				
System accepted by the client: ☐ Yes ☐ No				
Reason(s) client did not accept the system:				

Section 2. To be completed by the Customer Organization

Bidder Name: _____
Vendor Name *(if different than Bidder Name above, e.g., a vendor that may be a subcontractor to the Bidder):* _____
Customer Organization: _____

Instructions to Complete Section 2

Step 1: Please fill-in the Bidder Name, Vendor Name (if applicable) and Customer Organization information above.

Step 2: Please rate the vendor's performance in the questions shown in Section A. Circle the number, which corresponds to the performance rating for each category according to the rating scale described in that section. In addition, comments are appreciated, but will not be scored.

Step 3: Once you have completed the form, please return it to the Bidder in a sealed envelope. The State has the right to contact the references of the Bidder's Firm and/or Staff and may contact you.

The State of California appreciates your participation.

Bidder Name: _____

Customer Organization: _____

A. Past Performance Reference Rating Guidelines and Questions

RATING GUIDELINES

Selection	Rating
1	Significantly below your expectations.
2	Somewhat below your expectations.
3	Met your expectations.
4	Somewhat exceeded your expectations.
5	Significantly exceeded your expectations.

Please explain ratings of 1, 2 or N/A in the Comments section below.

Criteria	Rating	Not Applicable
1. The vendor provided sufficient project resources to meet project goals and objectives.	1 2 3 4 5	N/A
2. The vendor provided sufficient staff with appropriate skill sets.	1 2 3 4 5	N/A
3. The vendor effectively managed their project staff to achieve project goals.	1 2 3 4 5	N/A
4. The vendor and its assigned project staff possessed effective communication skills (both oral and written) and effectively managed communication among team members.	1 2 3 4 5	N/A
5. The vendor met all required tasks and deliverables timely and satisfactorily.	1 2 3 4 5	N/A
6. The vendor regularly provided high quality and frequent knowledge transfer as part of its project performance.	1 2 3 4 5	N/A
7. The vendor completed the work within original bid budget (contract value), billings were current, accurate and complete.	1 2 3 4 5	N/A
8. The vendor provided accurate and thorough project documentation.	1 2 3 4 5	N/A
9. The vendor satisfactorily managed project scope to adhere to project schedule and control costs.	1 2 3 4 5	N/A
10. The vendor managed project risk satisfactorily (risks were identified and mitigated timely and appropriately).	1 2 3 4 5	N/A
11. The vendor adequately documented and justified changes through a change control process.	1 2 3 4 5	N/A
12. The vendor successfully implemented a quality system that met the project's goals and objectives.	1 2 3 4 5	N/A

Comments:
For Criteria With Ratings of 1, 2 or N/A:
General Comments:

As a representative of the Customer Organization listed above, I approved the responses to the following statements about the performance of the Vendor listed above on the project identified in Section I of this Client Reference Form.	
Printed Name:	Printed Title:
Signature:	Date:

INSTRUCTIONS TO COMPLETE THE BIDDER EXPERIENCE REFERENCE FORM

Bidders should read the following instructions prior to completing the Bidder Experience Reference Form. Incomplete or inaccurate information may result in the response receiving low scores during evaluation. Since the State will evaluate Bidder Experience based on meeting or exceeding the Desirable Requirements (optional requirements), it is very important that the completed forms provide comprehensive and concise descriptions that will allow the CWS/Web evaluation team to effectively assess this.

The Bidder Experience Reference Form must detail how the experience was gained to meet or exceed each Desirable Requirement if the Bidder chooses to achieve those evaluation points. The Bidders may, as necessary, expand the size of table cells, number of rows, or tables to accommodate the required information.

The Bidder Experience Reference Form requires the following information:

FORM 6.2 BIDDER EXPERIENCE REFERENCE FORM

1. Bidder Project History

Bidders should list their relevant project history. If the experience was gained through more than one project, then an outline should be completed identifying each applicable project. The same project may be used for more than one requirement in the subsequent requirements tables. Note: the Project Reference Number is in the first column of the Bidder Project History Table. Add more rows to the table if more than eight projects are referenced.

1. Project Reference Number – The reference number for a particular project
2. Customer Name & Contact Information – The project customer's name, address, phone number, and email address.
3. Project Name – The specific name of the project implemented.
4. Brief Project Description – This response must be succinct yet provide background on the project, such as the project duration, size of the project, technologies involved, and size and organization of the project team, if applicable. Some of the experience may require the Bidder to provide information related to applications "comparable in size and complexity" to the CWS/Web Project. In these cases, the response must include a description of the size and/or scope of the application in detail for the CWS/Web Evaluation Team to appropriately evaluate the experience.
5. Health and Human Services Project (Y/N) – Enter "Y" for yes or "N" for no.
6. Contract Value – The one-time cost of the project.
7. Start Date – The date (mm/yyyy) the Bidder started on the project. This date must be the first full month the Bidder was on the project.
8. End Date – The date (mm/yyyy) that the Bidder left the project. This date must be the last full month the Bidder was on the project.

2. Desirable Requirements

Bidder Experience

1. Requirement Experience Total Months - The total number of months of experience that meets this requirement.

2. Project Reference # and Name – The employer's name, and contact information
3. Months – The total number of months of experience on this project.
4. Role, Responsibilities, and Tasks Performed – In this area, the Bidder must describe the experience on this project which qualifies the Bidder for this requirement.

Note on Concurrent Projects - If a Bidder was working on concurrent projects at any given time and did not have staff fully dedicated to the listed project, the Bidder Experience Reference Form must indicate the percentage of time the Bidder was tasked to each project/assignment. The experience gained must only include percent of time dedicated to that project and requirement. For example, if the Bidder was working as a half-time (50%) Subcontractor on a project, the Bidder could only claim six months applicable experience if they worked 12 months on the project.

FORM 6.2: BIDDER EXPERIENCE REFERENCE FORM

BIDDER EXPERIENCE

Proposed Bidder's Name:	
The Bidder shall list the project and past experience information required below that qualifies the Bidder for this contract. Note: This section must clearly describe how the Bidder meets each of the desirable requirements relevant to the CWS/Web Project described in Section VI.8.1.1.2, Bidder Experience Requirements.	

1. BIDDER PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
4							
5							
6							
7							
8							

2. DESIRABLE REQUIREMENTS

BIDDER EXPERIENCE

Requirement Number 4410: It is desirable that the Bidder has ten (10) years of experience applying best practices and industry standards in information technology processes, methods and solutions.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	

BIDDER EXPERIENCE

Requirement Number 4411: It is desirable that the Bidder has designed, developed and implemented a large health and human services information technology (IT) project.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	

BIDDER EXPERIENCE

Requirement Number 4412: It is desirable that the Bidder has designed, developed and implemented systems built using a service oriented architecture on two (2) or more IT projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	

BIDDER EXPERIENCE

Requirement Number 4413: It is desirable that the Bidder has designed, developed and implemented systems on three (3) or more public sector IT projects.	**Requirement Experience** **Total Months:**
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	

BIDDER EXPERIENCE

Requirement Number 4414: It is desirable that the Bidder has designed, developed and implemented data warehouses that interfaced with multiple data sources on four (4) or more IT projects.	**Requirement Experience** **Total Months:**
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	

BIDDER EXPERIENCE

Requirement Number 4415: It is desirable that the Bidder has ten	**Requirement Experience**

(10) years of experience providing service and support for large applications similar in scope to the Bidder's proposed solution.	**Total Months:**
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Role, Responsibilities, and Tasks Performed:	

INSTRUCTIONS TO COMPLETE THE KEY STAFF EXPERIENCE REFERENCE FORM

Bidders should read the following instructions prior to completing the Staff Experience Reference Forms for each of the proposed Key Staff. Incomplete or inaccurate information may result in the response receiving low scores during evaluation or may result in a non-responsive proposal. Since the State will evaluate the proposed Key Staff resources based on meeting or exceeding the Mandatory Requirements and Desirable Requirements (optional requirements), it is very important that the completed forms provide comprehensive and concise descriptions that will allow the CWS/Web evaluation team to effectively assess them. Key Staff are those presented in Section VI.8.1.2, Bidder Staff Qualifications.

There are 14 Key Staff identified for this effort, and the State has prepared a specific Key Staff Experience Reference Form (Form 6.3) for each of these positions. Bidders must complete the appropriate Key Staff Experience Reference Form for each of the 14 Key Staff. The Staff Experience Reference Forms must detail how the experience was gained to meet or exceed each Mandatory Requirement and also each Desirable Requirement if the Bidder chooses to achieve evaluation points associated with these positions.

The Bidders may, as necessary, expand the size of table cells, number of rows, or tables to accommodate the required information. The Staff Reference Forms require the following information:

FORM 6.3 KEY STAFF EXPERIENCE REFERENCE FORM

1. Staff Project History

List the project history for the proposed Key Project Staff. If the experience was gained through more than one project, then an outline should be completed identifying each applicable project. The same project may be used for more than one requirement in the subsequent requirements tables. Note: the Project Reference Number is in the first column of the Staff Project History Table. Add more rows to the table if more than eight projects are referenced.

9. Project Reference Number – The reference number for a particular project
10. Customer Name & Contact Information – The project customer's name, address, phone number, and email address.
11. Project Name – The specific name of the project implemented.
12. Brief Project Description – This response must be succinct yet provide background on the project, such as the project duration, size of the project, technologies involved, and size and organization of the project team, if applicable. Some of the experience may require the Bidder to provide information related to applications "comparable in size and complexity" to the CWS/Web Project. In these cases, the response must include a description of the size and/or scope of the application in detail for the CWS/Web Evaluation Team to appropriately evaluate the experience.
13. Health and Human Services Project (Y/N) – Enter "Y" for yes or "N" for no.
14. Contract Value – The one-time cost of the project.

15. Start Date – The date (mm/yyyy) the proposed Project Staff started on the project. This date must be the first full month the person was on the project.
16. End Date – The date (mm/yyyy) that the proposed Project Staff left the project. This date must be the last full month the person was on the project.

2. Mandatory Requirements

Experience

1. Requirement Experience Total (Months) – Reflects the sum of the experience gained in all referenced projects for that requirement. For example if the proposed Project Staff had 14 months experience on project #1 and 37 months experience on project #2 for Requirement #1, then enter a total of 51 months.
2. Project Reference # and Name – Enter the applicable project reference # and name from the Staff Project History Table.
3. Months – Enter the months of experience gained for the project specified under Project Name for that requirement.
4. Proposed Individual's Role, Responsibilities and Tasks Performed – This area must describe the proposed Project Staff's role in the project and provide information on assigned responsibilities, tasks performed, as well as applications and technologies used.

Note on Multiple Assignments - If a person was assigned to multiple projects at any given time, the Staff Experience Reference Form must indicate the actual percentage of time the person was tasked to each assignment. The experience gained must only include percent of time dedicated to that project and requirement. For example, if the proposed Project Staff's time was split 50% between two projects and one project was applicable to the requirement and the other was not, the Project Staff could only claim six months applicable experience if they worked 12 months on the two projects.

Certifications

1. Type of Certification – List the certifications applicable to the proposed Project Staff's role(s) and responsibilities.
2. Member ID# - The member identification number associated with the certification.
3. Earned Date – The date (mm/yyyy) the proposed Project Staff earned the certification
4. Expiration Date - The date (mm/yyyy) the proposed Project Staff's certification expires.

Education

1. Type of Degree – The types of college degrees attained by the Project Staff.
2. Subject Area – The field of study.
3. Earned Date - The date (mm/yyyy) the proposed Project Staff earned the degree.

3. Desirable Requirements

Experience

5. Employer Information – The employer's name, address, and contact information

6. Start Date – The date (mm/yyyy) the proposed Project Staff started employment.
7. End Date – The date (mm/yyyy) the proposed Project Staff left the company.
8. Job Title – The job classification of the proposed Project Staff.
9. Years & Months Employed – The number of years and months employed with the company.
10. Duties Performed/Experience – This area must describe the proposed Project Staff's past experience relevant to the CWS/Web Project. If the experience is project related, provide the Project Reference #, Project Name, and number of months the Project Staff worked on the project.

Note on Multiple Assignments - If a person was assigned to multiple projects at any given time, the Staff Experience Reference Form must indicate the percentage of time the person was tasked to each assignment. The experience gained must only include percent of time dedicated to that project and requirement. For example, if the proposed Project Staff's time was split 50% between two projects and one project was applicable to the requirement and the other was not, the Project Staff could only claim six months applicable experience if they worked 12 months on the two projects.

Certifications

5. Type of Certification – List the certifications applicable to the proposed Project Staff's role(s) and responsibilities.
6. Member ID# - The member identification number associated with the certification.
7. Earned Date – The date (mm/yyyy) the proposed Project Staff earned the certification
8. Expiration Date - The date (mm/yyyy) the proposed Project Staff's certification expires.

Education

4. Type of Degree – The types of college degrees attained by the Project Staff.
5. Subject Area – The field of study.
6. Earned Date - The date (mm/yyyy) the proposed Project Staff earned the degree.

FORM 6.3: KEY STAFF EXPERIENCE REFERENCE FORM

PROJECT MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
4							
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2. MANDATORY REQUIREMENTS

PROJECT MANAGER

Requirement Number 740: The Project Manager shall have a minimum of five (5) years experience as the project manager on two (2) software development or system implementation projects with a project value of at least $10 million each	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

PROJECT MANAGER

Requirement Number 741: The Project Manager shall have successfully completed one (1) project following the proposed project management approach.	**Requirement Experience** **Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

PROJECT MANAGER

Requirement Number 4416: The Project Manager shall have a minimum of five (5) years project management experience, defined as managing all of the tasks defined in appendix F of the Project Management Body of Knowledge (PMBOK ®), performed by a team greater than 50 people.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

PROJECT MANAGER

Requirement Number 4417: The Project Manager shall have a minimum of three (3) years experience working as a project manager on public sector information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

PROJECT MANAGER

Requirement Number 4418: The Project Manager shall have a minimum of two (2) years of project management experience in a service-oriented architecture (SOA) environment.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

PROJECT MANAGER

Requirement Number 4419: The Project Manager shall have a current project management certification or Masters Degree at an accredited college or university.		
Certification		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
	Member ID#:	
	Earned Date:	Expiration Date:
Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

PROJECT MANAGER

Requirement Number 4420: The Project Manager shall have a baccalaureate degree from an accredited college/university.		
Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

3. DESIRABLE REQUIREMENTS

PROJECT MANAGER

Requirement Number 739: It is desirable that the Project Manager has an active Project Management Institute-Project Management Professional (PMI-PMP®) credential.		
Certification		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
	Member ID#:	
	Earned Date:	Expiration Date:

PROJECT MANAGER

Requirement Number 4421: It is desirable that the Project Manager has project management experience, (defined as performing all of the tasks defined in Appendix F of the PMBOK®), on three (3) or more projects with a contract value of at least $30 million each.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

PROJECT MANAGER

Requirement Number 4422: It is desirable that the Project Manager has seven (7) years experience working as a project manager on for three (3) or more public sector IT projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

PROJECT MANAGER

Requirement Number 4423: It is desirable that the Project Manager has two (2) years experience working as a project manager in public sector social services programs.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

PROJECT MANAGER

Requirement Number 4424: It is desirable that the Project Manager has a current practitioner's or manager's certificate in Information Technology Infrastructure Library (ITIL) IT service management		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

PROJECT MANAGER

Requirement Number 4425: It is desirable that the Project Manager has a current Six Sigma Certification.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

FUNCTIONAL MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
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2. MANDATORY REQUIREMENTS

FUNCTIONAL MANAGER

Requirement Number 4898: The Functional Manager shall have a minimum of three (3) years of experience defining and confirming functional requirements.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

FUNCTIONAL MANAGER

Requirement Number 4899: The Functional Manager shall have a minimum of three (3) years of experience managing high-level and detailed business process design activity.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

FUNCTIONAL MANAGER

Requirement Number 4900: The Functional Manager shall have a minimum of three (3) years of experience translating business requirements into detailed specifications.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

FUNCTIONAL MANAGER

Requirement Number 4901: The Functional Manager shall have a minimum of two (3) years of experience working with project teams for large health and human services projects IT projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

FUNCTIONAL MANAGER

Requirement Number 4902: The Functional Manager shall have a minimum of two (2) years of experience working with project teams on a project similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

3. DESIRABLE REQUIREMENTS

FUNCTIONAL MANAGER

Requirement Number 4903: It is desirable that the Functional Manager has experience on three (3) or more public sector projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

FUNCTIONAL MANAGER

Requirement Number 4904: It is desirable that the Functional Manager shall have four (4) years of experience working with project teams on a project similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

FUNCTIONAL MANAGER

Requirement Number 4905: It is desirable that the Functional Manager shall have five (5) years of experience working large health and human services Information Technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

CHIEF ARCHITECT

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
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6							
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2. MANDATORY REQUIREMENTS

CHIEF ARCHITECT

Requirement Number 4426: The Chief Architect shall have a minimum of five (5) years of experience leading technology initiatives in a service-oriented design with an understanding of emerging technologies.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

CHIEF ARCHITECT

Requirement Number 4427: The Chief Architect shall have a minimum of five (5) years experience guiding technology teams and designers on projects similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

CHIEF ARCHITECT

Requirement Number 4428: The Chief Architect shall have a minimum of five (5) years experience applying component-based and service-oriented architectures to build flexible systems for public sector.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

CHIEF ARCHITECT

Requirement Number 4429: The Chief Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering, or a technology-related field.

Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

CHIEF ARCHITECT

Requirement Number 4486: The Chief Architect shall have a minimum of two (2) years experience leading business intelligence solutions implementations.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

3. DESIRABLE REQUIREMENTS

CHIEF ARCHITECT

Requirement Number 4430: It is desirable that the Chief Architect has two (2) years experience working with large health and human services information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SOFTWARE ARCHITECT

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
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2. MANDATORY REQUIREMENTS

SOFTWARE ARCHITECT

Requirement Number 4431: The Software Architect shall have a minimum of six (6) years experience leading software architecture in web software development, with a specialization in web content management solutions and application architectures.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SOFTWARE ARCHITECT

Requirement Number 4432: The Software Architect shall have a minimum of six (6) years experience with in-depth exposure in defining the core software architecture of an enterprise web application platform.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SOFTWARE ARCHITECT

Requirement Number 4433: The Software Architect shall have a minimum of four (4) years experience in analysis, design, development and implementation of service-oriented web applications similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SOFTWARE ARCHITECT

Requirement Number 4434: The Software Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.

Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

3. DESIRABLE REQUIREMENTS

SOFTWARE ARCHITECT

Requirement Number 4435: It is desirable that the Software Architect has five (5) years experience in current and emerging software application platforms and web standards (e.g., XML, SOAP, WSDL, UDDI) on an ESB integration platform.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SOFTWARE ARCHITECT

Requirement Number 4436: It is desirable that the Software Architect has four (4) years experience in analysis, design, development and implementation on public sector projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SOFTWARE ARCHITECT

Requirement Number 4437: It is desirable that the Software Architect has two (2) years experience working with large health and human services information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SOFTWARE ARCHITECT

Requirement Number 4438: It is desirable that the Software Architect has one or more technical industry certifications.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

DATABASE ARCHITECT

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
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2. MANDATORY REQUIREMENTS

DATABASE ARCHITECT

Requirement Number 4439: The Database Architect shall have a minimum of five (5) years experience in the design and development of relational database management systems (RDBMS) software.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATABASE ARCHITECT

Requirement Number 4440: The Database Architect shall have a minimum of four (4) years experience in overseeing the development, programming and maintenance of enterprise level software applications.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATABASE ARCHITECT

Requirement Number 4441: The Database Architect shall have a minimum of three (3) years experience in areas database performance and optimization techniques.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATABASE ARCHITECT

Requirement Number 4442: The Database Architect shall have a minimum of three (3) years experience in developing and implementing an enterprise data model.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATABASE ARCHITECT

Requirement Number 4443: The Database Architect shall have a minimum of three (3) years experience in a multi-layered system architecture.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATABASE ARCHITECT

Requirement Number 4444: The Database Architect shall be certified in the database platform proposed by the Bidder.

Certification		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
	Member ID#:	
	Earned Date:	Expiration Date:
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

DATABASE ARCHITECT

Requirement Number 4445: The Database Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.

Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

DATABASE ARCHITECT

Requirement Number 4479: The Database Architect shall have a minimum of two (2) years experience in developing and implementing an enterprise data warehouse.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATABASE ARCHITECT

Requirement Number 4488: The Database Architect shall have a minimum of two (2) years experience with business intelligence and enterprise data warehouse tools.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

3. DESIRABLE REQUIREMENTS

DATABASE ARCHITECT

Requirement Number 4446: It is desirable that the Database Architect has three (3) years experience in managing data migration on projects similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATABASE ARCHITECT

Requirement Number 4447: It is desirable that the Database Architect has five (5) years experience an object-oriented environment.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATABASE ARCHITECT

Requirement Number 4448: It is desirable that the Database Architect has two (2) years experience working with large health and human services information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

INFRASTRUCTURE ARCHITECT

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
4							
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2. MANDATORY REQUIREMENTS

INFRASTRUCTURE ARCHITECT

Requirement Number 4449: The Infrastructure Architect shall have a minimum of five (5) years experience managing data center technical infrastructure and operations.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

INFRASTRUCTURE ARCHITECT

Requirement Number 4450: The Infrastructure Architect shall have a minimum of five (5) years experience deploying enterprise information technology (IT) infrastructure components (server, storage, and network) and their operational requirements.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

INFRASTRUCTURE ARCHITECT

Requirement Number 4451: The Infrastructure Architect shall have a minimum of five (5) years experience in disaster recovery and failover systems.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

INFRASTRUCTURE ARCHITECT

Requirement Number 4452: The Infrastructure Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.

Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

3. DESIRABLE REQUIREMENTS

INFRASTRUCTURE ARCHITECT

Requirement Number 4453: It is desirable that the Infrastructure Architect has four (4) years of experience working with leading industry server technologies.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

INFRASTRUCTURE ARCHITECT

Requirement Number 4454: It is desirable that the Infrastructure Architect has four (4) years experience providing technical leadership for enterprise storage and back-up processes.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

INFRASTRUCTURE ARCHITECT

Requirement Number 4455: It is desirable that the Infrastructure Architect has four (4) years experience working in the public sector client environment.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

INFRASTRUCTURE ARCHITECT

Requirement Number 4456: It is desirable that the Infrastructure Architect has three (3) years experience coordinating infrastructure activities with business and technology teams.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

INFRASTRUCTURE ARCHITECT

Requirement Number 4457: It is desirable that the Infrastructure Architect has two (2) years experience working with large health and human services information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATA CONVERSION MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
4							
5							
6							
7							
8							

2. MANDATORY REQUIREMENTS

DATA CONVERSION MANAGER

Requirement Number 4458: The Data Conversion Manager shall have played a key role in or led a minimum of three (3) data conversion projects involving conversion of legacy databases similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATA CONVERSION MANAGER

Requirement Number 4459: The Data Conversion Manager shall have a minimum of five (5) years managing data migration efforts.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATA CONVERSION MANAGER

Requirement Number 4460: The Data Conversion Manager shall have a minimum of four (4) years managing the design, development, deployment of data conversion tools/utilities.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATA CONVERSION MANAGER

Requirement Number 4461: The Data Conversion Manager shall have a minimum of four (4) years using commercial-off-the-shelf (COTS) conversion tools/utilities and data quality validation processes.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATA CONVERSION MANAGER

Requirement Number 4462: The Data Conversion Manager shall have a baccalaureate degree from an accredited college/university in computer science, engineering or another technology-related field.

Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

3. DESIRABLE REQUIREMENTS

DATA CONVERSION MANAGER

Requirement Number 4463: It is desirable that the Data Conversion Manager has four (4) years management experience with database logical and physical design.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATA CONVERSION MANAGER

Requirement Number 4464: It is desirable that the Data Conversion Manager has three (3) years experience designing, developing, deploying, and supporting conversion tools, utilities and routines including data quality validation processes.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATA CONVERSION MANAGER

Requirement Number 4465: It is desirable that the Data Conversion Manager has two (2) years data conversion experience planning, designing, and developing data conversion products and programs in support of public sector clients.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

DATA CONVERSION MANAGER

Requirement Number 4466: It is desirable that the Data Conversion Manager has two (2) years data conversion experience with large human services information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SECURITY ARCHITECT

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
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2. MANDATORY REQUIREMENTS

SECURITY ARCHITECT

Requirement Number 4467: The Security Architect shall have a minimum of six (6) years of experience performing responsibilities that include: • ***Technical security control architecture and design*** • ***Information security solution engineering*** • ***Security technology implementations*** • ***Evaluating new security technologies*** • ***Maintaining and operating at least one (1) system similar in scope to the Bidder's proposed solution***	**Requirement Experience** **Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SECURITY ARCHITECT

Requirement Number 4468: The Security Architect shall have a minimum of five (5) years of experience in a broad range of security technologies (e.g. operating systems, networking, databases, directory services, firewalls, encryption, web services) and applying security principles based on best practices and industry standards.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SECURITY ARCHITECT

Requirement Number 4469: The Security Architect shall have a minimum of five (5) years of experience: • ***Managing and monitoring critical security infrastructure components including incident management and responses*** • ***Advising and consulting with internal clients on operational issues impacting security, including assistance on implementing solutions***	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SECURITY ARCHITECT

Requirement Number 4470: The Security Architect shall have a current information security certification.		
Certification		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
	Member ID#:	
	Earned Date:	Expiration Date:
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
	Member ID#:	
	Earned Date:	Expiration Date:

SECURITY ARCHITECT

Requirement Number 4471: The Security Architect shall have a baccalaureate degree from an accredited college/university in computer science, engineering or a technology-related field.		
Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

3. DESIRABLE REQUIREMENTS

SECURITY ARCHITECT

Requirement Number 4472: It is desirable that the Security Architect has four (4) years experience developing blueprints for the security standards and policies within large scale public sector client environments.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SECURITY ARCHITECT

Requirement Number 4473: It is desirable that the Security Architect has two (2) years of security architecture exposure in a service-oriented architecture (SOA).	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SECURITY ARCHITECT

Requirement Number 4474: It is desirable that the Security Architect has two (2) years of experience working with large health and human services information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SECURITY ARCHITECT

Requirement Number 4475: It is desirable that the Security Architect has an active Certified Information Systems Security Professional (CISSP) certification.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

SOFTWARE DEVELOPMENT MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
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2. MANDATORY REQUIREMENTS

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 751: The Software Development Manager shall have a minimum five (5) years of experience with n-tiered distributed systems.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 752: The Software Development Manager shall have been responsible for the development of a system similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4476: The Software Development Manager shall have been involved in and led a minimum of two (2) software development projects similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4477: The Software Development Manager shall have a minimum of six (6) years experience managing a development team, with 50 or more members, in a distributed system development environment.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4478: The Software Development Manager shall have a minimum of two (2) years of experience with service-oriented architecture (SOA).	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4479: The Software Development Manager shall have a minimum of three (3) years management experience with software development, design, and the System Development Life Cycle (SDLC) methodologies proposed by the Bidder.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4480: The Software Development Manager shall have a baccalaureate degree from an accredited college/university in computer science, engineering, or a technology-related field.

Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4487: The Software Development Manager shall have a minimum of two (2) years of experience translating business requirements into business intelligence specifications.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

3. DESIRABLE REQUIREMENTS

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4481: It is desirable that the Software Development Manager has experience on three (3) or more public sector projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**

Proposed Individual's Role, Responsibilities, and Tasks Performed:

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4482: It is desirable that the Software Development Manager has four (4) years experience working with project teams on a project similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**

Proposed Individual's Role, Responsibilities, and Tasks Performed:

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4483: It is desirable that the Software Development Manager has two (2) years experience managing a development team for a large health and human services information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**

Proposed Individual's Role, Responsibilities, and Tasks Performed:

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4484: It is desirable that the Software Development Manager has a current Certified Software Development Professional (CSDP) certification.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

SOFTWARE DEVELOPMENT MANAGER

Requirement Number 4485: It is desirable that the Software Development Manager has an active Project Management Institute-Project Management Professional (PMI-PMP®) Credential.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

TRANSITION MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
4							
5							
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2. MANDATORY REQUIREMENTS

TRANSITION MANAGER

Requirement Number 4493: The Transition Manager shall have a minimum of six (6) years experience managing an information technology (IT) implementation or system integration project similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRANSITION MANAGER

Requirement Number 4494: The Transition Manager shall have a minimum of five (5) years experience managing teams of business analysts, systems analysts, developers, testing, and quality assurance staff.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRANSITION MANAGER

Requirement Number 4495: The Transition Manager shall have a minimum of two (2) years experience delivering projects following the Bidder's proposed implementation approach.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRANSITION MANAGER

Requirement Number 4496: The Transition Manager shall have a minimum of two (2) years experience implementing systems in a service-oriented architecture (SOA) environment.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRANSITION MANAGER

Requirement Number 4497: The Transition Manager shall have a current project management certification or degree.		
Certification		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
	Member ID#:	
	Earned Date:	Expiration Date:
Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

TRANSITION MANAGER

Requirement Number 4498: The Transition Manager shall have a baccalaureate degree from an accredited college/university.		
Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

3. DESIRABLE REQUIREMENTS

TRANSITION MANAGER

Requirement Number 4499: It is desirable that the Transition Manager has experience working as an implementation manager on public sector IT projects for two (2) projects or more.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRANSITION MANAGER

Requirement Number 4500: It is desirable that the Transition Manager has worked on system implementation more than three (3) separate projects with a project value of at least $50 million.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRANSITION MANAGER

Requirement Number 4501: It is desirable that the Transition Manager has an active Project Management Institute-Project Management Professional (PMI-PMP ®) Credential.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

TRANSITION MANAGER

Requirement Number 4502: It is desirable that the Transition Manager has a current Certified Software Development Professional (CSDP) certification.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

TEST MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
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2. MANDATORY REQUIREMENTS

TEST MANAGER

Requirement Number 754: The Test Manager shall have a minimum of four (4) years of experience in software development/testing of n-tiered distributed systems.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TEST MANAGER

Requirement Number 755: The Test Manager shall have a minimum of five (5) years experience developing test plans, testing strategies, and test case templates.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TEST MANAGER

Requirement Number 756: The Test Manager shall have a minimum of two (2) years experience in a testing role in a service-oriented architecture (SOA) environment.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TEST MANAGER

Requirement Number 4503: The Test Manager shall have a minimum of five (5) years of experience managing testing on at least two (2) separate IT projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TEST MANAGER

Requirement Number 4504: The Test Manager shall have a minimum of two (2) years experience using test automation tools and methods proposed by the Bidder.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

3. DESIRABLE REQUIREMENTS

TEST MANAGER

Requirement Number 4505: It is desirable that the Test Manager has five (5) years experience in the role of testing lead for a project similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TEST MANAGER

Requirement Number 4506: It is desirable that the Test Manager has five (5) years experience in leading a test team that was in compliance with IEEE standards 1012-2004 for system verification and validation.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TEST MANAGER

Requirement Number 4507: It is desirable that the Test Manager has six (6) years experience executing formal, written functional, integration and system test procedures in compliance with a widely recognized standard, such as IEEE Standards 12207.1-1997.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TEST MANAGER

Requirement Number 4508: It is desirable that the Test Manager has two (2) years experience working as a testing lead on public sector IT projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRAINING MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
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2. MANDATORY REQUIREMENTS

TRAINING MANAGER

Requirement Number 4509: The Training Manager shall have a minimum of five (5) years experience as the training manager implementing a training program with over 5,000 attendees in various geographic locations.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRAINING MANAGER

Requirement Number 4510: The Training Manager shall have a minimum of five (5) years experience in information technology (IT) solutions end-user staff training.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRAINING MANAGER

Requirement Number 4511: The Training Manager shall have a minimum of five (5) years of experience managing a training team on information technology (IT) solutions end-user staff training.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRAINING MANAGER

Requirement Number 4512: The Training Manager shall have a minimum of two (2) years experience in instructional design of computer-based training (CBT) or online learning for adult learners.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRAINING MANAGER

Requirement Number 4513: The Training Manager shall have a minimum of three (3) years of experience in training on a project using the training methodology proposed by the Bidder.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

3. DESIRABLE REQUIREMENTS

TRAINING MANAGER

Requirement Number 4514: It is desirable that the Training Manager has experience working as a training manager on three (3) or more public sector IT projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRAINING MANAGER

Requirement Number 4515: It is desirable that the Training Manager have five (5) years experience as a training manager working on public sector social services programs.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRAINING MANAGER

Requirement Number 4516: It is desirable that the Training Manager have worked as the training manager on more than four (4) separate system implementation projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRAINING MANAGER

Requirement Number 4517: It is desirable that the Training Manager have five (5) years experience implementing online learning programs designed to current elearning guidelines. These guidelines may include SCORM®, AICC, Institute of Electrical and Electronics Engineers (IEEE), International Society of Performance Improvement (ISPS) and the International Board of Standards for Training, Performance, and Instruction (IBSTPI) or other industry-recognized elearning standard.	**Requirement Experience** **Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRAINING MANAGER

Requirement Number 4518: It is desirable that the Training Manager have five (5) years of experience in instructional design of computer-based training (CBT) or online learning for adult learners.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRAINING MANAGER

Requirement Number 4519: It is desirable that the Training Manager have five (5) years of experience reporting training statistics and outcomes for software training.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

TRAINING MANAGER

Requirement Number 4520: It is desirable that that the Training Manager have an active Instructional System Design (ISD) certification or equivalent.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

TRAINING MANAGER

Requirement Number 4521: It is desirable that the Training Manager have an active Project Management Institute-Project Management Professional (PMI-PMP ®) Credential.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

QUALITY ASSURANCE MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
4							
5							
6							
7							
8							

2. MANDATORY REQUIREMENTS

QUALITY ASSURANCE MANAGER

Requirement Number 4522: The Quality Assurance Manager shall have a minimum of five (5) years experience managing quality on software development or system implementation projects with a project value of at least $10 million.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

QUALITY ASSURANCE MANAGER

Requirement Number 4523: The Quality Assurance Manager shall have a minimum of five (5) years experience managing a quality assurance team on software development or implementation (hardware and software) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

QUALITY ASSURANCE MANAGER

Requirement Number 4524: The Quality Assurance Manager shall have a minimum of three (3) years of experience developing, applying, and managing a quality metrics program using the methods proposed by the bidder.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

QUALITY ASSURANCE MANAGER

Requirement Number 4525: The Quality Assurance Manager shall have a minimum of two (2) years quality assurance experience in a service-oriented architecture (SOA) environment.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

QUALITY ASSURANCE MANAGER

Requirement Number 4526: The Quality Assurance Manager shall have a baccalaureate degree from an accredited college/university.		
Education		
Type of Degree	**Description**	
Bachelors:	Subject Area	Earned Date
1.		
2.		
Masters:	Subject Area	Earned Date
1.		
2.		
Doctorate:	Subject Area	Earned Date
1.		
2.		

3. DESIRABLE REQUIREMENTS

QUALITY ASSURANCE MANAGER

Requirement Number 4527: It is desirable that the Quality Assurance Manager have experience working as a quality assurance manager on at least two (2) public sector information technology (IT) projects.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

QUALITY ASSURANCE MANAGER

Requirement Number 4528: It is desirable that the Quality Assurance Manager have experience working on at least one (1) Social Service or health and human services IT project.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

QUALITY ASSURANCE MANAGER

Requirement Number 4529: It is desirable that the Quality Assurance Manager have worked as the quality assurance manager on software development or system implementation projects with a project value of at least $20 million.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

QUALITY ASSURANCE MANAGER

Requirement Number 4530: It is desirable that the Quality Assurance Manager has a current certification for practitioner's or manager's certificate in Information Technology Infrastructure Library (ITIL) services management.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

QUALITY ASSURANCE MANAGER

Requirement Number 4531: It is desirable that the Quality Assurance Manager have an active Project Management Institute-Project Management Professional (PMI-PMP®) Credential.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

QUALITY ASSURANCE MANAGER

Requirement Number 4532: It is desirable that the Quality Assurance Manager have a current Six Sigma certification.		
Certifications (if applicable)		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:

SERVICE AND SUPPORT MANAGER

Proposed Individual's Name:	
Organization associated with (check all that apply): ☐ Prime Bidder ☐ Subcontractor ☐ Small Business ☐ DVBE	
The Bidder shall list the project and past experience information required below that qualifies the proposed individual for the duties and responsibilities on this project for the proposed position classification. Note: This section must clearly describe how the proposed individual meets each of the mandatory and desirable requirements relevant to the CWS/Web Project for the proposed position classification described in Section VI.8.1.2, Bidder Experience and Staff Qualifications respectively.	

1. STAFF PROJECT HISTORY

PROJ. REF #	CUSTOMER NAME & CONTACT INFORMATION	PROJECT NAME	BRIEF PROJECT DESCRIPTION	HEALTH AND HUMAN SERVICES PROJECT (Y/N)	CONTRACT VALUE	START DATE	END DATE
1							
2							
3							
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6							
7							
8							

2. MANDATORY REQUIREMENTS

SERVICE AND SUPPORT MANAGER

Requirement Number 4533: The Service and Support Manager shall have a minimum of five (5) years experience managing the maintenance of a production application environment similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SERVICE AND SUPPORT MANAGER

Requirement Number 4534: The Service and Support Manager shall have a minimum of five (5) years experience managing operations of a system similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SERVICE AND SUPPORT MANAGER

Requirement Number 4435: The Service and Support Manager shall have a minimum of two (2) years of experience of service and support responsibilities in a service-oriented architecture (SOA) environment.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SERVICE AND SUPPORT MANAGER

Requirement Number 4436: The Service and Support Manager shall have a current certification for practitioner's or manager's certificate in Information Technology Infrastructure Library (ITIL) Information Technology (IT) services management.		
Certification		
Type of Certification	**Description**	
	Member ID#:	
	Earned Date:	Expiration Date:
	Member ID#:	
	Earned Date:	Expiration Date:

3. DESIRABLE REQUIREMENTS

SERVICE AND SUPPORT MANAGER

Requirement Number 4437: It is desirable that the Service and Support Manager have ten (10) years experience managing the provision and upkeep of a production operations environment similar in scope to the Bidder's proposed solution.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SERVICE AND SUPPORT MANAGER

Requirement Number 4438: It is desirable that the Service and Support Manager have seven (7) years experience working as a service and support manager on public sector IT applications.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

SERVICE AND SUPPORT MANAGER

Requirement Number 4439: It is desirable that the Service and Support Manager have two (2) years experience working as a service and support manager in public sector social services programs.	**Requirement Experience Total Months:**
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	
Project Reference # and Name:	**Months:**
Proposed Individual's Role, Responsibilities, and Tasks Performed:	

FORM 6.4: KEY STAFF REFERENCE CHECK FORM

Note: The State will complete this form during the RFP final evaluations.

Reference Check Questions	Response	Explanation
(1) Did (*insert key staff's name and company he/she worked for*) work on the *(insert the project's name)*?	• Yes • No • Don't Know (If "No," obtain an explanation. If "Don't Know," try to obtain another contact person who can provide a reference. In either case, stop the reference check.)	
(2) According to *(insert key staff's name)* employment history, his/her job title and job description while on your project was *(explain job title and job description from RFP Form 6.3).* Does this information match the position that *(insert key staff's name)* held?	• Yes • No • Don't Know (If "No," obtain an explanation. If "Don't Know," try to obtain another contact person who can provide a reference. In either case, stop the reference check.)	
(3) According to *(insert key staff's name)* employment history, he/she worked (*insert number of years and months*) on your project?	_____Years _____Months • Don't Know (If "Don't Know," try to obtain another contact Person who can provide a reference.)	

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Introduction

The RFP Appendix D, Product Definitions contains the product definition document (PDD) for the Contractor Products identified in RFP Section VI.9, Contractor Products and Document Submission Process. A Product Definition Type identified as “none” will not have an associated PDD in Appendix D, Product Definitions. The product definition documents are grouped into four subgroups; Project Management, Technical Management, Transition, and Service and Support. The following content definitions for each PDD are provided below:

Product Identifier – Unique identifier assigned to the Product.

Product Name – Name of the Product and product definition document.

Product Definition Type: Specifies if the Product Item is a Data Item Description (DID), Deliverable Expectation Document (DED), or a Material Expectation Document (MED).

- A DID is a document that describes the specific format, content, Acceptance Criteria, and level of detail for a Contractor Deliverable that is a plan, report, Specification, or other document. The DID is prepared by the State and is included or referenced in the RFP and Contract. The Contractor must agree to comply with the provisions of the DID as part of the Contract.
- A DED is a document that describes the specific, format, content, Acceptance Criteria, and level of detail for a Contractor Deliverable that is a plan, report, Specification, or other document. The DED is prepared by the Contractor prior to beginning work on the Deliverable and is submitted to the State for approval. Once the DED is approved by the State, the Contractor must provide a Deliverable that conforms to the provisions of the DED. A preliminary DED may be prepared by the State and included or referenced in the RFP and Contract.
- A MED is a document that describes the specific format, content, and other information about the Material to be created or provided by a Contractor and submitted to the State. Materials are documents, reports and other supporting material. Materials submitted to the State are reviewed for compliance with the MED and acknowledged, but are not subject to a formal Acceptance process. The MED is prepared by the Contractor prior to beginning work on the Material and is submitted to the State for approval. Once the MED is approved by the State, the Contractor must provide Materials that conform to the provisions of the MED. As indicated in Contract Section 10.1.3, the State can reject Materials which do not conform to Specifications (MED). A preliminary MED may be prepared by the State and included or referenced in the RFP and Contract.

Standard/Format - A standard (e.g. IEEE or J-Standard) for the Deliverable format/content. If no standard is indicated, the Contractor may recommend a format for the Deliverable, which will require State Acceptance.

Acceptance/Submission Criteria - The conditions under which the State will accept a Product. It is expected that the criteria identified will be refined between the Contractor and the State.

Timeframe for Acceptance - The number of days allocated to the State for review and Acceptance following formal Deliverable submission for Acceptance.

Frequency of Submission - The information contained is used to indicate submissions that will be regularly occurring whether it is weekly, monthly, etc.

Date of First Submission - The date the Product item is initially due for submission. The dates are expressed as relative dates, tied to a Project milestone (e.g. Contract award). In some instance, the submission date is the milestone plus a stated period of time (e.g. Project Start plus 1 month). In other cases, the due date precedes the milestone (e.g. System Requirements Review minus 3 months).

Date of Subsequent Submission - The information contain is used to indicate the date of subsequent submission that is designated as the date allocated for a subsequent submission.

Delivery Media - This field indicates the format the Product is to be delivered to the State.

Requirement ID Reference - Cross-references Product to the requirement in which the Product is referenced.

Product Description - Provides a brief summary of each Product.

Content - The Content section will contain tailoring instructions to the listed standard, information the State wants addressed in the Product and/or a general statement regarding mutual tailoring of the standard per Agreement.

Project Management

PM001-Project Management Plan (PMP)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- IEEE Std 1490-2003 (see below) Project Management Body of Knowledge (PMBOK)®
- IEEE Std 1058-1998
- IEEE Std 730-2002
- OSI Best Practices
- Contractor format with State Acceptance
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is tailored to the CWS/Web Project.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
20 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the

same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 761

Product Description: The **Project Management Plan (PMP)** provides the Project stakeholders with an approved working guide for how the Contractor will manage the Project. The PMP describes how the Contractor Project Manager in coordination with the State Project Manager will manage the activities of the CWS/Web Project team, the Contractor staff and Subcontractor staff, and other supporting organizations throughout the project life cycle to ensure a timely, efficient, and effective system implementation, as defined in the State's Master Project Management Plan (MPP). The PMP outlines the activities required to plan and control the scope, Schedule, staffing, and budget of services provided in this Statement of Work (SOW).

Updates to this Deliverable must have the same structure and content described in this section.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The PMP shall conform to IEEE Std. 1058-1998, Standard for Software Project Management Plans sections (1.1.1, 1.1.2, 1.1.3, 1.1.4, 1.2, 2, 3, 4.1, 4.2, 4.3, 5.1.1, 5.1.2, 5.1.3, 5.1.4, 5.2.1, 5.2.2, 5.2.3, 5.2.4, 5.3.1, 5.3.2, 5.3.3, 5.3.4, 5.3.5, 5.3.6, 5.4, 5.5, 6.1, 6.2, 6.3, 6.4, 7.1, 7.2, 7.3, 7.4, 7.5, 7.6, 7.7, 7.8) and shall incorporate and comply with IEEE Std.1490-2003 , IEEE Guide – Adoption of Project Management Institute (PMI) Standard – A Guide to the Project Management Body of Knowledge sections (3.1, 3.2, 3.3, 3.4, 4.1, 4.2, 4.3, 5.1, 5.2, 5.3, 5.4, 5.5, 6.1, 6.2, 6.3, 6.4, 6.5, 7.1, 7.2, 7.3, 8.1, 8.2, 8.3, 9.1, 9.2, 10.1, 10.2, 10.3, 10.4, 11.1, 11.2, 11.3, 11.5, 11.6, 12.1, 12.2, 12.3, 12.4, 12.5 and 12.6).

The plan shall include the following:

- Introduction
    - Purpose, scope, and objectives
    - Assumptions and constraints
    - Project Deliverables
    - Schedule and budget summary
    - Maintenance of PMP
    - Related Documents
- References

- Definitions
- Project Organization
    - Overview
    - Bidder Organization
    - Bidder/State Organization
    - Bidder Project Management Office (PMO)
    - Roles and Responsibilities
    - Escalation Process
- Management plans
    - Integrated Planning
        - Project Plan Development
        - Project Plan Execution
        - Integrated Change Control
- Major Project Milestones
    - Identify the major activities and key milestones
- Scope Management
    - Identify what is in-scope and what is out of scope
    - How to manage scope changes
- Cost Management
    - Cost baseline
    - Cost estimates for work activities or packages
    - Factors that can affect cost baseline
    - How cost will be managed
    - How cost changes are managed
    - Expenditures to date
    - Document variances in cost for the previous and current reporting periods
    - Document variances in the budget to compare Current Fiscal Year (CFY)-1 operating budget and Total Year Actuals with CFY forecast budget, operating budget and Year-To-Date (YTD) Actuals
    - Activities to be performed or initiated by the Contractor
    - Cost Control and Monitoring report
        - Utilize earned value metrics for Contractor activities
- Staffing Management
    - Description of staff acquisition approach
    - Identify staff skill sets
    - Staff roles and responsibilities
    - Monitoring resources approach
    - Describe staff training and transition
    - Description of the Level of Effort expected from State and County staff.
        - Level of effort should be quantified in work hours for the State and County staff members and delineated by the State Fiscal Year in which the work hours are expected.

    - Level of effort should also be cross-referenced to the Bidder's Project Schedule from Solution Development and Transition through Service and Support.
- Communication Management
    - Document how various types of information will be collected and its filing structure for gathering and storage.
    - Document how collection and dissemination of updates and corrections to previously distributed material will occur.
    - Document the distribution structure that identifies to whom information (status reports, data, schedule, technical documentation, etc.) will flow
    - Details of the methods (written reports, meetings, etc.) that will be used to distribute various types of information
    - Document the methods for accessing information between scheduled communications
- Software Quality Assurance
    - Purpose
    - Reference Documents
    - Management
    - Documentation
    - Standards, practices, conventions, and metrics
    - Software reviews
    - Test
    - Problem reporting and corrective action
    - Tools, techniques, and methodologies
    - Media control
    - Supplier control
    - Records collection, maintenance, and retention
    - Training
    - Risk management
    - Glossary
- Contract Management
    - Define the roles and responsibilities of those involved in managing procurements and contract fulfillment
    - Define specific procedures managing invoices, monitoring contract implications of proposed changes, and describing how disagreements with vendors will be managed and escalated for resolutions
    - Invoice processing
    - Contractor performance management
    - Dispute resolution
    - Replacement of contract staff
    - Modifying a contract
- Project Closeout
    - Lessons Learned activities
    - Review of goals and objectives of project

  - Final status and closure of issues and risks related to project
  - Review of documentation and files for archival or destruction
- Subcontractor Management Plan
  - Documents how the Contractor will select and manage its Subcontractors
  - Identifies the activities to be performed or initiated by the Contractor to manage, track, amend, and close a contract for Subcontractors that will work on the CWS/Web Project. Identify the contractual relationship between the Contractor and the Subcontractor
  - Document how Subcontractor Project activities will integrate with the individual elements of the PMP
- The Issue and Action Item Process (IATP)
  - Issue description and analysis
  - Issue priority
  - Issue status (e.g., open, pending, under investigation, resolved)
  - Plan for resolution
  - Individual responsible for resolution
  - Targeted resolution date
  - Actual resolution dates
  - Resolution action
  - Escalation procedures and mechanisms for reporting high priority problems
- The Contract Closeout Plan
  - Document any outstanding contractual deficiencies and its resolution to successful completion.

PM002-Project Schedule

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- IEEE Std 1058-1998

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the State's Master Project Management Plan

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
30 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 769

Product Description: The **Project Schedule** details the specific tasks and activities to complete the CWS/Web Project.

The task and activity data is rolled-up to specific tasks of the Master Project Schedule.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Project Schedule shall include but not limited to the following:

- Specific measurable tasks
- Task assignments
- Task duration
- Task dependencies
- Task and activity due dates
- Tasks completed to date
- Baseline(s)
- Changes to schedule dates
- Project deliverables
- Milestones
- Task work breakdown structure element
- Resource assignment
- Deployment schedule

PM003-Configuration Status Report

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Documentation Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
N/A

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
30 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 842

Product Description: The purpose of the **Configuration Status Report** is to provide a common source of project information for the CWS/Web Project to

Project stakeholders about the status of configured items. The intent is to clearly communicate the status of proposed changes, deviations and waivers to the baselined or configured items, and implementation status of approved changes.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

PM004-Monthly Status Report

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance
- Prepared in accordance with the format guidelines specified in the CWS/Web Documentation Management Plan

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
N/A

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
30 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 814

Product Description: The **Monthly Status Report** communicates the progress or completion of activities for the completed reporting period, the Deliverables

planned for the reporting month, the status of those Deliverables any identified risks/concerns/issues, and a financial summary of the current Project performance against the budget.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Monthly Status Report will include the following:

- Activities completed in prior month compared to the schedule baseline.
- Deliveries and activities (i.e. deliveries missed and explanation, activities completed, activities in progress, and activities expected completion and completion date in prior month.
- Deliveries missed or late and the reason.
- Activities in progress compared to baseline, plan and actual.
- Activities planned for upcoming month, compared to baseline, plan, and actual.
- Deliveries planned for upcoming month.
- Adjustments made to plans or schedule.
- Change request status
- Quality review synopsis
- Issues synopsis, including list of critical issues.
- Staffing summary, including retention rates.
- Risk summary

PM005-Organization Chart and Contact List

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
N/A

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
15 calendar days after Project start date

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 737

Product Description: The **Organization Chart and Contact List** is to provide the up-to-date information for all Contractor personnel assigned to the CWS/Web

Project. The Contractor must maintain and electronically provide to the State an up-to-date organization chart and contact list.

Updates to the Organization Chart and Contact List must have the same structure and content as the original document.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Organization Chart and Contact List shall include, at a minimum, the following:

- Diagram depicting the organization, including reporting hierarchy
- Roles and responsibilities
- Names, titles, and phone, mobile/pager and e-mail information for all Contractor personnel assigned to the CWS/Web Contract

PM007-Benefits Measurement Plan (BMP)

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days after Acceptance of System/Subsystem Specification.

Date of Subsequent Submission:
Annually or as needed to support updates to the CWS/Web IAPD.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 766

Product Description: The **Benefits Measurement Plan** describes the plan to measure if the expected outcomes, and anticipated benefits as described in the IAPD have been achieved.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Benefits Measurement Plan shall include the following:

- Definition of the relationship between the Benefits Measurement Plan and other CWS/Web Project plans (e.g. Master Project Plan, IAPD, and Project Management Plan).
- A description of the methodology for tracking and reporting all benefits described in the approved CWS/Web IAPD.
- Roles and responsibilities for Contractor, County, and State staff in implementing the Benefits Measurement Plan.
- A description of the methodology for tracking all benefits to ensure validity.
- A description and methodology of tracking the savings identified and the reinvestment back into the CWS program to determine if there is a reduction of workload for the current social workers who are currently working overtime as documented in the SB 2030 report.
- A description of how the results of the benefits measurements will be displayed and reported
- List of Assumptions/Constraints
- A description of the process to establishing a baseline.

PM008-Requirements Control Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
30 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 763

Product Description: The **Requirements Control Plan (RCP)** will specify the control mechanisms for measuring, reporting, ensuring traceability, and controlling changes to the requirements. The approach will include roles and responsibilities in accordance with the CWS/Web Project Office Requirements Management Plan. The RCP will specify the mechanisms to be used in assessing the impact of requirements changes on Product scope and quality, and the impacts of requirements changes on Project Schedule, budget, resources, and risk factors. The Requirements Control Plan must be consistent with the Project Management Plan.

Content: The content and format of the document may be tailored as mutually agreed upon the CWS/Web Project Office and the Contractor.

The RCP shall include the following:

- Introduction
  - Purpose
  - Scope
  - Document Overview
  - Maintenance of the RCP
  - Related Documents
  - Assumptions
- Referenced Documents
- Requirement Control
  - Control Mechanisms
    - Requirement Changes
    - Impact Assessment
  - Requirement Traceability
    - Derived Requirements
- Requirement Verification
  - Testing Verification Process
- Requirement Reports
  - Metrics
  - Traced requirements
  - Full traceability of all Deliverables back to the requirements throughout the all phases of the Project

The plan must also include at a minimum:

- The mechanisms to be used in assessing the impact of requirements changes on Product scope and quality, and the impacts of requirements changes on Project Schedule, budget, resources, and risk factors. Configuration management mechanisms shall include change control procedures and a change control board.
- The techniques that will be used for requirements control, such as traceability, prototyping and modeling, impact analysis, and reviews.

- The control mechanisms for measuring, reporting, and controlling changes to the product requirements.
- The methodology used to track how requirement changes are analyzed and managed and how these changes are coordinated with the CWS/Web Change Management Plan.
- The methodology used to track how requirements traceability is maintained and validated.
- A methodology or description of how requirements are derived and validated.
- A methodology or description of how the Contractor will update the traceability component of the approved requirement management tool in coordination with the CWS/Web System Project Office and the processes defined by the CWS/Web Project Office Requirements Management Plan. The traceability updates shall be done in coordination with the pre-production Release cycles in order to keep the requirements traceability current on a recurring basis.
- A methodology or description of the process to verify requirements during testing.
- The methodology or description of how the CWS/Web Project Office works with the Contractor to ensure traceability of requirements for the CWS/Web Solution.
- A description of the System Requirements Traceability Reports to the CWS/Web Project Office that:
    - Allows for updating to the approved requirements management tool (by CWS/Web Project Office staff).
    - Substantiates traceability between defined CWS/Web Solution components and CWS/Web Solution requirements.

PM009-Risk Management Plan (RMP)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- IEEE Std. 1490-2003 Project Management Body of Knowledge (PMBOK)®,
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the Accepted CWS/Web Project Management Plan.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
10 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
30 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 770

Product Description: The **Risk Management Plan (RMP)** describes the methodology for identifying, tracking, mitigating, and ultimately retiring CWS/Web Solution risks. Additionally, the RMP defines the risk management roles and responsibilities of the CWS/Web Project Team. At a minimum, the RMP should identify and track the following activities:

- Risk Management Planning
- Risk Identification
- Risk Communication
- Risk Mitigation Strategy and Implementation
- Qualitative Risk Analysis
- Quantitative Risk Analysis
- Risk Response Planning
- Risk Monitoring and Control
- Document the methodology for identifying, tracking, mitigating, and retiring CWS/Web Solution risks
- Document and define the risk management roles and responsibilities of the CWS/Web Project Team

Updates to this deliverable must have the same structure and content described in this section.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

PM016-Configuration Management Plan (CMP)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- Must meet the intent of IEEE Std 828-2005
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable conforms to accepted Project Management Plan PM001

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 834

Product Description: The **Configuration Management Plan** (CMP) covers the implementation of this Configuration Management Process for the Software specific Deliverables of the Project.

The Configuration Management Process is a process of applying administrative and technical procedures throughout the software life cycle to:

- Identify and define Software items in a system
- Control modifications and releases of the items
- Record and report the status of the items and modification requests
- Ensure the completeness, consistency, and correctness of the items
- Control storage, handling, and delivery of the items.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Configuration Management Process consists of the following functional segments, whose functional execution must be described in the CMP:

- Process implementation
- Configuration identification
- Configuration control
- Configuration status accounting
- Configuration evaluation
- Release management and delivery

The Configuration Management Plan at a minimum will describe the administrative and technical procedures to be used throughout the solution life cycle to:

- Document the methods, processes and tools that will be used for managing Software and Hardware configurations
- Include procedures for configuration identification, configuration control, status accounting and a verification audit that confirms that the accuracy of configuration information
- Provide an automated Configuration Management System to store, manage and report on configured items
- Keep all configuration information related to Hardware, Software, analysis artifacts and documents produced for this Project up to date
- Provide Configuration Status Reports and other configuration management reports as defined in the approved Configuration Management Plan
- Provide a Definitive Software Library (DSL) as part of the Configuration Management System

- Maintain the Source Code in the DSL according to the Configuration Management Plan
- Define and maintain all version control methods and tools used to control configuration items as a result of Maintenance activities
- Describe the relationship between Change Management and Configuration Management
- Ensure all configured items received or generated by the Project are adequately documented, stored and managed
- Control changes to configured items
- Change processing and implementation status are recorded and reported
- Provide the State with all configuration management information related to Hardware, Software, analysis artifacts and documents produced for this Project

An impact evaluation for all Hardware and Software upgrades and custom application Releases during the Contract must be conducted and approved by the State as part of Configuration and Change Management.

Service and Support

SS001-Resource (personnel and non-personnel) Calculation and Justification Package

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the delivered State Staffing Package
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Division Office and the Contractor.

Date of First Submission:
5 calendar days after completion of statewide Deployment.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3676

Product Description: The **Resource (personnel and non-personnel) Calculation and Justification Package** describes for all functions the resources utilized, tools and processes used to keep the resource calculation and justification current. This package will be used in the creation of funding request documents (e.g., feasibility studies, Budget Change Proposals, Advance Planning Documents, Department of Personnel Administration Staff Classification Proposals) by the CWS/Web Division Office throughout the life of the CWS/Web Solution.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Resource (personnel and non-personnel) Calculation Justification Package for each function shall include (but is not limited to) the following:

- Tool selection justification, selection criteria and description
- Processes
- Management plan (tool, resources, processes)

SS002-State Staffing Package

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Prepared in accordance with the State Personnel Board Lawbook, Department of Personnel Administration Policies and Procedures.
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the delivered Resource (personnel and non-personnel) Calculation and Justification Package.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
5 Calendar days after completion of statewide Deployment.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3675

Product Description: The **State Staffing Package** describes for all functions the organization, resources, staffing, roles and responsibilities of assigned staff to the CWS/Web Project. The package will assist the State in expanding its responsibility for delivery through the four phases of sourcing maturity (Oversight only, Subject Matter Expert content review, Co-Delivery and Sole Delivery).

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The State Staffing Package shall include (but is not limited to) for each function the following:

- Civil service classifications
- Skill sets
- Roles and responsibilities
- Resource estimates
- Duty statements
- Justifications

SS003-Function Delivery Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the delivered CWS/Web Solution Management Guide
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
60 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
12 months prior to Pilot

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4390

Product Description: The **Function Delivery Plan** describes the factors needed to perform and manage each Function including the collaborations with other Functions to deliver the CWS/Web Solution service levels required for ongoing Maintenance. The Function Delivery Plan describes all Functions in the Service and Support Model.

Content: The content and format of the standard must be mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Function Delivery Plan shall include the following products (at a minimum) for each of the Service and Support Functions:

- Data captured and utilized in the ongoing delivery of the Function.
- Performance metrics captured and created in the ongoing delivery of the Function.
- Data gathering and reporting mechanisms that support those performance metrics.
- Governance structures and procedures utilized in the ongoing delivery of the Function.
- Management procedures used to oversee the ongoing delivery of the Function.
- Operational procedures utilized in the ongoing delivery of the Function.
- Toolsets utilized in ongoing delivery of the Function.
- Roles and responsibilities for all parties involved in the delivery of the Function (suppliers, users and deliverers).
- All OLA, SLA, IAA, MOU or other contract-like agreements between entities involved in the delivery of the Function.

The Function Delivery Plan shall include collaborations with other Functions as noted:

Oversight

Asset Management

- Contract Management Function to ensure all licenses and assets to be delivered by the Contractor to the State are recorded and tracked.
- Oversight – Internal Operations Function to report on financial needs for asset replacement, maintenance and license fee renewals.
- Proposal Development Function to analyze the financial impact on CWS/Web Solution assets impacted by a proposed change.

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Asset Management Function.
- All other Functions in the three Service and Support dimensions to ensure when an asset is purchased, modified or retired that it is recorded and tracked by the Asset Management Function.

Communications

- Customer Relationship Management Function to ensure communication. strategies being used meet the needs of the CWS/Web Solution stakeholders
- Customer Training Function to communicate training event details.
- Change and Release Management Functions to prepare and issue communications about upcoming CWS/Web Releases.
- Problem Management Functions to communicate to CWS/Web Solution stakeholders about major disruption resolution progress and outcomes.
- Service Desk Function to announce events that will disrupt service that are out of the normal maintenance windows.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Communications Function.
- Policy Function to ensure communication strategies are developed and deployed regarding:
  - External policy impacts on the CWS/Web Solution.
  - The introduction or modification of any CWS/Web Solution specific policy impacts.

Customer Relationship Management

- Processes and Procedures for end user satisfaction surveys.
- Communications Function to ensure communication strategies being used meet the needs of the CWS/Web Solution stakeholders.
- Customer Training Function to obtain stakeholder input about training events and communicate feedback to the Customer Training Function.
- Change and Release Management Functions to provide stakeholders with clarifications about upcoming CWS/Web Releases.
- Problem Management Functions to communicate to CWS/Web Solution stakeholders about Major disruption resolution progress and outcomes.
- Service Desk Function to obtain stakeholder input about events that will disrupt service that are out of the normal maintenance windows.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Relationship Management Function.
- All other Functions in the three Service and Support dimensions to provide feedback from stakeholders about specific Service and Support Functions as necessary.

Governance

- All other Functions in the three Service and Support dimensions to ensure decision making structures for each individual Function are working satisfactorily and meeting expected outcomes.
- All external CWS/Web Solution governance structures are working satisfactorily and meeting expected outcomes.
- The Performance Measures and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Governance Function.
- Oversight (Internal) Function to assess and direct remediation's as necessary to improve the performance of the CWS/Web Solution.

Work Request Receipt

- Change Management Function to obtain the status of an approved work request.
- Policy Function to record any policy impact analysis requests.
- Proposal Development Function to obtain the status of a submitted work request.
- Service Desk Function to provide status information that can be provided to the requestor.
- Oversight – Internal Operations Function to provide an inventory of all work requests received, pending, approved, disapproved, or in development to aid in prioritization and assignment of work requests.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Work Request Receipt Function.

Oversight-Internal Operations

- Asset Management Function to report on financial needs for asset replacement, maintenance and license fee renewals.
- Contract Management Function to address any contractual actions that need to be taken in the case of the CWS/Web Solution not meeting contractual performance requirements.
- IT Resource Management Function to provide the information needed to:
  - Understand CWS/Web Solution capacity to make future workload commitments.
  - Understand CWS/Web Solution capacity to effectively maintain and support existing workload commitments.
  - Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs.
  - Analyze workload requirements to determine if short term/long term contracted services should be utilized to meet critical skill shortfalls or excess workload requirements.

- Proposal Development Function to evaluate and make approval decisions regarding work request received and analyzed.
- Work Request Receipt Function to review the inventory of all work requests received, pending, approved, disapproved, in development for prioritization and assignment of work requests.
- Service Level Management and Performance Measures Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expectations.
- Performance Measures and Governance Functions to assess and direct remediation's as necessary to improve the performance of the CWS/Web Solution.
- Release Management Function for authorizing, prioritizing, and scheduling releases to the CWS/Web Solution.
- All other Functions in the three Service and Support dimensions to review their performance and direct remediation's as necessary to improve the performance of those Functions having degraded performance.

Performance Measures

- Contract Management Function to address any contractual actions that need to be taken in the case of the CWS/Web Solution not meeting contractual performance requirements.
- Oversight – Internal Operations Function to report and provide performance analytics to enable the Oversight – Internal Operations Function to assess overall Service and Support performance and identify remediation's necessary because of degraded performance.
- Service Level Management Function to provide the reporting and performance analytics necessary for the CWS/Web Division Office to report against its Service Level Agreement with the CWS Program.
- All other Functions in the three Service and Support dimensions to maintain and enhance their performance tracking, reporting and performance analytics to provide each Function the information they need to maintain expected performance levels or identify remediation's necessary because of degraded performance.

Policy

- Communications Function to ensure communication strategies are developed and deployed regarding:
  - External policy impacts on the CWS/Web Solution.
  - The introduction or modification of any CWS/Web Solution specific policy impacts.
- Control Agency Compliance Function to get clarifications about external policy requirements to aid in the analysis of impact on the CWS/Web Solution.

- Proposal Development Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy.
- Work Request Receipt Function to record any policy impact analysis requests.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Policy Function.
- All other Functions in the three Service and Support dimensions to obtain:
  - Policy impact analysis on the CWS/Web Solution.
  - CWS/Web Solution specific policy needs.

Proposal Development

- Asset Management Function to analyze the financial impact on CWS/Web Solution assets impacted by a proposed change.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Proposal Development Function.
- Policy Function to prepare an analysis of what would be required to bring the CWS/Web Solution into compliance with external policy.
- IT Resource Management Function to determine skill set and human resource availability for potential assignment to the work request upon its approval

Oversight – Internal Operations Function to present work request analysis results for approval and prioritization decisions.

- Work Request Receipt Function to report status of the work request.
- All other Functions in the three Service and Support dimensions to secure the information necessary to scope, cost and timeline necessary to satisfy the work request.

IT Resource Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the IT Resource Management Function.
- Proposal Development Function to determine skill set and human resource availability for potential assignment to the work request upon its approval.
- Oversight – Internal Operations Function to provide the information needed to:
  - Understand CWS/Web Solution capacity to make future workload commitments.
  - Understand CWS/Web Solution capacity to effectively maintain and support existing workload commitments.
  - Analyze workload requirements and available skill sets to determine CWS/Web Solution training and/or recruitment needs relative to meeting the CWS/Web Solution critical business needs.

- Analyze workload requirements to determine if short term/long term contracted Services should be utilized to meet critical skill shortfalls or excess workload requirements.

- All other Functions in the three Service and Support dimensions to secure the information necessary to scope, cost and timeline necessary to satisfy the work request.

Service Level Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Level Management Function.
- Performance Measures Function to obtain the reporting and performance analytics necessary for the CWS/Web Division Office to report against its service level agreement with the CWS Program.
- Oversight – Internal Operations Function to review and prepare for reporting to the CWS Program about the CWS/Web Solution performance against expectations.
- Contract Management Function to assess the impact of requested service level changes with the CWS Program on existing contractual Agreements.
- Customer Relationship Management Function to obtain and report on stakeholder satisfaction with the CWS/Web Solution.

Solution Architecture

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Solution Architecture Function.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure:
  - All solutions are designed and conform to Solution Architecture standards.
  - Solution Architecture standards evolve to meet new needs in a real life manner.
  - All solutions nearing their end of life have a technology retirement strategy identified and pursued.
  - That the introduction of change is appropriately managed and transitioned into the CWS/Web Solution production environment.
  - That the necessary skill-sets to provide ongoing production support to meet the stakeholders required levels of service are put in place prior to the change being introduced into the CWS/Web production environment.
- Availability Management, Capacity Management, Change Management, Configuration Management, Service Continuity Management Functions to ensure all changes being developed for the CWS/Web Solution are

validated to conform to CWS/Web Solution Architecture standards and service level requirements.

Service Maintenance

Application Maintenance & Support

- Information Management Function for any data related changes necessary to support the application changes being developed and deployed.
- Requirements Management Function to develop CWS/Web Solution requirements Documentation.
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.
- Customer Training Function for training material updates required to reflect planned application enhancement changes.
- Project Management to ensure alignment between those Functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.
- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for application related information including Source Code, Job processing scripts, Load libraries, As-built Documentation.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Interface Management Function to maintain the usability of all necessary interfaces, SOA and shared services solutions deployed within the CWS/Web Solution.
- Solution Architecture Function to ensure the application layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.
- Service Desk, Incident and/or Problem Management Functions to provide 2nd and 3rd level support for incidents or problems being assigned to the Application Maintenance & Support Function.
- Service Continuity Management Function to ensure all Software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.
- Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

- Release Management Function to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Servers (Hosting) & Storage Function for any server or storage changes necessary to support the application changes being developed and deployed
- Performance Measures, Governance and Oversight – Internal Operations. Functions to assess and adjust as necessary the performance of the Application Maintenance & Support Function.

Directory Repository Management

- Application Maintenance & Support Function to provide feedback from stakeholders on the usability of the CWS/Web Solution directory repositories for improvement consideration.
- Customer Relationship Management Function to obtain feedback on the usefulness of the various CWS/Web Solution directory repositories.
- Customer Training and Technical Writing Functions to ensure training materials and curriculum associated with CWS/Web Solution directory repository usage and management are maintained.
- Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution directory repository tools and processes by stakeholders.
- Security Function to ensure solutions are put in place that allow delegated input, deletion and update of directory repository content by only authorized stakeholders.
- Requirements Management Function to communicate new or revised directory repository requirements, as well as assessment of any proposed changes on the directory repositories deployed in the CWS/Web Solution.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Directory Repository Function.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Control Agency Compliance

- All other Functions in the three Service and Support dimensions as necessary to obtain the information necessary in a timely manner to allow the CWS/Web Division Office to meet all Control Agency Compliance requirements accurately.
- The Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Control Agency Compliance Function.

Customer Report Creation Support

- Application Maintenance & Support Function for creation of templates and standard queries for commonly used reports.
- Capacity Management Function to ensure the query and reporting solution can meet workload demands.
- Customer Training Function to ensure all training materials are reflective of the query and reporting solution as changes occur.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Report Creation Support Function.
- Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution Customer Report Creation Support Function tools and processes by stakeholders.
- Information Management Function to ensure that all data repositories are maintained in a manner that allows the reporting and query solution to operate as required and not degrade other aspects of the CWS/Web Solution.
- Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Forms Management

- Change Management and Release Management Functions to ensure form changes are introduced into production only when all Service and Support mechanisms associated with forms management are ready to provide stakeholders the support they need based on the changes being introduced.
- Application Maintenance & Support Function for creation or update of automated forms.
- Customer Training Function to ensure all training materials are reflective of new or updated forms as changes occur.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Forms Management Function.
- Service Desk, Incident Management and Problem Management Functions to ensure the availability and usability of CWS/Web Solution automated forms.
- Information Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution.
- Testing and Quality Assurance Functions to ensure all changes have been tested prior to being made available for stakeholder use.

- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Information Management

- Application Maintenance & Support Function for any data related changes necessary to support the application changes being developed and deployed.
- Requirements Management Function to develop CWS/Web Solution requirements Documentation as those requirements pertain to CWS/Web Solution data repositories.
- Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches.
- Customer Training Function for providing pre-populated training environment data repositories required to reflect planned application enhancement changes.
- Project Management to ensure alignment between those Functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.
- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for application related information such as System Software, Data Base Schemas, job processing scripts.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Forms Management Function to ensure that all forms repositories are maintained in a manner that allows the CWS/Web Solution to operate as required and not degrade other aspects of the CWS/Web Solution.
- Servers (Hosting) & Storage Function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs.
- Release Management Function to ensure data is secured to ensure confidentiality, integrity and availability.
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.
- Solution Architecture Function to ensure the data layer remains in conformance and compliance with the overall CWS/Web Solution Architecture (i.e. the data dictionary which is a part of the SAF Toolset for the Physical Data Model).
- Operations Function to plan for and assist in the recovery of data after a failure.

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Information Management Function.
- Service Desk, Incident and/or Problem Management Functions to provide 2nd and 3rd level support for incidents or problems being assigned to the Information Management Function.
- Service Continuity Management Function to ensure all data are managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.
- Customer Relationship Management Function to obtain feedback on the usefulness of the CWS/Web Solution data warehouse/mart functionality being provided to stakeholders.
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution data repositories
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Interface Management

- Application Maintenance & Support Function to provide Specifications for change, testing requirements, and implementation guidance.
- Availability Management Function to ensure the interface, SOA or shared service is designed to meet availability requirements as defined in the agreement between the CWS/Web Division Office and the interface partner.
- Capacity Management Function to ensure the interface, SOA or shared service is designed to meet performance and capacity requirements as defined in the agreement between the CWS/Web Division Office and the interface partner.
- Change Management Function to ensure changes proposed to the CWS/Web solution will not negatively impact any existing or planned interfaces, SOA or shared services.
- Servers (Hosting) & Storage Function to maintain the confidentiality, integrity and availability of all necessary server and storage environments needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.
- Customer Training Function to incorporate any unique requirements that an interface, SOA object or shared service requires to be utilized in CWS/Web Solution training.
- Service Desk, Incident Management and Problem Management Functions to ensure swift restoration of service of CWS/Web Solution Interface, SOA and shared services.

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Interface Management Function.
- Project Management to ensure alignment between those Functions necessary to successfully deploy an interface, SOA object or shared service change into the targeted CWS/Web Solution environment.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches as they relate to an interface, SOA object or shared service.
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution utilized interfaces, SOA and shared services.
- Service Continuity Management Function to ensure all interfaces, SOA and shared services are designed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Project Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Project Management Function.
- Capacity Management, Service Continuity Management and Availability Management Functions to ensure the change design meets CWS/Web Solution performance and availability requirements.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Change Management, Configuration Management, Release Management, Testing and Quality Assurance Functions to develop and enhance test data, test plans, test cases, test results, and test approaches and ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders.
- Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions for appropriate involvement in the change to ensure the

change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders.

- Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received.
- Requirements Management to ensure changes do not impact requirements that are not intended to be modified by the change.
- Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change.
- Customer Relationship Management and Communications Functions to ensure all stakeholders are kept informed of the project status and planned events.
- Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Quality Assurance

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Quality Assurance Function.
- Change Management, Configuration Management, Release Management, and Testing Functions to ensure the change is ready for Acceptance testing.
- Release Management Function to communicate that Acceptance has been granted and the change can be scheduled for implementation.
- Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions are involved appropriately in the acceptance test to ensure the change is implemented in a manner that will not disrupt CWS/Web Solution availability and usability by its stakeholders.
- Service Desk Function to ensure it is prepared for possible call increases when the change is introduced into production and is trained and equipped to resolve calls when received.
- Requirements Management to ensure changes do not impact requirements that are not intended to be modified by the change.
- Requirements Management Function to ensure changes have completely and satisfactorily addressed the requirements associated with the change.
- Customer Training Function to prepare and conduct any necessary training to CWS/Web Solution stakeholders on the changes made to the production environment.

- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Requirements Management

- Project Management Function to elicit, document, analyze, prioritize and agree on requirements.
- Change Management, Configuration Management, and Testing Functions to ensure the change has been thoroughly tested against new and base requirements and is ready for acceptance testing.
- Application Maintenance & Support, Networks (Connectivity), Information Management, Servers (Hosting) & Storage, Personal Device Support and Security Functions to ensure new and base requirements have been appropriately planned for in all phases of testing to validate the change can be implemented in a manner that will not disrupt CWS/Web Solution availability and usability by stakeholders.
- Quality Assurance Function to ensure all acceptance test plans, criteria, and evaluations address both new and base requirement validations.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Requirements Management Function.
- Release Management Function to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Technical Writing

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Technical Writing Function.
- All other Functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support Documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site.
- All other Functions in the three Service and Support dimensions to ensure all CWS/Web Solution Service and Support Documentation is created in a common format and level of detail to ensure usability by other Functions, as appropriate.
- Document Management Function to ensure Documentation is created and stored in compliance with document management librarian and directory requirements.

Testing

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Testing Function.
- Release Management Function to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- All other Functions in the three Service and Support dimensions impacted by the change will be adequately tested to ensure the Implementation of the change will not disrupt CWS/Web Solution production environment availability and usability.
- The Quality Assurance Function to ensure all pre-acceptance testing has been completed satisfactorily and the change is ready for acceptance testing.
- Requirements Management to ensure changes do not impact requirements that are not intended to be modified by the change and have completely and satisfactorily addressed the requirements associated with the change.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Workflow & Business Rules Management

- Information Management Function to ensure new workflows and business rules are supported with the required data.
- Requirements Management Function to ensure requirements representing workflow and business rules are captured, documented and stored in the requirements repository.
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test data, test results and test approaches; (4) Customer Training Function for training material updates required to reflect planned workflow and business rules changes.
- Customer Training Function for training material updates required to reflect planned workflow and business rules changes.
- Project Management, Change Management, Release to Production Management, Capacity Management, Security, Operations, Service Desk and Availability Management Functions to ensure the introduction of new or modified workflows and business rules are managed appropriately and introduced into the production environment in a manner that does not disrupt the security and availability of the CWS/Web Solution.
- Configuration Management Function to ensure configurable items are identified in the Configuration Management Database.
- Customer Relationship Management Function to facilitate effective communication regarding the introduction of new or modified workflows and business rules.

- Governance to ensure business rules are managed to prevent disruption of the CWS/Web Solution.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Workflow & Business Rules Management Function.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function of the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Interface Management Function to ensure the introduction of new workflow and business rules does not adversely impact existing interfaces.
- Solution Architecture Function to ensure alignment of the workflow and business rules Implementation remains in conformance and compliance with the overall CWS/Web Solution Architecture.
- Service Desk, Incident and/or Problem Management Functions to provide 3rd level support for incidents or problems associated with the Workflow and Business Rules Function.
- Service Continuity Management Function to ensure all Software is managed in a manner that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster.
- Security Function to ensure authentication and authorization solutions are monitored and maintained for all CWS/Web Solution applications.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing.

Service Delivery

Availability Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Availability Management Function.
- Performance Measures and Oversight – Internal Operations Functions to track and report on CWS/Web Solution availability against contractual requirements.
- Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements.
- Change Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes

are designed, built, tested, implemented to meet CWS/Web availability requirements.

- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.
- Proposal Development Function to provide the availability requirements and costs associated with work request assessments.
- Operations Function to assess and remediate any availability issues being experienced in the CWS/Web Solution production environment.

Capacity Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Capacity Management Function.
- Performance Measures and Oversight – Internal Operations Functions to track and report on CWS/Web Solution performance against contractual requirements.
- Service Level Management Function to define and report against availability service levels the CWS Program has defined for the CWS/Web Solution.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, implemented and maintained to meet CWS/Web capacity and performance requirements.
- Change Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested, implemented to meet CWS/Web capacity and performance requirements.
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.
- Proposal Development Function to provide the capacity and performance requirements and costs associated with work request assessments.
- Operations Function to assess and remediate any capacity or performance issues being experienced in the CWS/Web Solution production environment.

Change Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Change Management Function.
- Oversight – Internal Operations Function for authorizing, prioritizing, and scheduling of resources to develop the solution for a work request.
- Communications and Customer Relationship Management Functions to communicate the forward schedule of changes planned for the CWS/Web Solution.
- Operations and Service Desk Functions to provide the forward schedule of changes planned for the CWS/Web Solution.
- Proposal Development Function for determining risks, impacts, schedules, and costs of requests for change in order to determine whether they should be approved and when they should be scheduled.
- Release Management Function for implementing an approved, developed, and tested request for change to the CWS/Web Solution.
- Service Desk, Work Request Receipt and Customer Relationship Management Functions to report on requests for change, their current state in the change management process, and any details associated with the changes including cost and schedule.
- Service Continuity Management Function to ensure service continuity needs are accounted for and included in all CWS/Web Solution Releases to meet recovery point and time requirements for the CWS/Web Solution.
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Release Management, Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Configuration Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Configuration Management Function.

- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.
- Proposal Development Function for determining risks and impacts of a change on all configuration items.
- Release Management Function for updating the configuration management data base.
- Service Desk, Incident Management and Problem Management Functions to provide disruption history about configuration items that are experiencing or have experienced degraded performance.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure changes are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Release Management, Change Management, Testing, Quality Assurance and Requirements Management Functions to ensure changes are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Customer Training

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Customer Training Function.
- Application Maintenance & Support Function to maintain and enhance automated training tools.
- Change Management and Release Management Functions to ensure all training materials are updated to reflect the change being developed so training can be provided in advance of the change being implemented into production.
- Communications Function to announce training events.
- Customer Relationship Management Function to provide stakeholders with details about training events and secure feedback on training performance for process improvement.
- Service Desk, Incident Management and Problem Management Functions to identify patterns of calls that might be eliminated if additional training was provided or training updated to address the problem areas in greater depth.
- Servers (Hosting) & Storage, Information Management and Operations Functions to prepare the CWS/Web Solution training environment to be used during training events.

- Technical Writing Function to assist in the finalization of written training materials.

Incident Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Incident Management Function.
- Personal Device Support Function for training and materials on how to provide resolution to stakeholder calls to the Service Desk related to personal device (i.e. PDA, laptops, scanners) issues.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to 2nd and 3rd level escalation to resolve an incident and restore service to the impacted stakeholder(s).
- Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment.
- Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by the Problem Management Function.
- Problem Management Function to ensure Incident Management processes result the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented.
- Service Desk Function as it is the agent by which the Incident Management Function is typically performed.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Network Connectivity

- Application Maintenance & Support Function for any data transmission changes necessary to support the application changes being developed and deployed.
- Requirements Management Function to develop CWS/Web Solution requirements Documentation as those requirements pertain to CWS/Web Solution network environment.
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.
- Customer Training Function to provide access to the training environment.
- Project Management to ensure alignment between those Functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.

- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for information related to the network environment configurations under the direct control of the Contractor or CWS/Web Division Office.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Information Management Function to ensure the network has the capacity to support current and future data mart and data warehouse queries.
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary Data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.
- Solution Architecture Function to ensure the network layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.
- Operations Function to plan for and assist in the recovery of data after a failure.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Network (Connectivity) Function.
- Service Desk, Incident and/or Problem Management Functions to provide 2nd and 3rd level support for incidents or problems being assigned to the Network (Connectivity) Function.
- Personal Device Support Function to develop and publish CWS/Web Solution policies in regards to personal device security, configuration and currency requirements.
- Service Continuity Management Function to ensure that connectivity can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders.
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution network components.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Operations

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Operations Function.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in

the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

- Availability Management Function to ensure changes are designed, built, tested, implemented to meet CWS/Web Solution availability requirements.
- Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Configuration Management Function to ensure changes are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Incident Management and Service Desk Functions for 2nd and 3rd level escalation to resolve an incident and restore service to the impacted stakeholder(s).
- Problem Management Function to do root cause analysis and identify temporary and permanent fixes to known problems.
- Release Management Function to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Release Management Function to ensure Releases are designed, built, tested and planned for Implementation in a manner that will facilitate CWS/Web Solution recovery at an alternate site.
- Service Desk and Incident Management Functions for escalation of incidents per requirements in the CWS/Web Solution Contract.
    - Applications Maintenance & Support Function to:
        - Create and maintain production job processing scripts.
        - Provide print operations and distribution.
        - Schedule and monitor CWS/Web Solution batch or offline processes.
- Information Management and Service Continuity Management Functions to:
    - Provide recovery processing.
    - Perform data backup.
    - Manage off site tape storage and retrieval.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to:
    - Coordinate production outage resolutions.
    - Provide CWS/Web Solution monitoring.
    - Provide operational consulting to CWS/Web Solution developers.
- Provide operational consulting to CWS/Web Solution developers.
- Personal Device Support.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Personal Device Support Function.

- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site.
- Service Desk and Incident Management Functions for training and materials on how to provide resolution to stakeholder calls to the Service Desk related to personal device (i.e. PDA, laptops, scanners) issues.
- Policy, Security and Network (Connectivity) Functions to develop and publish CWS/Web Solution policies in regards to personal device security, configuration and currency requirements.
- Service Continuity Management Function to ensure that the CWS/Web Solution can be recovered at an alternate site and still allow personal device usage by stakeholders to securely access the CWS/Web Solution.
- Problem Management Function to analyze assistance requests for trends and problems to identify potential fixes or enhancement requirements to the CWS/Web Solution or stakeholder infrastructure.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.
- Release Management Function to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.

Problem Management

- Communications Function to communicate to CWS/Web Solution stakeholders about Major disruption resolution progress and outcomes.
- Customer Relationship Management Function to communicate to CWS/Web Solution stakeholders about Major disruption resolution progress and outcomes.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Problem Management Function.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to do root cause analysis and identify temporary and permanent fixes to known problems.

- Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management.
- Incident Management Function to ensure Incident Management processes result the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented.
- Service Desk Function to establish criteria (i.e. Major outage) that would trigger the Problem Management Function to be activated to lead the resolution and restoration of the CWS/Web Solution rather than utilizing normal escalation processes to address the incident.

Release Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Release Management Function.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.
- Oversight – Internal Operations Function for authorizing, prioritizing, and scheduling Releases to the CWS/Web Solution.
- Communications and Customer Relationship Management Functions to communicate the Schedule of Releases planned for the CWS/Web Solution
- Operations and Service Desk Functions to provide them the Schedule of Releases planned for the CWS/Web Solution.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support and Servers (Hosting) & Storage Functions to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Configuration Management, Testing, Quality Assurance and Requirements Management Functions to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.

Security

- Application Maintenance & Support Function identify and implement any security changes necessary to support the application changes being developed and deployed.
- Requirements Management Function to develop CWS/Web Solution requirements Documentation as those requirements pertain to CWS/Web Solution security.
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.

- Personal Device Support Function to develop and publish CWS/Web Solution policies in regards to personal device security.
- Release Management Function to ensure Releases are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Project Management to ensure alignment between those Functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.
- Configuration Management Function to maintain the Definitive Software Library or related security Function controlled libraries for security related information for the CWS/Web Solution under the direct control of the Contractor or CWS/Web Division Office.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Information Management Function to ensure data is secured to ensure confidentiality, integrity and availability.
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary data transmissions needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.
- Solution Architecture Function to ensure the security layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Security Function.
- Service Desk, Incident and/or Problem Management Functions to provide support for security incidents.
- Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements.
- Change Management Function to ensure changes are designed, built, tested and planned for Implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Service Continuity Management Function to ensure that security can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

- Servers (Hosting) & Storage Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution server and storage components.

Servers (Hosting) & Storage

- Application Maintenance & Support Function for any server or storage changes necessary to support the application changes being developed and deployed.
- Requirements Management Function to develop CWS/Web Solution requirements Documentation as those requirements pertain to CWS/Web Solution server and storage environments.
- Testing and Quality Assurance Functions to develop and enhance test plans, test cases, test results, and test approaches.
- Customer Training Function to ensure the training environment is available for use in delivering training.
- Project Management to ensure alignment between those Functions necessary to successfully deploy a change into the targeted CWS/Web Solution environment.
- Configuration Management Function to maintaining the Definitive Software Library (and any related libraries) for information for server and storage environment configurations under the direct control of the Contractor or CWS/Web Division Office.
- Proposal Development Function to provide impact analysis for work requests received via the Work Request Receipt Function or the CWS/Web Division Office in support of other stakeholder requests (such as the need to assess legislative or regulation changes).
- Information Management Function to ensure the storage environment has the capacity to support current and future data mart and data warehouse needs.
- Interface Management Function to maintain the confidentiality, integrity and availability of all necessary server and storage environments needed for interfaces, SOA and shared service solutions deployed within the CWS/Web Solution.
- Release Management Function to ensure Releases are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Solution Architecture Function to ensure the server and storage layer remains in conformance and compliance with the overall CWS/Web Solution Architecture.
- Operations Function to plan for and assist in the recovery of servers and storage environments after a failure.
- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Servers (Hosting) & Storage Function.

- Service Desk, Incident and/or Problem Management Functions to provide 2nd and 3rd level support for incidents or problems being assigned to the Servers (Hosting) & Storage Function.
- Service Continuity Management Function to ensure that servers and storage can be provided that would allow CWS/Web Solution processing to be resumed at an alternate site in the case of a catastrophic disaster and accessible for use by CWS/Web Solution stakeholders.
- Security Function to ensure data integrity and confidentiality solutions are monitored and maintained for all CWS/Web Solution server and storage components.
- Availability Management Function to ensure changes are designed, built, tested, implemented and maintained to meet CWS/Web availability requirements.
- Change Management Function to ensure changes are designed, built, tested and planned for implementation in a manner that will not disrupt CWS/Web Solution availability to stakeholders.
- Security Function to identify and implement any security changes necessary to support the servers and storage changes being developed and deployed.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

Service Continuity Management

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Continuity Management Function.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a disaster situation to allow CWS/Web Solution processing to be resumed at an alternate site.
- Change Management and Release Management Functions to ensure service continuity needs are accounted for and included in all CWS/Web Solution Releases to meet recovery point and time requirements for the CWS/Web Solution.
- Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions to conduct annual service continuity testing to validate that continuity plans have been correctly constructed to ensure to the ability to recover the CWS/Web solution at an alternate site in the case of a disaster.
- Information Management and Operations Function to ensure data backup and recovery and offsite storage arrangements meet the requirements for CWS/Web Solution recovery at an alternate site in the case of a disaster.

- Availability Management Function to ensure changes are designed, built, tested, implemented to meet CWS/Web availability requirements.
- Configuration Management Function to ensure changes are designed, built, tested and planned for Implementation in a manner that enables recovery of the CWS/Web Solution at an alternate site.
- Solution Architecture Function to ensure all changes being developed for the CWS/Web Solution are validated to conform to CWS/Web Solution Architecture standards and service level requirements.
- All other Function in the three dimensions annually update the CWS/Web Division Office and CWS/Web Solution disaster recovery plans ensuring all organizations that play a role in the delivery of the CWS/Web Solution are included in the plan.
- OSI Information Security Office to ensure CWS/Web Division Office and CWS/Web Solution needs are addressed in the OSI Continuity of Government and Continuity of Operations and Disaster Recovery plans.

Service Desk

- Incident Management Function and the:
  - Communications Function to announce events that will disrupt service that are out of the normal maintenance windows.
  - Application Maintenance & Support, Information Management, Networks (Connectivity), Security, Personal Device Support, Operations, Interface Management and Servers (Hosting) & Storage Functions for escalation of incidents per requirements in the CWS/Web Solution Contract.
  - Change Management and Release Management Functions to be prepared for potential increase in calls as a result of a change being made to the CWS/Web Solution production environment.
  - Configuration Management Function to ensure incident information is gathered and associated with appropriate configuration items for use by Problem Management.
  - Problem Management Function to ensure Incident Management processes result in the necessary detail being placed in the incident tracking system to allow the identification of trends so that permanent fix remedies can be identified and implemented.
  - Service Desk and Incident Management Functions to ensure training prior to Pilot, the Contractor's Service Desk staff in the CWS/Web System, Service Desk supporting tools.
- Work Request Receipt, Proposal Development, Customer Relationship Management and Change Management Functions to receive, log, track and provide ongoing feedback on work requests submitted by CWS/Web Solution stakeholders.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in

the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Service Desk Function.

Training (internal)

- Performance Measures, Governance and Oversight – Internal Operations Functions to assess and adjust as necessary the performance of the Training (Internal) Function.
- Technical Writing Function to ensure all Documentation is created in a common format and level of detail to ensure usability by another party in the case of a catastrophic disaster to allow CWS/Web Solution processing to be resumed at an alternate site.
- All other Functions in the three Service and Support dimensions to identify the training needs of the individuals that have delivery or management responsibilities for a Function.
- All other Functions in the three Service and Support dimensions to provide or secure the training identified for the individuals that have delivery or management responsibilities for a Function.

SS005-CWS/Web Performance Agreement

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
Beginning of Pilot phase

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3954

Product Description: The **CWS/Web Performance Agreement** describes in a report the performance of each function and its specific performance metrics and targets. The report provides the results of testing, monitoring and auditing the overall CWS/Web Solution performance metrics and targets actual performance against contractual obligations, actual costs versus projected cost, work request issues, and satisfaction survey responses to determine performance issues

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The CWS Performance Agreement shall include (but is not limited to) the following:

- Methodology Applied
- Performance Auditing
- Performance testing and results
- Performance metrics and results
- Analysis of actual cost versus projected cost
- Stakeholder satisfaction survey responses
- Function specific measurements
- Performance issues and status
- Remediation plans and progress regarding degraded performance issues
- Work request issues and status

SS006-Systems Integrator Service Level Agreement

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
Contractor format with State Acceptance.
Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable consistent with the accepted Performance and Capacity Management Plan.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
Proposed SLA 40 calendar days prior to Pilot

Date of Subsequent Submission:
Updated SLA 60 calendar days following completion of the IR Implementation Phase Final SLA in conjunction with Compensation Milestone for IR Implementation Acceptance

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3910

Product Description: The **Systems Integrator Service Level Agreement** documents the formal agreements between the State and the Contractor on performance requirements

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Systems Integrator Service Level Agreement shall include (but is not limited to) the following:

- Methodology Applied
- Performance Auditing
- Performance testing and results
- Performance metrics and results
- Requirement/Contract Verification and Validation Process
- Function Specific Measurements
- Issue Resolution

SS007-CWS/Web Solution Management Guide

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the delivered Function Delivery Plan
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
60 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
12 months prior to Pilot.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3907

Product Description: The **CWS/Web Solution Management Guide** describes how the individual Services and Support Function Delivery Plans are interrelated. This guide is a management, oversight/governing tool envisioned to be utilized by the CWS/Web Division Office.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The CWS/Web Service and Support Management Guide provides CWS/Web Division Office leadership a detailed explanation of:

- How all the functions, contained within this solicitation and the Contractor's proposal, relate to one another and will be managed as a whole to ensure CWS/Web Solution availability and performance requirements are met
- How all CWS/Web Division Office sourcing arrangements relate to one another and will be managed as a whole to ensure CWS/Web availability and performance requirements are met
- How the CWS/Web Solution is constructed and delivered and how CWS/Web Division Office individual responsibilities contribute to the success of the CWS/Web Solution
- Incorporation of the OSI internal collaborations contained within RFP Section VI.6.1.1 – OSI Collaborations

SS009-Corrective Application Maintenance Performance Report

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted Function Delivery Plan for Corrective Application Maintenance
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
5 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
At the beginning of Service and Support phase

Date of Subsequent Submission:
Quarterly

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4082

Product Description: The **Corrective Application Maintenance Performance Report** describes all service levels, measurable events, and targets that are performed for corrective application maintenance.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Corrective Application Maintenance Performance Report shall include (but is not limited to) the following:

Table D - 1. Application Maintenance Performance Levels

Measurable Event	Service Level Requirement	Calculation	Measurement Interval
Timely Resolution of Application Problems and Maintenance Service Requests	Severity 1: 90% within 6 hours Severity 2: 90% within 16 hours Severity 3: 90% within 40 hours	Performance = Number of Tickets Closed within severity level timeframe / Total number of Tickets Closed Severity Level 1 – Number of requests resolved within 4 business hours / total calls in Service Level 1* 100% = "Service Level Attained" Severity Level 2 – Number of requests resolved within eight business hours / total calls in Service Level 2* 100% = "Service Level Attained" Severity Level 3 – Number of requests resolved within remaining hours in current business day + the next eight business hours / total calls in Service Level 3* 100% = "Service Level Attained"	Measure = Monthly; Report Period = Quarterly

SS012-Annual Disaster Recovery Exercise Results

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Consistent with the accepted Service Continuity Management Disaster Recovery Plan
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
Annually

Date of First Submission:
10 calendar days after the disaster recovery exercise

Date of Subsequent Submission:
10 calendar days after the disaster recovery exercise

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3730

Product Description: The **Annual Disaster Recovery Exercise Results** describes the outcome of the annual disaster recovery exercise described in the disaster recovery plan. The annual exercise assesses the disaster recovery planning for the ability to quickly recover critical functionality in the event of a disaster or system interruption.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Annual Disaster Recovery Exercise Results shall include (but is not limited to) the following:

- Content Overview
- Description and Methodology
- Identification of all components
- Roles and Responsibilities
- Audits
- Procedures
- Identified Issues and Resolution
- Results
- Analysis of Results
- Recommendations
- Metrics
- Baseline (pre-test baseline)

SS013-Service Continuity Management Disaster Recovery Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Consistent with the accepted Function Delivery Plan for the Service Continuity Management Function
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
30 calendar days before start of system qualification testing.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3723

Product Description: The **Service Continuity Management Disaster Recovery Plan** describes how an organization will recover and restore partially or completely interrupted critical (urgent) functions after a disaster or extended disruption.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Service Continuity Management Disaster Recovery Plan shall include (but is not limited to) the following:

- Assumption and Constraints
- Strategies
- Recovery Time Objective
- Recovery Point Objective
- Maintenance of Contacts
- Roles and Responsibilities
- Maintenance of Security Assets
- Service Level Agreement (SLA) for Service Continuity Management Disaster Recovery
- Policies
- Processes and Procedures
- Scripts
- Impact Analysis
- Approach to planning, executing and testing disaster recovery exercises

SS014-Incident Management Performance Report

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted Function Delivery Plan for Incident Management
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
5 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
30 calendar days after start of Pilot

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4049

Product Description: The **Incident Management Performance Report** describes ongoing measurement of performance in recurring problem areas and their resolutions to assure a high quality and high reliability of performance. The performance monitoring of incidents provides the ability to monitor consistency with agreed-to levels and is a resource to the ongoing development of processes and procedures for incident resolution.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Incident Management Performance Report shall be in accordance with the CWS/Web Performance Agreement and shall include (but is not limited to) the following:

- Incorporate and adhere to critical service levels descriptions:
    - Severity One Level Outages (defined as a complete or severe loss of service in at least one Critical Business Function, the system business operations cannot reasonably continue or can continue only in a restricted fashion
    - Severity Two Level Outages (defined as a Minor loss of service meaning the impact is an inconvenience and Critical Business Functions are not significantly impaired and the system business operations can continue with minimal disruption to customers
    - Severity Three Level Outages (defined as a deviation from the standard of performance that causes no loss of service. This may be a Minor error, incorrect behavior, or a documentation error that does not impede the operations and has minimal impact on customers.
- Performance categories such as severity level definitions.
- Resolution time within each severity level and incident responses
- Root cause analysis
- Chronic problem identification
- Performance category for response time
- Key measurements
- Incident resolution

SS015-Maintenance Activity Report

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
Within 24 hours of incident.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1873

Product Description: The **Maintenance Activity Report** describes the communication of maintenance activities and services.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Maintenance Activity Report shall include (but is not limited to) the following:

- Date and time of notification
- Date and time of arrival
- Detailed configuration item information for the impacted component(s)
- Detailed configuration item information for the replaced component(s)
- Start and end time spent on repair
- Duration time spent for repair
- List of component(s) replaced
- Description of malfunction or defect
- Resolution, location, status of component(s) repaired

SS017-Service Partner Performance Agreement

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable consistent with the accepted Performance Capacity Management Plan
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
Annually or as necessary and mutually agreed upon by CWS/Web Division Office and the Contractor.

Date of First Submission:
Within 60 calendar days of Detailed Design review milestone.

Date of Subsequent Submission:
Annually or as necessary and mutually agreed upon by CWS/Web Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4041

Product Description: The **Service Partner Performance Agreement** describes the formalized performance agreement (e.g., Interagency Agreement, Memorandum of Understanding, Service Level Agreement, Contract) between service partners. The Service Partner Performance Agreement specifies details that may be required to provide overall security safeguards, roles and responsibilities, and requirements regarding the partnership.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Service Partner Performance Agreement shall include (but is not limited to) the following:

- Purpose of Agreement
- Statement of Requirements
- Security Considerations
- Service Offered
- Incident Reporting
- Processes and Procedures
- Topological Drawing
- Organizational Structure
- High level description of systems
- Roles and Responsibilities
- Auditing
- Restrictions (i.e. equipment)
- Authority Signatures
- Availability
- Critical Business Functions
- Service Disruptions
- Performance Measurement
- Outage Policies and Procedures
- Reporting
- Root Cause Analysis
- Trend Analysis

SS018-Backup and Recovery Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted Function Delivery Plan for the Operations Function
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
30 State business day before Pilot

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1952

Product Description: The **Backup and Recovery Plan** describes the planned strategies and procedures of the backup and recovery of the CWS/Web System. The Backup and Recovery Plan provides a tested, reliable process and procedure for preventing critical data loss due to data corruptions, hardware and system failures and the ability to re-construct data in the event of data loss.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Backup and Recovery Plan shall include (but is not limited to) the following:

- Roles and Responsibilities
- Processes and procedures for all elements of the backup and recovery
    - Administration/Management
    - Hardware
    - Database
    - Software
    - Infrastructure
- Backup and Recovery tools
- Strategies for backup and recovery
- Failure modes and techniques and tools for each failure mode
- Scenarios
- Preventative Measures
- Backup and recovery policies
- Retention Policies
- Archiving older backup
- Frequency of backups that will meet or exceed the following performance levels:
    - 100% Daily incremental backups, stored onsite & offsite
    - 100% Weekly full backups, stored onsite & offsite
    - 100% Monthly full backups, stored offsite
- Ability to provide full and incremental backup
- Maintenance of Backup and Recovery Plan
- Testing backup and delivery plan
- Protecting redundancy set
- Restore Points
- Retention Policy
- Physical and logical backup and restore

SS019-Preventive Maintenance Schedule

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
N/A

Frequency of Submission:
Quarterly

Date of First Submission:
10 calendar days after Statewide Deployment

Date of Subsequent Submission:
One month in advance of each calendar quarter.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1875

Product Description: The **Preventive Maintenance Schedule** lists the scheduled preventative maintenance activities and services.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Preventive Maintenance Schedule shall include (but is not limited to) the following:

- List of Activities Planned
    - Availability of the System
    - Affected Services
    - Affected Counties and State agencies
    - Preventive maintenance activities for the next calendar quarter
- Frequencies and durations of activities planned
- Impact to CWS/Web Solution

SS020-Production Release Package

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Meets the intent of EIA/IEEE J-STD 016 – 1995, I.2.1
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
30 calendar days prior to Pilot

Date of Subsequent Submission:
As needed or major change to the Release Plan

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 2008

Product Description: The **Production Release Package** describes the activities performed and configuration items updated and created for a production release. In addition the Production Release Package describes the sequence of events to perform the release to production.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Production Release Plan shall include (but is not limited to) the following:

- Roles and Responsibilities
- Updated Configuration Information
- Updated Architectural Description
- Updated System/Subsystem Design, including detailed system technical and user documentation
- Release Schedules
- Production Release processes and procedures
- Communication process and procedures
- Management process and procedures
- Release notification process and procedures
- Release back-out plan
- Release readiness review
- Tools

SS021-User Account Administration Performance Report

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to the accepted product definition document

Timeframe for State Acceptance:
5 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
90 business days after completion of Implementation.

Date of Subsequent Submission:
Quarterly

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3803

Product Description: The **User Account Administration Performance Report** describes a report of User account administration activities.

Content: The User Account Administration Performance Report shall include (but is not limited to) the following:

- Issues/Resolution
- Processes/Policies
- Guidelines
- Audits
- Performance

SS023-Asset Management System Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
30 calendar days prior to delivery of the Asset Management System

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4890

Product Description: The **Asset Management System Description** shall provide detailed Specifications and description of the Asset Management System. In addition, the Asset Management System Description will describe how the system will incorporate the life cycle information about each asset from an IT financial management perspective.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Asset Management System Description shall include (but is not limited to) the following:

Specification Information
- Reference or include requirements/specification information from other CWS/Web Products, if applicable

Design Information
- Include design information or, if applicable, reference other CWS/Web Products

Development/Procurement Information
The components of the end item including:
- Listing of all hardware items comprising the Asset Management System, including sub items and how the sub items are assembled to form the end item
- Listing of all software items comprising the Asset Management System including sub items and how the sub items are assembled to form the end item
- Listing of all documentation associated with hardware and software items and sub items

Installation and Configuration Information:
- Identify all facility requirements (floor space, power, cooling, etc.) for the end item
- Reference or Include procedures for installation and configuration of the end item

Service and Support Information
- Draft Asset Management Function content for the Function Delivery Plan and CWS/Web Solution Management Guide
- Reference or Include procedures to maintain and operate the end item
- List all interfaces with the end item
    - Configuration Management System

SS026-Service Desk Solution Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the Function Delivery Plan for Service Desk Solution
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
30 calendar days prior to delivery of the Service Desk Solution

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4893

Product Description: The **Service Desk Solution Description** shall provide detailed Specifications and description of the automated Service Desk Solution tool by which service disruptions and request for services are reported, logged and tracked.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Service Desk Solution Description shall include (but is not limited to) the following:

Specification Information
- Reference or include requirements/specification information from other CWS/Web Solution Products, if applicable

Design Information
- Include design information or, if applicable, reference other CWS/Web Solution Products

Development/Procurement Information
- The components of the end item including:
- Listing of all hardware items comprising the Service Desk Solution, including sub items and how the sub items are assembled to form the end item
- Listing of all software items comprising the Service Desk Solution including sub items and how the sub items are assembled to form the end item
- Listing of all documentation associated with hardware and software items and sub items

Installation and Configuration Information:
- Identify all facility requirements (e.g., floor space, power, cooling) for the end item
- Reference or Include procedures for installation and configuration of the end item

Service and Support Information
- Draft Service Desk Solution Function content for the Function Delivery Plan and CWS/Web Solution Management Guide
- Reference or Include procedures to maintain and operate the end item
- List all interfaces with the end item
- Incident, Problem and Defect Integrated Tracking System

Technical Management

TM001-Data Conversion Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
120 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 872

Product Description: The **Data Conversion Plan** describes the approach to converting State and or County legacy data to a new format/database. The plan describes the tool(s) to be used, types of automated and manual processes to be used, how Data anomalies and errors are handled, and how converted Data will be validated to ensure it is correct prior to its use in the new production System.

Content: The content and format of the plan may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The statewide plan shall include system-specific appendices and shall include at a minimum planning for: methodology, activities, resources, roles and responsibilities, timelines, Deliverables, conversion risks identified, timing issues, considerations and rationale. The analysis shall identify where the Data is coming from, the process for extracting Data from the County system or County data service center, and potential issues. This plan shall describe the methodology for each Site's conversion cutover process to achieve minimal downtime.

The plan shall include at a minimum:

- Data conversion strategy
    - Identify the process by which clients, families and resources that are defined in multiple databases can be reconciled
    - Describe the process of merging duplicate information that can only be done manually.
    - Document any instance categorized as a serious Data quality issue in the Data Conversion Design Specification
    - Provide the Specifications and procedures for manual conversion of Data
    - Determine the overall scope of Data that must be converted:
        - Source Systems
        - Determine archive Data needs per Data archive policy (e.g., historical Data that is no longer needed in the active System)
        - Determine which Data elements must be converted
- Activities prior to and leading up to the conversion (e.g., determining the scope and approach or method, merge of duplicate Data, and synchronization of Data if needed)
- Plans and schedules for conversion of Data in support of:
    - Development
    - Testing
    - Pilot
    - Statewide deployment
    - Data verification and validation
- Establishment of the data conversion environment, (e.g., physical service, software, staging areas)

- Process for handling corrupted Data
- Development and testing of conversion procedures and applications for automated conversion
- Process for quality assurance and verification of conversion prior to deployment, including a definition of the metrics that will be generated by the conversion process. These metrics will be used to measure the completeness and quality of the conversion. The metrics must include record counts for each major grouping of data elements from both the legacy source systems and the new System (e.g., number of persons, cases, resources).
- Training, Documentation, Maintenance or Software identified in the conversion Specification document as being required to support the conversion from the existing system and County-specific systems to CWS/Web System.
- Post-conversion reviews
- Data Conversion Problems Report, which supports the conversion efforts by providing both a pre-conversion quality assessment of the Data and Data clean-up activities. The report documents information for the State and each County to include bad Data, missing Data, duplicate Data, fragmented Data, and suspect duplicate Data. The report will be used in problem resolution and Data cleansing efforts prior to conversion.
- Data Quality Report, which supports the conversion efforts by providing post-conversion quality assessments of the Data and any anomalies. The report will be used to resolve the anomalies and assist in post-conversion Data cleansing efforts.

TM002-Software Development Plan (SDP)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- EIA/IEEE J-Std 016 -1995, E.2.1
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable comprehensively describes the processes and methods for all software development activities.
- Deliverable identifies all standards and practices for representing requirements, design, code, and test.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
No later than 45 days after Project start date

Date of Subsequent Submission:
Annually or at major milestones

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 811

Product Description: The **Software Development Plan** describes the systematic and documented methods for all Software development activities of the CWS/Web Solution. It includes the standards and practices for developing and documenting requirements, design, code, test cases, test procedures, and test results.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

Subclause 4.1 shall be interpreted to include the following text:

Subclause 4.1 shall specify the process(es) and methodologies for:

- Avoidance and clearance of significant defects, as defined by the Problem Resolution Plan (TM023).
- Assigning defect corrections to periodically Scheduled Releases, e.g. quarterly Releases.
- Scheduling Releases due to the clearance of significant defects.
- Preparing Release Schedules for both periodically Scheduled Releases and Releases due to the clearance of significant defects.

Subclause 4.1 shall identify the roles and responsibilities for the Contractor and State in establishing the Release Schedule with the State making the final determination regarding the Schedule. Release Schedule(s) shall be prepared for both periodically Scheduled Releases and Releases due to the clearance of significant defects.

TM003-System Security Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
180 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 867

Product Description: The **System Security Plan** provides an overview of the security requirements of the CWS/Web System and describes the controls to meet those requirements. The System Security Plan delineates responsibilities and expected behavior of all individuals who access the CWS/Web System. The security plan should be viewed as documentation of the structured process of planning adequate, cost-effective security protection for a system.

Content: The content and format of the plan may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The plan must meet the following policies:

- OMB Circular A 130 (Contractor to review for applicability)
- ISO 27002
- National Institute of Standards and Technology (NIST) Special Publication (SP) 800 18
- State security policies (e.g., SAM, SIMM, Budget Letters, OSI Information Security Office)
- Federal security requirements listed in 45 CFR Part 95 and OISM-IM-93-1

The plan shall include at a minimum:

- System Identification
    - Accountabilities, separation of duties, the roles, and responsibilities for system and information security
    - A System Environment Description that identifies environmental and technical factors that raise special security concerns
    - System Interconnection/Information Sharing
    - Laws, Regulations and Policies Affecting the System
    - Sensitivity of Information Handled, including data classification
- Management Controls
    - Security Risk Assessment and Management
    - Security Audit Procedures and Practices, including ongoing review and updates of security policies and procedures
    - Review of Security Controls, including (1) Independent Security Review and Findings and (2) Periodic Internal Reviews and Findings, including encryption
- Rules of Behavior
    - Security Planning for the Life Cycle including development, Implementation, and Maintenance and Operations

- Accreditation
- Security Policy and Procedure communication

- Operational Controls
  - Personnel Security
  - Physical and Environmental Protection of Hardware, Software and Components
  - Production Input/Output Controls
  - Maintenance Controls
  - Data Integrity/Validation Controls, (including Malicious Programs, Virus Protection, Message Authentication, Integrity Verification, Reconciliation, and encryption)
  - Security Awareness and Training
  - Incident Response Capability, (including reporting, impact and cause analysis)
- Technical Controls
  - Identification and Authentication, (including password management and encryption)
  - Provisioning (e.g., Server, User, Mobile subscriber, Mobile content, Internet access)
  - Authorization/Access Controls, (including logical access controls and user access)
  - Public Access Controls
  - Audit Trails

TM004-Database Design Description (DBDD)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- EIA/IEEE J-Std 016 -1995 Annex G.2.3
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted System/Subsystem Design Document
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days after Acceptance of Software Requirements Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1810

Product Description: The **Database Design Description (DBDD)** defines the database designed for the CWS/Web Application. It is the basis for the detailed data design, defines the data manipulation language and establishes the data definition language that supports the database management system (DBMS). The DBDD documents the overall control and management of the planning, execution and Documentation of the data architecture and data model(s) and how data usage will be monitored in terms of access controls and data security. It identifies how the Contractor will correct data errors caused by program faults and User input mistakes (e.g., User creates a new case, but it is later determined to be a duplicate case that must be removed from CWS/Web System).

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The following remarks are made to the referenced standard: J-STD-016- 1995, G.2.3.

- J-STD-016- 1995, G.2.3, Sub clause 3.d add following items:
  - The number of DBMS process(es) to be used
  - The unique name of the DBMS process(es)
  - The physical location of the DBMS process(es)
  - The DBMS configuration settings
  - Comment(s) regarding decisions for various product installation/configuration decisions
- J-STD-016-1995, G.2.3, Sub clause 4.x.a.1 add following item:
  - Project requirement identifier
  - J-STD-016-1995, G.2.3, Sub clause 4.x.a.2 add following item:
  - User defined data type(s) - apply all of this standard's sub clause 4.x.a to each.
- J-STD-016-1995, G.2.3, Sub clause 4.x.a add following item:
  - Constraint
- J-STD-016-1995, G.2.3, Sub clause 4.x.b.5 add following items:
  - Verbs or verb phrases describing how entities are linked to each other.
  - The maximum number of occurrences
  - The modality (i.e., optional or required existence).
- J-STD-016-1995, G.2.3, Sub clause 4.x.b.1 add following item:
  - Project requirement identifier
- J-STD-016-1995, G.2.3, Sub clause 4.x.b add following item:
  - DBMS-specific language stored and used to present the display

TM005-Data Warehouse Design Description (DWDD)

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Must meet the intent of EIA/IEEE J-Std 016 -1995 Annex G.2.1
- Must meet the intent of EIA/IEEE J-Std 016 -1995 Annex G.2.3
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted System/Subsystem Design Description.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days post Acceptance of Software Requirements Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4740

Product Description: The **Data Warehouse Design Description (DWDD)** is the representation of the CWS/Web Solution data warehousing system. The Data Warehouse Design Document will document the architecture and technology, database design, Extraction-Transformation-Loading designs, staging and analytical design, and reporting/front end design.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Data Warehouse Design Description shall include at a minimum:

- Data Warehouse Architecture & Technology (e.g., ETL Tool, RDBMS, Scheduling Tools)
- Assumptions and Constraints
- Dimension model diagram for the data mart at the column level, including the table definitions for data mart and staging with data type and length
- Database Design
    - Staging Design – ER Diagram for staging schema, data model objects according to Data standards, physical data model by specifying schema object names, index plan, database partitioning strategy
    - Data Warehouse/Data Marts Design – ER Diagram for DWH/DM schema, data model objects according to Data Standards, physical data model by specifying schema object names, summary tables according to Data aggregation requirements, index plan, database partitioning strategy, business architecture matrix
    - Database Details
- Extraction-Transformation-Loading
    - Source Details – Source details, Push/Pull strategy, frequency of extraction
    - Data/Process Flow Diagram
    - Transformation Specifications
    - Pseudo code for mappings
- Staging to Data Warehouse and Data Marts
    - Data/Process Flow Diagram
    - Transformation Specifications
    - Pseudo code for mappings
    - Reusable components
    - Job scheduling
    - Other Scripts
    - Error Management
    - Security Features

- Reporting/Front End Layer Design
    - Semantic Layer Details – Identification of name (e.g., universe, catalog, package), Description, Dimensions included
    - Groups – Group name, Semantic name (e.g., universe name, catalog name) hierarchy details (e.g., dimension levels)
    - Security Restrictions – by Universe, Catalog, Group
    - Statewide Reports Information – Report Name, Refresh Strategy, Publish Folder, Security

TM006-Interface Design Description (IDD)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- IEE/EIA J-STD-016-1995 5.4.1, 5.4.2, 5.6.1, 5.6.2, 5.6.3
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted Software Requirements Specification and the accepted System/Subsystem Requirements Specification TM010.
- Deliverable accurately and completely addresses the design of all CWS/Web system interfaces.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with delivery of the Software Design Description.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The

Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3670

Product Description: The **Interface Design Description (IDD)** describes the interface characteristics of one or more system, subsystem, Hardware item, Software item, manual operation, or other system component. IDD may describe any number of interfaces.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor

TM007-Reporting Inventory

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
Not Applicable

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with delivery of the Software Requirements Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1798

Product Description: The **Reporting Inventory** identifies the complete report list for the CWS/Web System based on the reports from the CWS Report Listing.

This inventory verifies that reports from CWS/CMS, outcome measures, UC Berkeley, and CDSS are included.

Content: The content and format of this MED may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM008-Software Design Description (SDD)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- EIA/IEEE J-Std-016-1995 Annex G.2.4
- Meets the intent of IEEE Std 1016-1998
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted Software Requirements Specification and the accepted System Requirements Specification
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days after Acceptance of the Software Requirements Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 993

Product Description: The **Software Design Description (SDD)** is the representation of the CWS/Web software system. The SDD will document the detailed technical design of software which will include detailed processing logic, user interface and database access. This application design information is needed for development and Implementation of the software system.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Software Design Description shall include, at a minimum, the items listed in the outline below:

- Description of processes (e.g., intake, case management, adoption, eligibility determination, financial management, interfaces)
- Design requirements
- Hi fidelity screen mockups
- Detailed workflows
- Business rules
- Interface design
- Data validation rules
- Inventory and description of Web Services
- Generated XML Schema Definition (XSD) for Business Entities (Data Objects)
- Logical and physical data models
- Data update frequency rules
- Plans to manage data backup and increasing storage requirements
- Reports creation and generation to include pre-determined and ad hoc reports.
- Reports design, data mapping and underlying data model (e.g., star schema)
- Narrative, methodology, pseudo code and SQL logic for each report prior to the beginning of User Acceptance Test
- How the shared service will be registered and promoted for use locally or remotely.
- Entity-relationship diagram (ERD) and lists of the names, descriptions, and data types of the fields in the data warehouse. This documentation must be updated and provided with each Release/System change

TM009-Software Requirements Specification (SRS)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- Must meet the intent of J-STD-016-1995 Annex F.2.4 and IEEE Std 830-1998
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted System/Subsystem Design Description TM010.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
30 calendar days prior to Software design phase.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 990

Product Description: The **Software Requirements Specification (SRS)** is a complete description of the behavior of the CWS/Web System. The SRS will define and baseline Software Requirements which will be used as input to Software design and test scripts. The SRS will address Software functionality, external interfaces, performance, attributes, and possible design constraints. The SRS will also contain Software technical (non-functional) requirements. Software technical requirements are requirements which impose constraints on the design or Implementation (such as performance engineering requirements, quality standards, or design constraints).

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM010-System/Subsystem Specification (SSS)

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Meets the intent of the EIA/IEEE J -Std 016-1995 Annex F.2.2
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
120 calendar days after Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 987

Product Description: The **System/Subsystem Specification (SSS**) will define the requirements to be met by the System. The SSS will describe all Data, technical, functional and behavioral requirements of the System under development. The SSS will describe inputs, outputs, and required relationships between inputs and outputs. The SSS will communicate the functional requirements of the customer to the technical community who will specify and build the System.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM011-Software Test Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Must meet the intent of IEEE 829-1998
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable is tailored to the CWS/Web Project.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
Review and update 15 calendar days prior to testing any Software Release.

Date of First Submission:
Software Design Description delivery + 1 month.

Date of Subsequent Submission:
Review and update 15 calendar days prior to testing any Software Release.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 862

Product Description: The **Software Test Plan** describes the resources, and Schedule of intended testing activities. It identifies test items, the features to be tested, the testing tasks, who will do each task, and any risks requiring contingency

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The following remarks are made to the referenced standard: IEEE 829-1998

The tests described are:

- Unit tests
- Unit Integration Tests
- Data conversion Testing
- Software qualification tests
- System integration tests
- Stress testing
- Security testing
- Regression testing
- Performance testing
- System tests
- Test certification

TM012-Software Test Documentation

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Must meet the intent of IEEE 829-1998
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted Software Test PlanTM011.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
10 State business days.

Frequency of Submission:
As necessary and mutually agreed upon in the Software Test Plan by the CWS/Web Project Office and the Contractor

Date of First Submission:
60 calendar days prior to System Test.

Date of Subsequent Submission:
As necessary and mutually agreed upon in the Software Test Plan by the CWS/Web Project Office and the Contractor

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.
Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1012

Product Description: The **Software Test Documentation** describes the procedures to be used to document testing of CWS/Web Solution and record results.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The content includes all applicable Documentation in the standard with the exception of Software Test Plan which is covered in another document (TM010). Delivery includes System Test and Performance Test.

- Test design Specification
- Test case Specification
- Test procedure Specification
- Test item transmittal report
- Test log
- Test incident report
- Test summary report

TM013-Data Conversion Design Specification

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted Data Conversion PlanTM001.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with Database Design Description.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1081

Product Description: The **Data Conversion Design Specification** documents the rule definitions, data migration and data transformation between the data sources (automated and non-automated) and the target system. The Data Conversion Design Specification provides the design for data extraction and data loading.

Content: The content and format of this standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

This Data Conversion Design Specification shall include for each data source:

- Data conversion requirements
- Results of the assessment of sources of conversion data
- Location and volume of Data
- Supporting reports
- Rules for selection and conversion of Data (e.g., migration, mapping, transformation)

TM014-Hardware and Software Specifications for the Environments at OTech and Counties/CDSS

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted System/Subsystem Design Description TM021.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
System/Subsystem Design Description delivery + 10 calendar days.

Date of Subsequent Submission:
Not Applicable

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4739

Product Description: The **Hardware and Software Specifications for the Environments at OTech and Counties/CDSS** describes the Hardware and Software items to be procured by OTech and Counties/CDSS.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Hardware and Software Specifications for the Environments at OTech and Counties/CDSS will describe the components of the environments to be hosted by OTech and shall include:

- Listing of all Hardware items the environments, including sub items and how the sub items are assembled to form the each environment
- Listing of all Software items comprising the environment, including sub items and how the sub items are assembled to form each environment.

TM015-Data Conversion Environment Computer Operation Manual

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Must meet the intent of EIA/IEEE J-STD-016-1995 Annex J.2.4
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
Not applicable

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Date of first submission shall coincide with the Acceptance of the Data Conversion Environment.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1066

Product Description: The **Data Conversion Environment Computer Operation Manual** identifies and records information needed to operate the computers on which the data conversion Software will run.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM016-Training Environment Computer Operation Manual

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Meets the intent of EIA/IEEE J-STD-016-1995 Annex J.2.4
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
Not applicable

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Date of first submission shall coincide with the Acceptance of the Training Environment.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 972

Product Description: The **Training Environment Computer Operation Manual**, which includes development and test, identifies and records information needed to operate the computers on which the Software will run for the Training Environment.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM017-Development Environment Computer Operation Manual

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Must meet the intent of EIA/IEEE J-STD-016-1995 Annex J.2.4
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Date of first submission shall coincide with the Acceptance of the Development Environment

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 956

Product Description: The **Development Environment Computer Operation Manual**, which includes both development and test, identifies and records information needed to operate the computers on which the Software will run for the development environment.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM018-User Acceptance Testing Environment Computer Operation Manual

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Meets the intent of EIA/IEEE J-STD-016-1995 Annex J.2.4
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
Not applicable

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Date of first submission shall coincide with the Acceptance of the User Acceptance Testing Environment.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 979

Product Description: The **User Acceptance Testing Environment Computer Operation Manual** identifies and records information needed to operate the computers on which the Software will run for User Acceptance Testing environments.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM019-Production Environment Computer Operation Manual

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Must meet the intent of EIA/IEEE J-STD-016-1995 Annex J.2.4
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its product definition document.

Timeframe for State Acceptance:
Not applicable

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Date of first submission shall coincide with the Acceptance of the Production Environment.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 985

Product Description: The **Production Environment Computer Operation Manual** identifies and records information needed to operate the computers on which the Software will run for production environment.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM020-System Operation Manual (SOM)

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Meets the intent of EIA/IEEE J-Std 016-1995 Annex J.2.2, EIA/IEEE J-Std 016 -1995 Annex J.2.3
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days prior to the beginning of User Acceptance Testing.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 986

Product Description: The **System Operation Manual (SOM**) documents and describes the Scheduled operations, installation and set-up procedures, runs to be performed, and identifies and records information operations needed by persons who will submit input to, and receive output from, the Software, relying on others to operate the Software in a computer center or other centralized or networks software installation. The SOM is the computer operator's instruction manual. It contains specific instructions on tasks an operator needs to perform to manage the system on a daily basis. This includes the descriptions of daily, weekly and other Schedules, batch runs, process/job flows, error messages and their actions. It identifies the regular scheduled reports used to monitor and manage operation of the System. It also includes descriptions of scheduled administrative jobs, such as backups, to be run by operators or scheduled for automatic execution, including the administrative tasks provide instructions on how to run the job, and what to do in abnormal situations.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The SOM will include the following:

- Software Summary: This section shall summarize the Software environment from an operator's point of view. This section may reference other documents containing the relevant information. This section shall include:
- Description of the Software application
- Identification of software files
- Description of software environment, as defined by J-STD-016-1995 J.2.3.3.3
- Description of the Software organization and overview of operations, as defined by JSTD- 016-1995 J.2.3.3.4.

Processing Procedures: This section shall identify and describe the processing procedures. It shall include:

- Backup and Restore Procedures, as defined by J-STD-016-1995 J.2.1.5.5
- Normal Stop/Start Procedures
- Emergency Stop / Start Procedures
- Recovery from errors and malfunctions, as defined by J-STD-016-1995 2.1.5.6
- Error messages and conditions, as defined by JSTD-016-1995 J.2.1.5.7
- To J-STD-016-1995, J.2.3, Subclause 5.5.x add following item:
- 5.5.x.7) Process/Job Flow. This subclause shall provide information and a graphical representation pertaining to the process/job flow.

Operations

- Run Schedules: This section shall define the Daily, Weekly, Monthly, and other periodic scheduled activities
- Run Descriptions: This section shall describe the operational runs, and be structured as represented in J-STD- 016-1995 J.2.3.5

Contacts: This section shall identify points of contact and procedures to be followed to obtain assistance and report problems, as defined by J-STD-016-1995 J.2.3.3.7.

TM021-System/Subsystem Design Description (SSDD)

Product Definition Type: Data Item Description (DID)

Standard/Format:
- A/IEEE J-Std-016-1995 Annex G.2.1
- Meets the intent of IEEE Std 1471 - 2000
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted System/Subsystem Specification.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
20 calendar days following System/Subsystem Specification Acceptance.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 991

Product Description: The **System/Subsystem Design Description (SSDD)** describes the design and organization of the CWS/Web System. The SSDD includes topics such as system scope, system-wide design and system architectural design.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The System/Subsystem Design Description must include the items below:

- A Hardware/Software Production Equipment List for all System components.
- An overview of their overall architecture and approach to meeting CWS/Web System reporting needs.

The SSDD must describe how the architectural design supports use of an Enterprise Service Bus (ESB) and meets the following criteria:

- Supports security, including authentication and authorization, generally working in conjunction with external identity management, encryption and decryption services.
- Supports and provide adapters to files, database management systems (DBMSs), legacy platforms, legacy protocols and packaged applications.
- How the ESB meets system availability per the Service Level Agreement.
- Capability to implement synchronous and asynchronous program-to-program communication, moving messages between SOA service consumer modules and service provider modules at runtime (may be required to interface with external County and State systems).
- Supports large Data files.
- Applies optional intermediary functions to messages in flight. Mediation functions that must be discussed include: inspection, validation, rerouting, transformation, enrichment, logging and tracking messages as they pass through.
- Supports content-based routing and basic service orchestration.
- Supports proposed business applications.
- Provide metrics that measures web service performance and reliability.
- Control changes to the shared service between Service Provider and consumer
- Identify how the Interface metadata that implements the provider component will be accessible separately from the code to allow consumer developers to use the service without having a copy of the provider software module.

The SSDD must identify reuse and consumption of shared services for the following:

- Where the service is currently being provided within the public domain, private sector, or government and who owns it.
- A general description of the service and how it can be reused or consumed in support of the proposed solution.
- The basis by which the service could be made available for use including the associated costs with the shared service.
- A feasibility assessment of using the service from a business, security, and technical perspective.
- An explanation of how the shared service will be registered and promoted for use locally or remotely in support of the solution.
- The SOA infrastructure required to implement the shared service.
- The mechanism the Service Provider uses to control changes to the shared service and how the Project can be involved.
- Identify how the interface metadata that implements the provider component is accessible separately from the code to allow consumer developers to use the service without having a copy of the provider software module
- Provide a list of shared services to be included as part of the solution and how these shared services will be consumed.
- Document the relationship of each shared service to the business model and the major business processes, and primary business functions performed within the process business model.

The SSDD must provide the following information for each shared service proposed for development:

- A general description of the service to be shared and the extent that the service can be shared across the State, agency, department, and /or local government.
- The overall value or benefit for providing or using an existing shared service (business case).
- The provisioning option being recommended based on furnishing separate cost and resource estimates for providing versus consuming the service.
- The web service pattern recommended for use, and if a composite or orchestrated service pattern is selected, a list of the other web services required along with the service owner
- The Contractor shall provide a list of the shared service stakeholders and identification of the service owner/custodian.

The SSDD must describe the Infrastructure Design details that must address, as a minimum, the Hardware configuration for the hosted server environments, including, but not limited to:

- Web Servers.
- Application Servers.
- Database Servers.

- Network
- Storage infrastructure (e.g. SAN).
- Load balancers/switches.
- Hardware configuration document for the network
- Physical configuration of the systems, including:
- Hardware configuration.
- Software configuration.

The SSDD must describe the Network Environment and must include the following:

- Flexible, distributed network access model that leverages the benefits of centralized management and resource pooling.
- Group Network Environment into network classifications of local trusted, local untrusted, remote internal trusted and remote untrusted.
- All remote connections to unmanaged networks must fall within the remote untrusted classification. Remote connections to the New System-managed networks must fall under the remote internal trusted classification.
- Each network classification must be separated into distinct network domains (e.g. a specific Project LAN segment is a single distinct network domain).
- Untrusted traffic from the Internet must only be allowed in a protected segment of the network called the demilitarized zone (DMZ). The DMZ must sit between the trusted internal network and an untrusted external network.
- Each network domain must reside on its own LAN segment.
- Communication between network classifications must be controlled by a firewall.

TM022-Performance and Capacity Management Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
15 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days following Acceptance of the System/Subsystem Design Description.

Date of Subsequent Submission:
Within 30 calendar days of approved changes to performance or availability requirements, changes in SLA reporting requirements, or changes in SLA. At major milestones, or as needed.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 854

Product Description: The **Performance and Capacity Management Plan** describes the activities and techniques used to address performance and capacity for the CWS/Web System, and serves as the approach for performance and capacity metrics. It covers monitoring and measuring, analyzing, reporting, and tuning the CWS/Web System. Together these activities constitute a performance engineering methodology for the CWS/Web System development and operation.

Updates to this deliverable must have the same structure and content described in this section.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Performance and Capacity Management Plan shall include the following, at a minimum, for both performance and capacity planning:

- Approach to performance and capacity management to include:
    - Measurement and reporting on the performance, capacity and availability of the CWS/Web System (e.g., data archive performance, data warehouse performance, network performance)
    - Risks, constraints and assumptions
- Roles and Responsibilities
- Processes and procedures to monitor, measure, and report system performance and system capacity
- Tools and Technologies to monitor, measure, and report system performance and system capacity
- The Upgrade and/or replacement of Hardware and Software to ensure CWS/Web System meets Service Level Objectives
- Monitoring of trends in system performance and usage to identify the need for system changes due to user growth or State-directed changes
- Provide ongoing analysis of system usage to identify opportunities to improve system performance and capacity through changes in technology or business practice
- Describe monitoring and reporting on network performance and availability trends and anomalies, including recommendations for changes in network configuration or bandwidth to ensure service level objectives are met
- Identify the tools to measure all areas of system and network performance such as: end-to-end transaction time, system availability, system disk space, CPU utilization and database updates. These tools must perform at the server, client and database levels.
- Load balancing, clustering, redundancy

- Outline of storage management procedures to manage the Data files to maintain optimal performance
- System performance budget tracking
- Defining metrics and method for collecting
- Reporting metrics
- Format/Template for performance report

TM023-Problem Resolution Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- IEEE Std 1058, 4.7.6
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted Project Management Plan PM001.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
10 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with Software Test Plan.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 851

Product Description: The **Problem Resolution Plan** documents the general approach, objectives and activities for the problem resolution management process.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TM024-Training Environment Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted Master Training and Knowledge Management Plan TR001.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with delivery of System/Subsystem Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by CWS/Web Project/Division Office and the Contractor.
20 State Business Days prior to the delivery of the Training Environment.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4802

Product Description: The **Training Environment Description** describes the characteristics of the components related to the Training Environment, including Specifications of Hardware, Software and Product licenses. The Training Environment supports training development, delivery and administration.

Updates to this deliverable must have the same structure and content described in this section.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. It is the State's expectation that this Deliverable have multiple submissions: Specification, design, development/procurement, installation, and Service and Support.

The document should provide details of the components of the Training Environment including, but not limited to

Specification Information
- Include requirements/Specification information or, if applicable, reference other CWS/Web Solution Products.

Design Information
- Include design information or, if applicable, reference other CWS/Web Solution Products.

Development/Procurement Information
- Listing of all Hardware items comprising the Training Environment, including sub items and how the sub items are assembled to form the end item.
- Listing of all Software items comprising the Training Environment including sub items and how the sub items are assembled to form the end item.
- Listing of all Documentation associated with Hardware and Software items and sub items.

Installation and Configuration Information
- Identify all facility requirements (e.g., floor space, power, cooling) for the end item.
- Include procedures for installation and configuration of the end item or, if applicable, reference other CWS/Web Solution Products.

Service and Support Information
- Include procedures to maintain and operate the end item or if applicable, reference the Functions in the Service and Support Model.
- Listing of all interfaces with the Training Environment.

TM025-Incident, Problem and Defect Integrated Tracking System Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the Accepted Problem Resolution Plan TM023.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
20 State business days prior to the delivery of the Incident, Problem and Defect Integrated Tracking System.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4803

Product Description: The **Incident, Problem and Defect Integrated Tracking System Description** describes the automated system by which incidents, problems and defects are maintained and managed in support of the CWS/Web Solution and Problem Resolution Management Plan.

Updates to this Deliverable must have the same structure and content described in this section.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. It is the State's expectation that this Deliverable have multiple submissions: Specification, design, development/procurement, installation, and Service and Support.

The document should provide details of the components of the Incident and Problem Tracking System including, but not limited to:

Specification Information
- Include requirements/Specification information or, if applicable, reference other CWS/Web Solution Products

Design Information
- Include design information or, if applicable, reference other CWS/Web Solution Products

Development/Procurement Information
- Listing of all Hardware items comprising the Incident, Problem and Defect Integrated Tracking System, including sub items and how the sub items are assembled to form the end item
- Listing of all Software items comprising the Incident, Problem and Defect Integrated Tracking System including sub items and how the sub items are assembled to form the end item
- Listing of all documentation associated with Hardware and Software items and sub items

Installation and Configuration Information
- Identify all facility requirements (e.g., floor space, power, cooling) for the end item
- Include procedures for installation and configuration of the end item or, if applicable, reference other CWS/Web Solution Products

Service and Support Information

- Include procedures to maintain and operate the end item or if applicable, reference the Functions in the Service and Support Model
- List all interfaces with the end item

TM026-Data Conversion Environment Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable is consistent with the accepted Data Conversion Plan
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with delivery of System/Subsystem Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor. 20 State Business Days prior to the delivery of the Data Conversion Environment.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4805

Product Description: The **Data Conversion Environment Description** describes the characteristics of the components related to the Data Conversion Environment, including Specifications of Hardware, Software and Product licenses.

Updates to this Deliverable must have the same structure and content described in this section.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. It is the State's expectation that this Deliverable have multiple submissions: Specification, design, development/procurement, installation, and Service and Support.

The document should provide details of the components of the Data Conversion Environment including, but not limited to:

Specification Information
- Include requirements/Specification information or, if applicable, reference other CWS/Web Solution Products.

Design Information
- Include design information or, if applicable, reference other CWS/Web Solution Products.

Development/Procurement Information
- Listing of all Hardware items comprising the Data Conversion Environment, including sub items and how the sub items are assembled to form the end item.
- Listing of all Software items comprising the Data Conversion Environment including sub items and how the sub items are assembled to form the end item.
- Listing of all Documentation associated with Hardware and Software items and sub items.

Installation and Configuration Information
- Identify all facility requirements (e.g., floor space, power, cooling) for the end item.
- Include procedures for installation and configuration of the end item or, if applicable, reference other CWS/Web Solution Products.

Service and Support Information
- Include procedures to maintain and operate the end item or if applicable, reference the Functions in the Service and Support Model.
- List all interfaces with the end item.

TM027-User Acceptance Testing Environment Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted Software Test Plan
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with delivery of the System/Subsystem Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by CWS/Web Project Office and the Contractor.
20 State Business Days prior to the delivery of the User Acceptance Testing Environment.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4806

Product Description: The **User Acceptance Testing Environment Description** describes the characteristics of the components related to the User Acceptance Testing Environment, including Specifications of Hardware, Software and Product licenses.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. It is the State's expectation that this Deliverable have multiple submissions: Specification, design, development/procurement, installation, and Service and Support.

The document should provide details of the components of the User Acceptance Environment including, but not limited to:

Specification Information
- Include requirements/Specification information or, if applicable, reference other CWS/Web Solution Products

Design Information
- Include design information or, if applicable, reference other CWS/Web Solution Products

Development/Procurement Information
- Listing of all Hardware items comprising the User Acceptance Testing Environment, including sub items and how the sub items are assembled to form the end item
- Listing of all Software items comprising the User Acceptance Testing Environment including sub items and how the sub items are assembled to form the end item
- Listing of all Documentation associated with Hardware and Software items and sub items

Installation and Configuration Information
- Identify all facility requirements (e.g., floor space, power, cooling) for the end item
- Include procedures for installation and configuration of the end item or, if applicable, reference other CWS/Web Solution Products

Service and Support Information
- Include procedures to maintain and operate the end item or if applicable, reference the Functions in the Service and Support Model
- List all interfaces with the end item

TM028-Production Environment Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the accepted System/Subsystem Design Description
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with delivery of the System/Subsystem Specification.

Date of Subsequent Submission:
As necessary and mutually agreed upon by CWS/Web Project/Division Office and the Contractor. 20 State Business Days prior to the delivery of the Production Environment.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4807

Product Description: The **Production Environment Description** describes the characteristics of the components related to the Production Environment, including Specifications of Hardware, Software and Product licenses.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. It is the State's expectation that this Deliverable have multiple submissions: Specification, design, development/procurement, installation, and Service and Support.

The document should include details of the components of the Production Environment including, but not limited to:

Specification Information

- Include requirements/Specification information or, if applicable, reference other CWS/Web Solution Products

Design Information

- Include design information or, if applicable, reference other CWS/Web Solution Products

Development/Procurement Information

- Listing of all Hardware items comprising the Production Environment, including sub items and how the sub items are assembled to form the end item
- Listing of all Software items comprising the Production Environment including sub items and how the sub items are assembled to form the end item
- Listing of all Documentation associated with Hardware and Software items and sub items

Installation and Configuration Information

- Identify all facility requirements (e.g., floor space, power, cooling) for the end item
- Include procedures for installation and configuration of the end item or, if applicable, reference other CWS/Web Solution Products

Service and Support Information

- Include procedures to maintain and operate the end item or if applicable, reference the Functions in the Service and Support Model
- List all interfaces with the end item

TM029-Development Environment Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the Software Development Plan
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
90 calendar days from Project start date.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.
20 State Business Days prior to the delivery of the Development Environment and Test Environment.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4808

Product Description: The **Development Environment Description** describes the characteristics of the components related to the Development Environment and the Test Environment, including Specifications of Hardware, Software and Product licenses.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. It is the State's expectation that this Deliverable have multiple submissions: Specification, design, development/procurement, installation, and Service and Support.

The document should provide details of the components of the Development Environment and Test Environment including, but not limited to:

Specification Information
- Include requirements/Specification information or, if applicable, reference other CWS/Web Solution Products

Design Information
- Include design information or, if applicable, reference other CWS/Web Solution Products

Development/Procurement Information
- Listing of all Hardware items comprising the Development Environment and Test Environment, including sub items and how the sub items are assembled to form the end item
- Listing of all Software items comprising the Development Environment and Test Environment including sub items and how the sub items are assembled to form the end item
- Listing of all Documentation associated with Hardware and Software items and sub items

Installation and Configuration Information
- Identify all facility requirements (e.g., floor space, power, cooling) for the end item
- Include procedures for installation and configuration of the end item or, if applicable, reference other CWS/Web Solution Products

Service and Support Information
- Include procedures to maintain and operate the end item or if applicable, reference the Functions in the Service and Support Model
- List all interfaces with the end item

TM030-Configuration Management System Description

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Deliverable conforms as defined in the Accepted Configuration Management Plan.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
20 State business days prior to the delivery of the Configuration Management System.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 4804

Product Description: The **Configuration Management System Description** describes the automated system by which configured items are stored, maintained and managed within the CWS/Web Solution in accordance with the Configuration Management Plan.

Updates to this Deliverable must have the same structure and content described in this section.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. It is the State's expectation that this Deliverable have multiple submissions: Specification, design, development/procurement, installation, and Service and Support.

The document should provide details of the components of the Configuration Management System including, but not limited to:

Specification Information
- Include requirements/Specification information or, if applicable, reference other CWS/Web Solution Products

Design Information
- Include design information or, if applicable, reference other CWS/Web Solution Products

Development/Procurement Information
- Listing of all Hardware items comprising the Configuration Management System, including sub items and how the sub items are assembled to form the end item
- Listing of all Software items comprising the Configuration Management System including sub items and how the sub items are assembled to form the end item
- Listing of all documentation associated with Hardware and Software items and sub items

Installation and Configuration Information
- Identify all facility requirements (e.g., floor space, power, cooling) for the end item
- Include procedures for installation and configuration of the end item or, if applicable, reference other CWS/Web Solution Products

Service and Support Information
- Include procedures to maintain and operate the end item or if applicable, reference the Functions in the Service and Support Model
- List all interfaces with the end item

Transition

TR001-Master Training and Knowledge Management Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in Accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to delivery
- Deliverable conforms to its Product Definition Document
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor

Timeframe for State Acceptance:
20 State Business Days

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Project Start + 90 Calendar Days.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:

One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.
Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 1090

Product Description: The **Master Training and Knowledge Management Plan** describes, at a high level, the plan to deliver training in four key areas, User training, technical training, knowledge transfer and administration of training. The Master Training and Knowledge Management Plan will describe how the CWS/Web User Training Plan TR002, Technical Training Plan TR003, Knowledge Management Plan TR016, Service and Support Staff Training Plan TR010 and the Training Administration Plan TR004 are integrated to achieve the overarching training goals and objectives of the CWS/Web Project and its stakeholders.

Content: The content and format of the strategy document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TR002-CWS/Web User Training Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in sccordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document
- Deliverable conforms as defined in the Accepted Master Training and Knowledge Management Plan
- Remainder of the Deliverable Acceptance Criteria to be developed between the State and Contractor

Timeframe for State Acceptance:
20 State Business Days

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days following Acceptance of the Master Training and Knowledge Management Plan.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 4738

Product Description: The **CWS/Web User Training Plan** describes the approach to training the Users of the CWS/Web. The CWS/Web User Training Plan is a User-oriented document that describes the details of the training effort in preparation for the Deployment of the CWS/Web.

Content: The content may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The document should include details of the high level plan introduced in the Master Training and Knowledge Management Plan. The plan should detail the delivery of User training offered in the training curriculum.

- Plan overview
- Referenced documents
- Related Deliverables
- Roles and responsibilities
- Training methodology
- Training delivery method
- Training materials (not covered in the training curricula or manuals)
- Training schedule
- Personnel required to attend
- Training effectiveness evaluations and metrics

TR003-Technical Training Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan

Acceptance/Submission Criteria:
- Walk-thru prior to delivery.
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Master Training and Knowledge Management Plan.
- Remainder of the Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days following Acceptance of the Master Training and Knowledge Management Plan

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 1129

Product Description: The **Technical Training Plan** describes the approach to training a variety of technical Users and technical support staff tasked with supporting the CWS/Web Solution. The plan will cover technical skills, staffing levels and roles and responsibilities. The plan should also include training methods, tools, objectives, scheduling, resources and evaluation.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

- Plan overview
- Referenced documents
- Related Deliverables
- Roles and responsibilities
- Training methodology
- Training delivery method
- Training materials (not covered in the training curricula or manuals)
- Training schedule
- Personnel required to attend
- Training effectiveness evaluations and metrics

The Technical Training Plan should include, but not limited to, training on the following topics:

- Reporting
- Data mining tools
- Web content management
- Workflow configuration and management
- BI Application and tools
- System design and schema
- System usage
- Database design and maintenance
- System procedures
- Application and tools development
- Report generation
- System administration and maintenance
- Setup and configuration and operation of all computing environments
- Specialized hardware

TR004-Training Administration Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Master Training and Knowledge Management Plan.
- Remainder of the Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days following Acceptance of the Master Training and Knowledge Management Plan.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 1121

Product Description: The **Training Administration Plan** describes in detail the approach to developing, managing and administering the CWS/Web User Training, Technical Training, Knowledge Management and Service and Support Staff Training.

Content: The content may be tailored as mutually agreed upon by the CWS/Web Project staff and the Contractor.

- Monthly Status Reports
- Roles and responsibilities
- Classroom facility identification, scheduling and coordination
- Training scheduling, attendance goals and progress reporting
- Management, production and delivery of curriculums
- Implementation and management of web based enrollment
- Implementation and management of CBT support
- Evaluation methods, metrics and processes.

Track training classes, participants' metrics and evaluations and provide reports on a monthly basis and as requested for State and county reporting requirements.

TR005-Training Curriculum

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Master Training and Knowledge Management Plan
- Remainder of Deliverable acceptance criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
90 calendar days prior to scheduled training

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1122

Product Description: The **Training Curriculum** describes the training to be offered to Users and technical support staff on the CWS/Web solution. The objective of the training curriculum is to provide materials that support the enrollment of Users to the appropriate training needed to use and/or support the CWS/Web Solution. The deliverable should include training curriculum, training course outlines, courses of training and a training syllabus for each course provided by the Contractor.

Content: The content and format of the documents may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The Contractor shall deliver the individual draft modules of curriculum to the State for review as the modules are developed on a mutually agreed upon schedule.

Definitions

Curriculum: set of courses

Training Course Outline : within a curriculum, describes the content of a particular course by statement of objectives, prerequisites, descriptions of teaching aids, definition of evaluation criteria, and indication of desired outcome.

Course of Training: complete series of studies recommended for a user or technical support role.

Syllabus - an outline or other brief statement of the main points of a discourse, the subjects of a course of lectures, the contents of a curriculum, etc.

TR006-CWS/Web Training Manual

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Master Training and Knowledge Management Plan
- Remainder of Deliverable acceptance criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days prior to scheduled training

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1109

Product Description: A **CWS/Web Training Manual** (Trainee and Trainer versions) will be designed for each course and provided to all attendees and trainers. The Training Manual will include all materials used in performing the training as defined in the course training curriculum.

Content: The content and format of the manual may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TR007-Statewide Deployment Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its Product Definition Document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days after the Acceptance of the Software Design Description.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 1145

Product Description: The **Statewide Deployment Plan** documents the strategy and activities necessary to effectively deploy the CWS/Web Solution. It is the document upon which the assessment, planning, and scheduling of Deployment activities will be based. The plan should discuss the diverse organizations involved and the need to customize the plan based upon the size, organizational structure, available resources and geographical implications of each organization.

Content: The content and format of the plan document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The Statewide Deployment Plan shall address at a minimum:

Plan Overview
- Purpose
- Business Context
- Summary
- Assumptions
- Dependencies
- Constraints

Support Model
- Roles and Responsibilities
    - Contractor
    - State (e.g., CDSS, OSI, DTS)
    - County
    - Other
- Staff on site
- Staff off site
- Staffing hours

Organizational Change Readiness
- Discuss relationship to Organizational Readiness Plan TR009 and activities.

Operational Readiness
- Deployment Diagram
- Site Preparation
    - Planning sessions
    - Software
    - Hardware
    - Accessibility
    - On site support
    - Service Desk
    - CWS/Web Solution
        - Configuring roles and workflows

    - User IDs and accounts
    - Configuring County specific tables
- Assessment of Deployment Readiness

Business Process Transition
- Discuss relationship to Business Process Transition Plan PM010

Data Creation/Conversion
- Data creation and Conversion specific to Deployment as defined in the Data Conversion Plan TM001.

Interface Deployments
- Interface Implementation specific to Deployment as defined in the System/Subsystem Design Description TM021.

Pilot and Subsequent Deployments
- Pilot Deployment locations, Users, durations, sequencing and timing
- Describe how the Pilot Deployment will include staff that represents each broad category of work reflected in the CWS/Web and represents the diversity in size of the various offices
- Service Desk operations, including hours of service, communications, procedures, and reporting mechanisms during the Pilot Deployment.
- Contractor staffing at each Deployment organization through Acceptance
- Contractor resource teams dedicated to assist County workers and IT staff with setup of security, firewalls, VPN, routers, and switches
- Reporting in the dual environment
- Disaster Recovery procedures and practices
- Roll-back plan

Training and Documentation
- Discuss relationship to Master Training and Knowledge Management Plan TR001 and activities
- Documentation
    - Help desk procedures, functionality and incident reporting
    - Problem management procedures
    - Help related Documentation

Transition to Support
- Approval, transition and closeout procedures for each Deployment Site
- Resource Requirements
- Recommended Procedures
- Expected Areas of Change
- Transition Activities

Notification of Deployment

- Approach for communication and coordination of Deployment activities and issues
- Go-Live Support Guide that provides:
    - All the tasks that the State and each county will execute as they prepare to implement and operate the CWS/Web Solution.
    - Describe the specific roles and responsibilities, a schedule of activities for the go live period, and instructions for how to log and escalate problems and issues and instructions to receive resolution of fixes

Service and Support Planning

- Process to transfer roles and responsibilities to county and State system administrators upon Acceptance
    - Resource Requirements
    - Recommended Procedures
    - Expected Areas of Change
    - Transition Activities

CWS/Web Deployment Evaluation Review

- Approach for validating worker productivity and efficiency
- Approach for testing and validating mobility
- Approach and procedures for evaluating User experience and feedback
- Approach and process for evaluation of the initial Deployment against defined Deployment success criteria
- Detail process to validate the implementation process and tools and certify the CWS/Web Solution and Users are ready to move to full production implementation

TR008-Software Installation Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Meets the intent of EIA/IEEE J-Std 016-1995, E.2.3
- Contractor format with State Acceptance
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Statewide Deployment Plan.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor.
- Walk-thru prior to State review and Acceptance.

Timeframe for State Acceptance:
20 State Business Days

Frequency of Submission:
As changes occur to the scheduled Deliverables, design of the CWS/Web Solution or the schedule for Deployment.

Date of First Submission:
Software Design Description Acceptance + 30 calendar days.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 815

Product Description: The **Software Installation Plan** shall include processes and procedures for performing any Software installation and just in time technical support training needed at county and State facilities or Deployment Sites in support of the **Statewide Deployment Plan TR007**.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project/Division Office and the Contractor. The Software Installation Plan must meet the intent of the standard where applicable.

TR009-Organizational Change Readiness Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its Product Definition Document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Project Start Date plus 90 calendar days

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.
Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3668

Product Description: The **Organizational Change Readiness Plan** describes the approach and methodology for assessing, planning and preparing the organizations and Users for the transition to the CWS/Web Solution.

Content: The content and format of the plan document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The Organizational Change Readiness Plan will, at a minimum, address the following:

- Overall philosophy and approach to organizational change readiness.
- Methodology for assessing, planning, and executing Change Readiness activities.
- Techniques and tools for monitoring, measuring and reporting Change Readiness progress.
- Coordination with training and statewide Deployment plans.
- Methodology for identification of changes in business processes.
- Formation of a joint Contractor-State-County Change Readiness Work Group to oversee and approve Change Readiness activities.
- Specific Change Readiness communication and other activities.
- Activities planned from requirements analysis through SACWIS Assessment Review.
- Key milestones for Change Readiness and related Project milestones.
- Schedule of Change Readiness Assessments.

TR010-Service and Support Staff Training Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Walk-thru prior to State review and Acceptance.
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Master Training and Knowledge Management Plan.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
Concurrent with the Function Delivery Plan.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 3677

Product Description: The **Service and Support Staff Training Plan** describes the strategy and approach the Contractor will use to train staff to successfully and effectively perform and/or utilize each function or process included in the Function Delivery Plan. This ability to perform includes the usage, maintenance, support and operation of any underpinning Documentation and toolsets.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The document should include details of the high level plan introduced in the Master Training and Knowledge Management Plan. The plan should detail the delivery of Service and Support staff training offered in the training curriculum.

- Plan overview
- Referenced documents
- Related Deliverables
- Roles and responsibilities
- Training methodology
- Training delivery method
- Training materials (not covered in the training curricula or manuals)
- Training schedule
- Personnel required to attend
- Training effectiveness evaluations and metrics

TR012-Deployment Readiness Assessment Certification Letter

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its Product Definition Document.
- Material conforms to the Accepted Statewide Deployment Plan.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
Not Applicable

Date of First Submission:
10 State Business Days prior to Initial Deployment.

Date of Subsequent Submission:
10 State Business Days before each subsequent Deployment of the CWS/Web Solution.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1179

Product Description: The **Deployment Readiness Assessment Certification Letter** certifies the readiness of an organization to transition to the CWS/Web.

The letter certifies that a Deployment Readiness Assessment has been performed for the Deployment organization and that the Users and their organization have demonstrated their readiness to transition to CWS/Web.

Content: The content and format of the letter may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

TR013-Deployment Readiness Assessment Checklist

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Statewide Deployment Plan.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
10 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
90 State Business Days prior to Pilot.

Date of Subsequent Submission:
30 State Business Days prior to any subsequent Deployment.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1158

Product Description: The **Deployment Readiness Assessment Checklist** is a list of items with their status information that is used to determine the readiness of an organization to participate in the Deployment of the CWS/Web. The checklist will be developed and completed by the Contractor with participation from State and county organizations prior to Deployment of the CWS/Web to the Deployment organization.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor

TR014-Deployment Completion Certification Letter

Product Definition Type: Material Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its Product Definition Document.
- Material conforms to the Accepted Statewide Deployment Plan

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
Not Applicable

Date of First Submission:
10 calendar days after the completion of the final Deployment to the CWS/Web Solution

Date of Subsequent Submission:
Not Applicable

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1181

Product Description: The Contractor will complete and deliver a **Deployment Completion Certification Letter** certifying the completion of Deployment in accordance with the Statewide Deployment Plan.

Content: The content and format of the letter should meet the contract requirements.

TR015-Deployment Completion Report

Product Definition Type: Material Expectation Document (MED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Material conforms to its Product Definition Document
- Material conforms to the Accepted Statewide Deployment Plan

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
Not Applicable

Date of First Submission:
20 calendar days after completion of the Pilot.

Date of Subsequent Submission:
20 calendar days after each subsequent deployment .

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1180

Product Description: The **Deployment Completion Report** is a report prepared by the Contractor following the Deployment of the CWS/Web to an

organization to verify completion of the Deployment and to document the results of the Deployment.

Content: The content and format of the report may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor. The report will document the analysis and verify completion of all Implementation requirements. The report should provide status of all tasks and requirements associated with the organizations transition to the CWS/Web application and provide a plan for any outstanding items.

TR016-Knowledge Management Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Master Training and Knowledge Management Plan.
- Remainder of the Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days following Acceptance of the Master Training and Knowledge Management Plan.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 1141

Product Description: The **Knowledge Management Plan** describes in detail the approach to transference of knowledge during the Contract to State, county and designated assignees. The plan includes training and mentoring methods, tools, objectives, scheduling, resources and evaluation.

Content: The content and format of the plan may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Knowledge Management Plan describes how the Contractor intends to conduct, assess, and report knowledge transfer activities. The Knowledge Management Plan is a User-oriented document that describes the approach, methodology, requirements, and plan for providing skill and knowledge development opportunities to the State and county staff involved with the development and support of the CWS/Web solution. The CWS/Web Project team and the Contractor will use this plan to track and evaluate knowledge transfer progress.

TR018-Software User Manual (SUM)

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Must meet the intent of EIA/IEEE J-Std 016 -1995, J.2.1.
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Deliverable conforms as defined in the Accepted Software Development Plan TM002.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Date of First Submission:
60 calendar days prior to User Acceptance Testing.

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor.

Delivery Media:

One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 1108

Product Description: The **Software User Manual (SUM)** describes information needed by hands-on Users of the CWS/Web Application. This information includes system scope, organization, access, remote access, security, capabilities and procedures for how to use the CWS/Web Solution to perform work activities. The remote access description should include the security guidelines and processes for external devices for telework and remote access.

Content: The content and format of the manual may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The SUM shall include (but is not limited to) the following:

- Diagrams
- Security Concerns

TR019-Software Transition Plan

Product Definition Type: Data Item Description (DID)

Standard/Format:
- EIA/IEEE J-Std 016 -1995, E.2.4
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan

Acceptance/Submission Criteria:
- Deliverable conforms to its Product Definition Document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and Contractor.

Timeframe for State Acceptance:
20 State Business Days

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor

Date of First Submission:
90 calendar days prior to Pilot start date

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project Office and the Contractor

Delivery Media:

One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative documentation to include both redline and non-redline versions of deliverable.

Requirement ID Reference: 880

Product Description: The **Software Transition Plan** includes the set of activities that enables responsibility for Software development to pass from the Contractor to the entity responsible for software maintenance. The plan will identify all Software development resources that will be needed by the organization to fulfill the support strategy in the contract.

Content: The content and format of the standard may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

The Software Transition Plan shall also address:

- Detail of how equipment, configurations, and Software will be transitioned into the DTS environment
- Include a System Transition Risk Assessment, in accordance with the Risk Management Plan, prior to transition that complies with Risk Mitigation Strategy and outlines any significant risks, estimated impact and probability of occurrence
- Include documented and approved contingency plans for all significant risks
- Include coordination activities with DTS that provides a clear definition of data center responsibilities and tasks
- Approach for maintaining data synchronization between the current system (CWS/CMS) and CWS/Web throughout Deployment until Initial Release Implementation.

TR021-Business Process Transition Plan

Product Definition Type: Deliverable Expectation Document (DED)

Standard/Format:
- Contractor format with State Acceptance.
- Prepared in accordance with the format guidelines specified in the CWS/Web Document Management Plan.

Acceptance/Submission Criteria:
- Deliverable conforms to its product definition document.
- Remainder of Deliverable Acceptance Criteria to be developed between the State and the Contractor.

Timeframe for State Acceptance:
20 State business days.

Frequency of Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Date of First Submission:
30 calendar days after Acceptance of Software Design Description (SDD).

Date of Subsequent Submission:
As necessary and mutually agreed upon by the CWS/Web Project/Division Office and the Contractor.

Delivery Media:
One (1) hard copy
One (1) CD with the following:
- One (1) soft copy in Microsoft Word
- One (1) soft copy in Adobe Acrobat

All document Deliverables shall be provided in a Microsoft Office format unless otherwise approved by the State. The version of Microsoft Office shall be the same as the version used by the CWS/Web Project/Division Office. The Contractor shall use software versions that are compatible with the State's software.

Note: Iterative Documentation to include both redline and non-redline versions of Deliverable.

Requirement ID Reference: 1155

Product Description: The **Business Process Transition Plan** provides the roadmap for the activities for transitioning business functions and provides a high-level transition plan for the business functions of the new CWS/Web System environment. The Plan will articulate the goals, priorities and strategies in place for a successful transition.

Updates to this deliverable must have the same structure and content described in this section.

Content: The content and format of the document may be tailored as mutually agreed upon by the CWS/Web Project Office and the Contractor.

- The Business Process Transition Plan shall include (but is not limited to) the following:
- A high-level review of the present CWS business environment
    - Identify the various business areas that provide CWS program services and entities with which the CWS program interacts, both internally and externally.
- A high-level of the new CWS/Web and its business functions
- Document the new CWS/Web Project's approach to planning, Piloting, executing, monitoring, safeguarding and evaluating the transition from current environment to the new CWS/Web business environment and System.
- Document the new CWS/Web Project processes for managing the transition in an integrated and coordinated manner
- Identify and document the parties and entities involved in the transition process and the roles and responsibilities of each of these parties and entities.
- Document the processes and procedures that will be used to manage problem ownership and resolution during the transition process
- Identify and describe the approach for managing processes that will be used to access and manage aspects of the transition such as: work backlogs, work-in progress, and potential operational disruption during transition, and close-out activities for the existing Child Welfare Service/ Case Management System.
- Document the business rollback plan as a component of the overall Business Process Transition Plan to provide the processes and procedures that will be used in the event that a critical problem encountered during the transition requires a partial or full rollback of operations

Office of Systems Integration **CWS/Web Project**
RFP OSI-0530-208 **Appendix E - Cost Workbook**

PRINT INSTRUCTIONS FOR THE CWS/WEB SYSTEMS INTEGRATOR RFP COST WORKBOOK

1. All Bidders should select "Legal" size paper.

2. For the following worksheets, Bidder's should format to "LANDSCAPE".
VII-1, VII-2, VII-3, VII-4, VII-5a, VII-5b, VII-6, VII-7, VII-8, VII-9, VII-11a, VII-11b, VII-13a, VII-13b, VII-15.

3. For the following worksheets, Bidder's should format to "PORTRAIT".
VII-10, VII-12, VII-14

Office of Systems Integration
RFP OSI-0530-208

CWS/Web Project
Appendix E - Cost Workbook

Wksht VII-1. TOTAL COST SUMMARY (Bid Amount)

(1) Row	(2) Category	(3) FY 2011/12 YR 1	(4) FY 2012/13 YR 2	(5) FY 2013/14 YR 3	(6) FY 2014/15 YR 4	(7) FY 2015/16 YR 5	(8) FY 2016/17 YR 6	(9) FY 2017/18 YR 7	(10) FY 2018/19 YR 8	(11) FY 2019/20 YR 9	(12) Total Costs
1	**Initial Release (Solution Development and Transition)**										
2	Hardware Costs (Worksheet VII-3)	$0	$0	$0	$0	$0					**$0**
3	Software Costs (Worksheet VII-4)	$0	$0	$0	$0	$0					**$0**
4	Staffing Costs - Initial Release (Worksheet VII-5a)	-	-	-	-	-	-	-	-		-
5	Staffing Costs - Initial Release Development and Transition (Worksheet VII-5a)	$0	$0	$0	$0	$0					**$0**
6	Staffing Costs - Initial Release End-User Training (Worksheet VII-5a)	$0	$0	$0	$0	$0					**$0**
7	Staffing Costs - Initial Release Service and Support (Worksheet VII-5a)	$0	$0	$0	$0	$0					**$0**
8	End-User Training Costs Non-Staffing (Worksheet VII-7)	$0	$0	$0	$0	$0					**$0**
9	Unanticipated Tasks (10% of Initial Release Costs)	$0	$0	$0	$0	$0					**$0**
10	OTech Data Center Services (VII-15a)	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
11	**Total - Initial Release**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
12											
13	**Future Release (Solution Development and Transition)**										
14	Hardware Costs (Worksheet VII-3)	$0	$0	$0	$0	$0					**$0**
15	Software Costs (Worksheet VII-4)	$0	$0	$0	$0	$0					**$0**
16	Staffing Costs - Future Release (Worksheet VII-5b)	-	-	-	-	-	-	-	-		-
17	Staffing Costs - Future Release Development and Transition (Worksheet VII-5b)	$0	$0	$0	$0	$0					
18	Staffing Costs - Future Release End-User Training (Worksheet VII-5b)	$0	$0	$0	$0	$0					
19	End-User Training Costs Non-Staffing (Worksheet VII-7)	$0	$0	$0	$0	$0					**$0**
20	Unanticipated Tasks (10% of Future Release Costs)	$0	$0	$0	$0	$0					**$0**
21	OTech Data Center Services (VII-15a)	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
22	**Total - Future Release**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
23											
24	**Service and Support (Maintenance and Operations)**										
25	Hardware Costs (Worksheet VII-3)	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
26	Software Costs (Worksheet VII-4)	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
27	Staffing Service and Support (Worksheet VII-6)	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
28	Technical Services*	$0	$0	$0	$1,410,000	$1,410,000	$1,410,000	$1,410,000	$1,410,000	$1,410,000	**$7,050,000**
29	OTech Data Center Services (VII-15a)	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
30	System Changes*	$0	$0	$0	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000	$6,000,000	**$36,000,000**
31	**Total - Service and Support**	**$0**	**$0**	**$0**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$43,050,000**
32											
33	**TOTALS**	**$0**	**$0**	**$0**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$43,050,000**
34											**TOTAL BID AMOUNT**
35	*** These services are conditional upon approval of an official request form and the completion of Solution Development and Transition.**										

Office of Systems Integration
RFP OSI-0530-208

CWS/Web Project
Appendix E - Cost Workbook

Wksht VII-2. TOTAL COST SUMMARY (Contract Amt)

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	OPTION YEARS (11)	(12)	(13)
Row	Category	FY 2011/12 YR 1	FY 2012/13 YR 2	FY 2013/14 YR 3	FY 2014/15 YR 4	FY 2015/16 YR 5	FY 2016/17 YR 6	FY 2017/18 YR 7	Base Contract Subtotals	FY 2018/19 YR 8	FY 2019/20 YR 9	Total Amount Subtotals
1	**Initial Release (Solution Development and Transition)**											
2	Hardware Costs (Worksheet VII-3)	$0	$0	$0	$0	$0			**$0**			**$0**
3	Software Costs (Worksheet VII-4)	$0	$0	$0	$0	$0			**$0**			**$0**
4	Staffing Costs - Initial Release (Worksheet VII-5a)	-	-	-	-	-	-	-		-		
5	Staffing Costs - Initial Release Development and Transition (Worksheet VII-5a)	$0	$0	$0	$0	$0			**$0**			**$0**
6	Staffing Costs - Initial Release End-User Training (Worksheet VII-5a)	$0	$0	$0	$0	$0			**$0**			**$0**
7	Staffing Costs - Initial Release Service and Support (Worksheet VII-5a)	$0	$0	$0	$0	$0			**$0**			**$0**
8	End-User Training Costs Non-Staffing (Worksheet VII-7)	$0	$0	$0	$0	$0			**$0**			**$0**
9	Unanticipated Tasks (10% of Initial Release Costs)	$0	$0	$0	$0	$0			**$0**			**$0**
10	**Total - Initial Release**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
11												
12	**Future Release (Solution Development and Transition)**											**$0**
13	Hardware Costs (Worksheet VII-3)	$0	$0	$0	$0	$0			**$0**			**$0**
14	Software Costs (Worksheet VII-4)	$0	$0	$0	$0	$0			**$0**			**$0**
15	Staffing Costs - Future Release (Worksheet VII-5b)	-	-	-	-	-	-	-		-		
16	Staffing Costs - Future Release Development and Transition (Worksheet VII-5b)	$0	$0	$0	$0	$0			**$0**			**$0**
17	Staffing Costs - Future Release End-User Training (Worksheet VII-5b)	$0	$0	$0	$0	$0			**$0**			**$0**
18	End-User Training Costs Non-Staffing (Worksheet VII-7)	$0	$0	$0	$0	$0			**$0**			**$0**
19	Unanticipated Tasks (10% of Future Release Costs)	$0	$0	$0	$0	$0			**$0**			**$0**
20	**Total - Future Release 1**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
21												
22	**Service and Support (Maintenance and Operations)**											
23	Hardware Costs (Worksheet VII-3)	$0	$0	$0	$0	$0	$0	$0	**$0**	$0	$0	**$0**
24	Software Costs (Worksheet VII-4)	$0	$0	$0	$0	$0	$0	$0	**$0**	$0	$0	**$0**
25	Staffing Service and Support (Worksheet VII-6)	$0	$0	$0	$0	$0	$0	$0	**$0**	$0	$0	**$0**
26	Technical Services*	$0	$0	$0	$1,410,000	$1,410,000	$1,410,000	$1,410,000	**$5,640,000**	$1,410,000	$1,410,000	**$8,460,000**
27	System Changes*	$0	$0	$0	$6,000,000	$6,000,000	$6,000,000	$6,000,000	**$24,000,000**	$6,000,000	$6,000,000	**$36,000,000**
28	**Total - Service and Support**	**$0**	**$0**	**$0**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$29,640,000**	**$7,410,000**	**$7,410,000**	**$44,460,000**
29												
30	**TOTALS**	**$0**	**$0**	**$0**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$7,410,000**	**$29,640,000**	**$7,410,000**	**$7,410,000**	**$44,460,000**
31									**BASE CONTRACT AMOUNT**			**TOTAL AMOUNT (Including Option Years)**
32	*** These services are conditional upon approval of an official request form and the completion of Solution Development and Transition.**											

Wksht VII-3. HARDWARE COSTS

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)
Row Number	Hardware Description/ Manufacturer/ Model Number	Environment(s) Supported	Warranty Period	Unit Price	Freight and Setup	Sales Tax	Hardware Maintenance Price	Quantity	Total Price per Item	Year 1 FY 2011/12	Year 2 FY 2012/13	Year 3 FY 2013/14	Year 4 FY 2014/15	Year 5 FY 2015/16	Year 6 FY 2016/17	Year 7 FY 2017/18	Year 8 FY 2018/19	Year 9 FY 2019/20	Hardware Subtotals
1	**Initial Release Hardware**																		
2									$0										$0
3									$0										$0
4									$0										$0
5									$0										$0
6									$0										$0
7									$0										$0
8									$0										$0
9									$0										$0
10									$0										$0
11									$0										$0
12									$0										$0
13									$0										$0
14									$0										$0
15									$0										$0
16	**Initial Release Hardware Subtotal**								**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
17																			
18	**Future Release Hardware**																		
19									$0										$0
20									$0										$0
21									$0										$0
22									$0										$0
23									$0										$0
24									$0										$0
25									$0										$0
26									$0										$0
27	**Future Release Hardware Subtotal**								**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
28																			
29	**Service and Support Hardware**																		
30									$0										$0
31									$0										$0
32									$0										$0
33									$0										$0
34									$0										$0
35									$0										$0
36									$0										$0
37									$0										$0
38									$0										$0
39	**Service and Support Subtotal**								**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
40																			
41	**ALL HARDWARE SUBTOTAL**								**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**

Office of Systems Integration
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CWS/Web Project
Appendix E - Cost Workbook

Wksht VII-4. SOFTWARE COSTS

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)
Row	Software Description	License Type	Unit Price	Freight Cost	Sales Tax	License Cost	Software Maintenance Costs	Quantity	Cost per Software	Year 1 FY 2011/12	Year 2 FY 2012/13	Year 3 FY 2013/14	Year 4 FY 2014/15	Year 5 FY 2015/16	Year 6 FY 2016/17	Year 7 FY 2017/18	Year 8 FY 2018/19	Year 9 FY 2019/20	Software Subtotals
1	INITIAL RELEASE SOFTWARE																		
2									$0										$0
3									$0										$0
4									$0										$0
5									$0										$0
6									$0										$0
7									$0										$0
8									$0										$0
9									$0										$0
10									$0										$0
11									$0										$0
12									$0										$0
13	Initial Release Software Subtotal								$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
14																			
15	FUTURE RELEASE SOFTWARE																		
16									$0										$0
17									$0										$0
18									$0										$0
19									$0										$0
20									$0										$0
21									$0										$0
22									$0										$0
23									$0										$0
24									$0										$0
25	Future Release 1 SUBTOTAL								$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
26																			
27	SERVICE AND SUPPORT SOFTWARE																		
28									$0										$0
29									$0										$0
30									$0										$0
31									$0										$0
32									$0										$0
33									$0										$0
34									$0										$0
35									$0										$0
36									$0										$0
37									$0										$0
38									$0										$0
39	Services and Support SUBTOTAL								$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0
40																			
41	Total Software Costs								$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0

Wksht VII-5a. STAFFING COSTS - INITIAL RELEASE

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)
					FY 2011/12			FY 2012/13			FY 2013/14			FY 20114/15			FY 2015/16		
Row	Team Member Position	Team Member Name	Sub-contractor (Y/N)	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	TOTAL STAFFING COST
	INITIAL RELEASE				**YEAR 1**			**YEAR 2**			**YEAR 3**			**YEAR 4**			**YEAR 5**		
1	**INITIAL RELEASE (SOLUTION DEVELOPMENT & TRANSITION)**																		
2	**Key Positions**																		
3	*A. Project Manager*	*Insert name*																	
4	*B. Functional Manager*	*Insert name*																	
5	*C. Chief Architect*	*Insert name*																	
6	*D. Software Architect*	*Insert name*																	
7	*E. Database Architect*	*Insert name*																	
8	*F. Infrastructure Manager*	*Insert name*																	
9	*G. Data Conversion Manager*	*Insert name*																	
10	*H. Security Architect*	*Insert name*																	
11	*I. Software Development Manager*	*Insert name*																	
12	*J. Transition Manager*	*Insert name*																	
13	*K. Test Manager*	*Insert name*																	
14	*L. Training Manager*	*Insert name*																	
15	*M. Quality Assurance Manager*	*Insert name*																	
16	**Non-Key Positions**																		
17	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
18	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
19	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
20	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
21	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
22	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
23	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
24	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
25	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
26	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
27	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
28	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
29	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
30	**Subtotal**					$0			$0			$0			$0			$0	$0
31																			
32	**INITIAL RELEASE (END-USER TRAINING)**																		
33	*Training Manager*	*Insert name*				$0			$0			$0			$0			$0	$0
34	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
35	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
36	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
37	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
38	**Subtotal**					$0			$0			$0			$0			$0	$0
39																			
40	**INITIAL RELEASE (SERVICE AND SUPPORT)**																		
41	*Service and Support Manager*	*Insert name*				$0			$0			$0			$0			$0	$0
42	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
43	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
44	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
45	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
46	**Subtotal**					$0			$0			$0			$0			$0	$0

Wksht VII-5b. STAFFING COSTS - FUTURE RELEASE

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)	(19)	(20)
					FY 2011/12			FY 2012/13			FY 2013/14			FY 20114/15			FY 2015/16		
Row	Team Member Position	Team Member Name	Sub-contractor or JV/AR	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	TOTAL STAFFING COST
	FUTURE RELEASE				**YEAR 1**			**YEAR 2**			**YEAR 3**			**YEAR 4**			**YEAR 5**		
1	**FUTURE RELEASE (SOLUTION DEVELOPMENT & TRANSITION)**																		
2	**Key Positions**																		
3	***Project Manager***	*Insert name*				$0			$0			$0			$0			$0	$0
4	***Chief Architect***	*Insert name*				$0			$0			$0			$0			$0	$0
5	***Software Architect***	*Insert name*				$0			$0			$0			$0			$0	$0
6	***Software Development Manager***	*Insert name*				$0			$0			$0			$0			$0	$0
7	***Data Conversion Manager***	*Insert name*				$0			$0			$0			$0			$0	$0
8	***Transition Manager***	*Insert name*				$0			$0			$0			$0			$0	$0
9	***Test Manager***	*Insert name*				$0			$0			$0			$0			$0	$0
10	**Non-Key Positions**																		
11	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
12	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
13	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
14	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
15	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
16	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
17	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
18	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
19	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
20	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
21	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
22	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
23	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
24	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
25	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
26	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
27	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
28	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
29	**Subtotal**					$0			$0			$0			$0			$0	$0
30																			
31	**FUTURE RELEASE END-USER TRAINING**																		
32	***Training Manager***	*Insert name*				$0			$0			$0			$0			$0	$0
33	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
34	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
35	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
36	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
37	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
38	*Insert Classification*	*Insert name*				$0			$0			$0			$0			$0	$0
39	**Subtotal**					$0			$0			$0			$0			$0	$0

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Wksht VII-6. STAFFING COSTS - SERVICE AND SUPPORT

CWS/Web Project
Appendix E - Cost Workbook

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
					FY 2012/13			FY 2013/14			FY 20114/15			FY 2015/16			FY 2016/17				FY 2017/18			FY 2018/19			FY 2019/20		
Row	Team Member Positions / Functional Categories	Team Member Names	Subcon tractor (Y/N)	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Staffing Subtotals
	Service and Support (M&O)				**YEAR 2**			**YEAR 3**			**YEAR 4**			**YEAR 5**			**YEAR 6**				**YEAR 7**			**YEAR 8**			**YEAR 9**		
1	**GENERAL SERVICE AND SUPPORT**																											
2	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
3	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
4	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
5	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
6	**SERVICE OVERSIGHT**																											$0
7	**1. Asset Management**																											
8	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
9	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
10	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
11	**2. Communications**																											$0
12	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
13	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
14	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
15	**3. Customer Relationship Management**																											$0
16	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
17	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
18	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
19	**4. Governance**																											$0
20	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
21	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
22	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
23	**5. Work Request Receipt**																											$0
24	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
25	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
26	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
27	**6. Oversight - Internal Operations**																											$0
28	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
29	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
30	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
31	**7. Performance Measures**																											$0
32	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
33	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
34	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
35	**8. Policy**																											$0
36	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
37	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
38	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
39	**9. Proposal Development**																											$0
40	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
41	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
42	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
43	**10. IT Resource Management**																											$0
44	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
45	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
46	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
47	**11. Service Level Management**																											$0
48	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
49	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
50	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
51	**12. Solution Architecture**																											$0
52	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
53	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
54	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
55	**SERVICE MAINTENANCE**																											$0
56	**1. Application Maintenance and Support**																											
57	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
58	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
59	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
				FY 2012/13			FY 2013/14			FY 20114/15			FY 2015/16			FY 2016/17			FY 2017/18			FY 2018/19			FY 2019/20			
Row	Team Member Positions / Functional Categories	Team Member Names	Subcon tractor (Y/N)	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Staffing Subtotals
	Service and Support (M&O)			YEAR 2			YEAR 3			YEAR 4			YEAR 5			YEAR 6			YEAR 7			YEAR 8			YEAR 9			
60	**2. Directory Repository Management**																											$0
61	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
62	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
63	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
64	**3. Control Agency Compliance**																											$0
65	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
66	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
67	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
68	**4. Customer Report Creation Support**																											$0
69	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
70	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
71	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
72	**5. Forms Management**																											$0
73	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
74	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
75	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
76	**6. Information Management**																											$0
77	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
78	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
79	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
80	**7. Interface Management**																											$0
81	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
82	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
83	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
84	**8. Project Management**																											
85	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
86	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
87	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
88	**9. Quality Assurance**																											$0
89	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
90	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
91	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
92	**10. Requirements Management**																											$0
93	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
94	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
95	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
96	**11. Technical Writing**																											$0
97	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
98	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
99	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
100	**12. Testing**																											$0
101	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
102	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
103	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
104	**13. Workflow and Business Rule Management**																											
105	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
106	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
107	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
108	**SERVICE DELIVERY**																											$0
109	**1. Availability Management**																											
110	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
111	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
112	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
113	**2. Capacity Management**																											$0
114	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
115	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
116	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
117	**3. Change Management**																											$0

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
					FY 2012/13			FY 2013/14			FY 20114/15			FY 2015/16			FY 2016/17				FY 2017/18			FY 2018/19				FY 2019/20		
Row	Team Member Positions / Functional Categories	Team Member Names	Subcon tractor (Y/N)	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Staffing Subtotals
	Service and Support (M&O)				**YEAR 2**			**YEAR 3**			**YEAR 4**			**YEAR 5**			**YEAR 6**				**YEAR 7**			**YEAR 8**				**YEAR 9**		
118	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
119	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
120	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
121	**4. Configuration Management**																											
122	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
123	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
124	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
125	**5. Customer Training**																											$0
126	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
127	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
128	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
129	**6. Facilities Management**																											$0
130	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
131	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
132	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
133	**7. Incident Management**																											$0
134	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
135	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
136	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
137	**8. Network (Connectivity)**																											$0
138	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
139	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
140	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
141	**9. Operations (Data Center and Network Operations Center)**																											
142	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
143	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
144	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
145	**10. Personal Device Support**																											$0
146	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
147	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
148	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
149	**11. Problem Management**																											$0
150	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
151	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
152	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
153	**12. Release Management**																											$0
154	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
155	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
156	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
157	**13. Security**																											$0
158	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
159	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
160	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
161	**14. Servers (Hosting) and Storage**																											
162	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
163	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
164	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
161	**15. Service Continuity Management**																											
162	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
163	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
164	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
165	**16. Service Desk**																											$0
166	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
167	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
168	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
169	**17. Training (Internal)**																											$0
170	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
171	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29
					FY 2012/13			FY 2013/14			FY 20114/15			FY 2015/16			FY 2016/17			FY 2017/18			FY 2018/19			FY 2019/20			
Row	Team Member Positions / Functional Categories	Team Member Names	Subcon tractor (Y/N)	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Hourly Rate	Number of Hours	Extended Cost	Staffing Subtotals
	Service and Support (M&O)				**YEAR 2**			**YEAR 3**			**YEAR 4**			**YEAR 5**			**YEAR 6**			**YEAR 7**			**YEAR 8**			**YEAR 9**		
171	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
169	**SUPPORT SACWIS REVIEW**																											$0
170	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
171	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
171	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
172	*Insert Classification*	*Insert Name*				$0			$0			$0			$0			$0			$0			$0			$0	$0
173	**Subtotal**					$0			$0			$0			$0			$0			$0			$0			$0	$0

Wksht VII-7. END-USER TRAINING COSTS NON-STAFFING

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Row Number	Class/ Session Description	Class Location	FY 2011/12 Non-Staffing Training Costs	FY 2012/13 Non-Staffing Training Costs	FY 2013/14 Non-Staffing Training Costs	FY 2014/15 Non-Staffing Training Costs	FY 2015/16 Non-Staffing Training Costs	FY 2016/17 Non-Staffing Training Costs	Subtotals
1	**INITIAL RELEASE**								
2									$0
3									$0
4									$0
5									$0
6									$0
7									$0
8									$0
9									$0
10									$0
11									$0
12									$0
13									$0
14									$0
15									$0
16									$0
17									$0
18									$0
19									$0
20									$0
21	**Fiscal Year Subtotals**		$0	$0	$0	$0	$0	$0	$0
22									
23	**FUTURE RELEASE**								$0
24									$0
25									$0
26									$0
27									$0
28									$0
29									$0
30									$0
31									$0
32									$0
33									$0
34									$0
35									$0
36									$0
37									$0
38									$0
39									$0
40									$0
41									$0
42									$0
43	**Fiscal Year Subtotals**		$0	$0	$0	$0	$0	$0	$0
44									
45	**Subtotal for All Non-Staffing Training Costs for Solution Development and Transition**		$0	$0	$0	$0	$0	$0	$0

Wksht VII-8. SYSTEM INTERFACE COSTS

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)
Row Number	Interface Description	Hardware Cost	Software Cost	Staffing Cost	DTS Cost	Extended Cost	FY 2011/12 YR 1	FY 2012/13 YR 2	FY 2013/14 YR 3	FY 2014/15 YR 4	FY 2015/16 YR 5	FY 2016/17 YR 6	FY 2017/18 YR 7	FY 2018/19 YR 8	FY 2019/20 YR 9	Subtotals
	INITIAL RELEASE															
1	California Department of Social Services (CDSS) Statewide Automated Welfare System (SAWS)					$0										$0
2	CDSS, Consortium 4 (C-IV)					$0										$0
3	CDSS, CalWIN					$0										$0
4	CDSS, LEADER Replacement System (LRS)					$0										$0
5	CDSS, Community Care Licensing Division (CCLD) Licensing Information System (LIS)					$0										$0
6	County Auditor/Controller Offices					$0										$0
7	California Department of Health Care Services (DHCS) SCI					$0										$0
8	DHCS MISDSS					$0										$0
9	DHCS MEDS					$0										$0
10	California Department of Justice (DOJ), Law Enforcement Telecommunication System (CLETS)					$0										$0
11	DOJ, Child Abuse Central Index					$0										$0
12	California Department of Education (CDE) , Statewide School Information					$0										$0
13	Judicial Council of California, Administrative Office of the Courts, Court Case Management Systems					$0										$0
14	California State Controllers Office, Payment System					$0										$0
15	Department of Motor Vehicles (DMV)					$0										$0
16	U.S. Administration for Children and Families (AFCARS, NYTD, NACNDS)					$0										$0
17	California Department of Child Support Services, California Child Support Automated Systems					$0										$0
18	UC Berkeley					$0										$0
19	San Bernardino County, Department of Public Services, Probation Department					$0										$0
20	Los Angeles County, Department of Public Social Services, Automated Provider Payment Services					$0										$0
21	Los Angeles County, Department of Public Social Services, LEADER					$0										$0
22	Los Angeles County, Department of Public Social Services, Welfare Care Management Information System (WCMIS)					$0										$0
23	LEXIS-NEXIS					$0										$0
24	Local Law Enforcement Agencies					$0										$0
	Initial Release SUBTOTAL					$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)
Row Number	Interface Description	Hardware Cost	Software Cost	Staffing Cost	DTS Cost	Extended Cost	FY 2011/12 YR 1	FY 2012/13 YR 2	FY 2013/14 YR 3	FY 2014/15 YR 4	FY 2015/16 YR 5	FY 2016/17 YR 6	FY 2017/18 YR 7	FY 2018/19 YR 8	FY 2019/20 YR 9	Subtotals
	FUTURE RELEASE															
25	California Department of Corrections and Rehabilitation					$0										$0
26	California Employment Development Department					$0										$0
27	California Department of Alcohol and Drug Programs					$0										$0
28	California Department of Education (CDE) Educational Information					$0										$0
29	California Department of Public Health (CDPH), Office of Vital Records, Electronic Death Registration System (CA-EDRS)					$0										$0
30	CDPH, Women, Infants, and Children (WIC)					$0										$0
31	CDPH, Birth Information															$0
32	U.S. Social Security Administration					$0										$0
	Future Release SUBTOTAL					$0	$0	$0	$0	$0	$0	$0	$0	$0	$0	$0

Wksht VII-9. LABOR RATES for WORK AUTH, SYSTEM CHANGE AUTH, TECHNICAL SUPPORT REQUESTS

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)
		FY 2011/12 YR 1	FY 2012/13 YR 2	FY 2013/14 YR 3	FY 2014/15 YR 4	FY 2015/16 YR 5	FY 2016/17 YR 6	FY 2017/18 YR 7	FY 2018/19 YR 8	FY 2019/20 YR 9
Row Number	Project Team Member	Hourly Rate for Each Project Team Member by Project Year								
1	**Key Staff**									
2	***Project Manager***									
3	***Chief Architect***									
4	***Software Architect***									
5	***Database Architect***									
6	***Infrastructure Manager***									
7	***Data Conversion Manager***									
8	***Security Architect***									
9	***Software Development Manager***									
10	***Functional Manager***									
11	***Transition Manager***									
12	***Test Manager***									
13	***Training Manager***									
14	***Service and Support Manager***									
15	***Quality Assurance Manager***									
16	**Non-Key Staff**									
17	*insert team member*									
18	*insert team member*									
19	*insert team member*									
20	*insert team member*									
21	*insert team member*									
22	*insert team member*									
23	*insert team member*									

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Row	Product ID#	LIST OF PRODUCTS	Type of Product (Deliverable or Material)	Initial Release (Y/N)		Future Release (Y/N)		Initial Release Cost	Future Release Cost
1	PM001	Project Management Plan	DL	Y		Y			
2	PM002	Project Schedule	DL	Y		Y			
3	PM007	Benefits Measurement Plan	DL	Y		Y			
4	PM008	Requirements Control Plan	DL	Y		Y			
5	PM009	Risk Management Plan	DL	Y		Y			
6	PM010	Business Process Transition Plan	DL	Y		Y			
7	PM016	Configuration Management Plan	DL	Y		Y			
8	SS001	Justification Package	DL	Y		Y			
9	SS002	State Staffing Package	DL	Y		Y			
10	SS003	Function Delivery Plan	DL	Y		Y			
11	SS004	Asset Management System	DL	Y		Y			
12	SS005	CWS/Web Performance Agreement	DL	Y		Y			
13	SS006	Systems Integrator Service Level Agreement	DL	Y		Y			
14	SS007	CWS/Web Solution Management Guide	DL	Y		Y			
15	SS013	Service Continuity Management Disaster Recovery Plan	DL	Y		Y			
16	SS017	Service Partner Performance Agreement	DL	Y		Y			
17	SS018	Backup and Recovery Plan	DL	Y		Y			
18	SS020	Production Release Package	DL	Y		Y			
19	SS023	Asset Management System Description	DL	Y		Y			
20	SS025	Service Desk Solution	DL	Y		N			$0
21	SS026	Service Desk Solution Description	DL	Y		N			$0
22	TM001	Data Conversion Plan	DL	Y		Y			
23	TM002	Software Development Plan	DL	Y		Y			
24	TM003	System Security Plan	DL	Y		Y			
25	TM004	Database Design Description	DL	Y		Y			
26	TM005	Data Warehouse Design Description	DL	Y		Y			
27	TM006	Interface Design Description	DL	Y		Y			
28	TM008	Software Design Description	DL	Y		Y			
29	TM009	Software Requirements Specification	DL	Y		Y			
30	TM010	System/Subsystem Specification	DL	Y		Y			
31	TM011	Software Test Plan	DL	Y		Y			
32	TM012	Software Test Documentation	DL	Y		Y			
33	TM013	Data Conversion Design Specification	DL	Y		Y			
34	TM014	and Counties/CDSS	DL	Y		**N**			$0
35	TM015	Data Conversion Environment Computer Operation Manual	DL	Y		**N**			$0
36	TM016	Training Environment Computer Operation Manual	MT	Y		**N**			$0
37	TM017	Development Environment Computer Operation Manual	MT	Y		**N**			$0
38	TM018	User Acceptance Testing Environment Computer Operation Manual	MT	Y		**N**			$0
39	TM019	Production Environment Computer Operation Manual	MT	Y		**N**			$0
40	TM020	System Operation Manual	DL	Y		Y			
41	TM021	System/Subsystem Design Description	DL	Y		Y			
42	TM022	Performance and Capacity Management Plan	DL	Y		Y			
43	TM023	Problem Resolution Plan	DL	Y		Y			
44	TM024	Training Environment Description	DL	Y		Y			
45	TM025	Description	DL	Y		Y			
46	TM025	Data Quality Report	MT	Y		Y			
47	TM026	Data Conversion Environment Description	DL	Y		**N**			$0
48	TM027	User Acceptance Testing Environment Description	**DL**	Y		**N**			$0
49	TM028	Production Environment Description	DL	Y		Y			
50	TM029	Development Environment Description	DL	Y		**N**			$0
51	TM030	Configuration Management System Description	DL	Y		**N**			$0
52	TM031	Training Environment	DL	Y		**N**			$0
53	TM032	Incident, Problem and Defect Integrated Tracking System	DL	Y		**N**			$0
54	TM034	Configuration Management System	DL	Y		**N**			$0
55	TM035	Data Conversion Environment	DL	Y		**N**			$0
56	TM036	User Acceptance Testing Environment	DL	Y		**N**			$0
57	TM037	Production Environment	DL	Y		**N**			$0
58	TM038	Development Environment	DL	Y		**N**			$0
59	TM040	Test Certification	MT	Y		Y			
60	TM041	Data Conversion Problems Report	MT	Y		Y			
61	TR001	Master Training and Knowledge Management Plan	DL	Y		Y			
62	TR002	CWS/Web User Training Plan	DL	Y		Y			
63	TR003	Technical Training Plan	DL	Y		Y			
64	TR004	Training Administration Plan	DL	Y		Y			
65	TR005	Training Curriculum	DL	Y		Y			
66	TR006	CWS/Web Training Manual	DL	Y		Y			
67	TR007	Statewide Deployment Plan	DL	Y		Y			
68	TR008	Software Installation Plan	DL	Y		Y			
69	TR009	Organizational Change Readiness Plan	DL	Y		Y			
70	TR010	Service and Support Staff Training Plan	DL	Y		Y			
71	TR012	Deployment Readiness Assessment Certification Letter	MT	Y		Y			
72	TR013	Deployment Readiness Assessment Checklist	DL	Y		Y			
73	TR014	Deployment Completion Certification Letter	MT	Y		Y			
74	TR015	Deployment Completion Report	MT	Y		Y			
75	TR016	Knowledge Management Plan	DL	Y		Y			
76	TR018	Software User Manual	DL	Y		Y			
77	TR019	Software Transition Plan	DL	Y		Y			
78		**Subtotal**							

Wksht VII-11a. IR Compensation Schedule by Percentage

(1) Row	(2) Compensation Milestone Number	(3) Product ID#	(4) Compensation Milestones and Associated Products	(5) Type of Product (Deliverable or Material)	(6) Bidder's Proposed Milestone Review Date	(7) Percent of Payment (Bidder's Proposed)	(8) Percent of Payment (State's Preferred)	(9) Percent of Payment (Lower Limit)	(10) Percent of Payment (Upper Limit)
1		SS004	Asset Management System	DL					
2		SS023	Asset Management System Description	DL					
3		PM016	Configuration Management Plan	DL					
4		PM001	Project Management Plan	DL					
5		PM002	Project Schedule	DL					
6		PM008	Requirements Control Plan	DL					
7		PM009	Risk Management Plan	DL					
8		TM002	Software Development Plan	DL					
9	**1**		**CM-1 Project Management System**				**7.00%**	**6.37%**	**7.63%**
10		TM034	Configuration Management System	DL					
11		TM030	Configuration Management System Description	DL					
12		TM038	Development Environment	DL					
13		TM017	Development Environment Computer Operation Manual	MT					
14		TM029	Development Environment Description	DL					
15		TM032	Incident, Problem and Defect Integrated Tracking System	DL					
16		TM025	Incident, Problem and Defect Integrated Tracking System Description	DL					
17		TM010	System/Subsystem Specification	DL					
18	**2**		**CM-2 System Specification / Support Systems**				**7.00%**	**6.37%**	**7.63%**
19		TR002	CWS/Web User Training Plan	DL					
20		TR016	Knowledge Management Plan	DL					
21		TR001	Master Training and Knowledge Management Plan	DL					
22		TR009	Organizational Change Readiness Plan	DL					
23		TR010	Service and Support Staff Training Plan	DL					
24		TR003	Technical Training Plan	DL					
25		TR004	Training Administration Plan	DL					
26	**3**		**CM-3 Training Plans**				**4.00%**	**3.64%**	**4.36%**
27		PM007	Benefits Measurement Plan	DL					
28		TM009	Software Requirements Specification	DL					
29		TM003	System Security Plan	DL					
30		TM021	System/Subsystem Design Description	DL					
31	**4**		**CM-4 Requirements Specifications**				**8.00%**	**7.28%**	**8.72%**
32		TM005	Data Warehouse Design Description	DL					
33		TM004	Database Design Description	DL					
34		TM014	Hardware and Software Specifications for the Environments at DTS and Counties/CDSS	DL					
35		TM006	Interface Design Description	DL					
36		TM008	Software Design Description	DL					
37	**5**		**CM-5 Design**				**8.00%**	**7.28%**	**8.72%**
38		SS007	CWS/Web Solution Management Guide	DL					
39		TM013	Data Conversion Design Specification	DL					
40		TM035	Data Conversion Environment	DL					
41		TM015	Data Conversion Environment Computer Operation Manual	MT					
42		TM026	Data Conversion Environment Description	DL					
43		TM001	Data Conversion Plan	DL					
44		TM041	Data Conversion Problems Report	MT					
45		SS003	Function Delivery Plan	DL					
46		TM011	Software Test Plan	DL					
47	**6**		**CM-6 Data Conversion Preparation**				**6.00%**	**5.46%**	**6.54%**
48		SS013	Service Continuity Management Disaster Recovery Plan	DL					
49		TM040	Test Certification	MT					
50	**7**		**CM-7 Test Certification**				**3.00%**	**2.73%**	**3.27%**
51		TM025	Data Quality Report	MT					

Wksht VII-11a. IR Compensation Schedule by Percentage

(1) Row	(2) Compensation Milestone Number	(3) Product ID#	(4) Compensation Milestones and Associated Products	(5) Type of Product (Deliverable or Material)	(6) Bidder's Proposed Milestone Review Date	(7) Percent of Payment (Bidder's Proposed)	(8) Percent of Payment (State's Preferred)	(9) Percent of Payment (Lower Limit)	(10) Percent of Payment (Upper Limit)
52	**8**		**CM-8 Data Conversion**				**3.00%**	**2.73%**	**3.27%**
53		SS018	Backup and Recovery Plan	DL					
54		TR021	Business Process Transition Plan	DL					
55		TR006	CWS/Web Training Manual	DL					
56		TR012	Deployment Readiness Assessment Certification Letter	MT					
57		TR013	Deployment Readiness Assessment Checklist	DL					
58		TM022	Performance and Capacity Management Plan	DL					
59		TM023	Problem Resolution Plan	DL					
60		SS020	Production Release Package	DL					
61		TR008	Software Installation Plan	DL					
62		TM012	Software Test Documentation	DL					
63		TR019	Software Transition Plan	DL					
64		TR018	Software User Manual	DL					
65		TR007	Statewide Deployment Plan	DL					
66		TM020	System Operation Manual	DL					
67		TR005	Training Curriculum	DL		`			
68	**9**		**CM-9 Transition Preparation**				**9.00%**	**8.19%**	**9.81%**
69		TM037	Production Environment	DL					
70		TM019	Production Environment Computer Operation Manual	MT					
71		TM028	Production Environment Description	DL					
72		SS025	Service Desk Solution	DL					
73		SS026	Service Desk Solution Description	DL					
74		TM031	Training Environment	DL					
75		TM016	Training Environment Computer Operation Manual	MT					
76		TM024	Training Environment Description	DL					
77		TM036	User Acceptance Testing Environment	DL					
78		TM018	User Acceptance Testing Environment Computer Operation Manual	MT					
79		TM027	User Acceptance Testing Environment Description	DL		`			
80	**10**		**CM-10 Environments**				**8.00%**	**7.28%**	**8.72%**
81		TR015	Deployment Completion Report	MT					
82	**11**		**CM-11 Pilot Deployment Completion**				**2.00%**	**1.82%**	**2.18%**
83		SS005	CWS/Web Performance Agreement	DL					
84		TR014	Deployment Completion Certification Letter	MT					
85		SS001	Resource (personnel and non-personnel) Calculation and Justification Package	DL					
86		SS017	Service Partner Performance Agreement	DL					
87		SS002	State Staffing Package	DL					
88		SS006	Systems Integrator Service Level Agreement	DL		`			
89	**12**		**CM-12 Initial Release Implementation Completion**				**20.00%**	**15.00%**	**25.00%**
90			**Holdback Release - IR Acceptance (5% of Initial Release Cost)**			**5.00%**	**5.00%**		
91			**Management Performance Balanced Scorecard (10% of IR Total Cost)**			**10.00%**	**10.00%**		
92			**Total**			**15.00%**	**100.00%**		

Wksht VII-11b, FR Compensation Schedule by Percentage

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Row	Compensation Milestone Number	Product ID#	Compensation Milestones and Associated Products	Type of Product (Deliverable or Material)	Bidder's Proposed Milestone Review Date	Percent of Payment (Bidder's Proposed)	Percent of Payment (State's Preferred)	Percent of Payment (Lower Limit)	Percent of Payment (Upper Limit)
1		PM016	Configuration Management Plan	DL					
2		PM001	Project Management Plan	DL					
3		PM002	Project Schedule	DL					
4		PM008	Requirements Control Plan	DL					
5		PM009	Risk Management Plan	DL					
6		TM002	Software Development Plan	DL					
7	**1**		**CM-1 Project Management System**				**8.00%**	**7.28%**	**8.72%**
8		TR002	CWS/Web User Training Plan	DL					
9		TR016	Knowledge Management Plan	DL					
10		TR001	Master Training and Knowledge Management Plan	DL					
11		TR009	Organizational Change Readiness Plan	DL					
12		TR010	Service and Support Staff Training Plan	DL					
13		TR003	Technical Training Plan	DL					
14		TR004	Training Administration Plan	DL					
15	**2**		**CM-2 Training Plans**				**4.00%**	**3.64%**	**4.36%**
16		PM007	Benefits Measurement Plan	DL					
17		TM009	Software Requirements Specification	DL					
18		TM003	System Security Plan	DL					
19		TM021	System/Subsystem Design Description	DL					
20	**3**		**CM-3 Requirements Specifications**				**10.00%**	**9.10%**	**10.90%**
21		TM005	Data Warehouse Design Description	DL					
22		TM004	Database Design Description	DL					
23		TM014	Hardware and Software Specifications for the Environments at DTS and Counties/CDSS	DL					
24		TM006	Interface Design Description	DL					
25		TM008	Software Design Description	DL					
26	**4**		**CM-4 Design**				**10.00%**	**9.10%**	**10.90%**
27		SS007	CWS/Web Solution Management Guide	DL					
28		TM013	Data Conversion Design Specification	DL					
29		TM001	Data Conversion Plan	DL					
30		TM041	Data Conversion Problems Report	MT					
31		SS003	Function Delivery Plan	DL					
32		TM011	Software Test Plan	DL					
33	**5**		**CM-5 Data Conversion Preparation**				**6.00%**	**5.46%**	**6.54%**
34		SS013	Service Continuity Management Disaster Recovery Plan	DL					
35		TM040	Test Certification	MT					
36	**6**		**CM-6 Test Certification**				**4.00%**	**3.64%**	**4.36%**
37		TM025	Data Quality Report	MT					
38	**7**		**CM-7 Data Conversion**				**3.00%**	**2.73%**	**3.27%**
39		SS018	Backup and Recovery Plan	DL					
40		TR021	Business Process Transition Plan	DL					
41		TR006	CWS/Web Training Manual	DL					
42		TR012	Deployment Readiness Assessment Certification Letter	MT					
43		TR013	Deployment Readiness Assessment Checklist	DL					

Wksht VII-11b. FR Compensation Schedule by Percentage

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)
Row	Compensation Milestone Number	Product ID#	Compensation Milestones and Associated Products	Type of Product (Deliverable or Material)	Bidder's Proposed Milestone Review Date	Percent of Payment (Bidder's Proposed)	Percent of Payment (State's Preferred)	Percent of Payment (Lower Limit)	Percent of Payment (Upper Limit)
44		TM022	Performance and Capacity Management Plan	DL					
45		TM023	Problem Resolution Plan	DL					
46		SS020	Production Release Package	DL					
47		TR008	Software Installation Plan	DL					
48		TM012	Software Test Documentation	DL					
49		TR019	Software Transition Plan	DL					
50		TR018	Software User Manual	DL					
51		TR007	Statewide Deployment Plan	DL					
52		TM020	System Operation Manual	DL					
53		TR005	Training Curriculum	DL		`			
54	**8**		**CM-8 Transition Preparation**				**15.00%**	**13.65%**	**16.35%**
55		TR015	Deployment Completion Report	MT					
56		SS005	CWS/Web Performance Agreement	DL					
57		TR014	Deployment Completion Certification Letter	MT					
58		SS001	Resource (personnel and non-personnel) Calculation and Justification Package	DL					
59		SS017	Service Partner Performance Agreement	DL					
60		SS002	State Staffing Package	DL					
61		SS006	Systems Integrator Service Level Agreement	DL		`			
62	**9**		**CM-9 Future Release Implementation Completion**				**25.00%**	**18.75%**	**31.25%**
63			**Holdback Release - FR Acceptance (5% of Future Release Cost)**			**5.00%**	**5.00%**		
64			**Management Performance Balanced Scorecard (10% of FR Total Cost)**			**10.00%**	**10.00%**		
65			**Total**			**15.00%**	**100.00%**		

Wksht VII-12. Compensation by Percentage for Statewide Deployment of Initial Release (Compensation Milestone 12)

(1) Row	(2) Deployment Location	(3) Percent of Milestone Cost	(4) Compensation Group Number (1-6)
1	CDSS	1.07%	
2	Alameda	3.39%	
3	Alpine	0.01%	
4	Amador	0.05%	
5	Butte	0.84%	
6	Calaveras	0.11%	
7	Colusa	0.04%	
8	Contra Costa	2.54%	
9	Del Norte	0.15%	
10	El Dorado	0.28%	
11	Fresno	3.43%	
12	Glenn	0.14%	
13	Humboldt	0.50%	
14	Imperial	0.45%	
15	Inyo	0.07%	
16	Kern	2.75%	
17	Kings	0.40%	
18	Lake	0.15%	
19	Lassen	0.09%	
20	Los Angeles	31.64%	
21	Madera	0.32%	
22	Marin	0.31%	
23	Mariposa	0.07%	
24	Mendocino	0.50%	
25	Merced	0.85%	
26	Modoc	0.06%	
27	Mono	0.03%	
28	Monterey	0.58%	
29	Napa	0.24%	
30	Nevada	0.13%	
31	Orange	6.56%	
32	Placer	0.86%	
33	Plumas	0.06%	
34	Riverside	4.60%	
35	Sacramento	5.07%	
36	San Benito	0.10%	
37	San Bernardino	5.58%	
38	San Diego	7.65%	
39	San Francisco	1.97%	
40	San Joaquin	1.32%	
41	San luis Obispo	0.82%	
42	San Mateo	1.19%	
43	Santa Barbara	0.71%	
44	Santa Clara	3.90%	
45	Santa Cruz	0.70%	
46	Shasta	0.81%	
47	Sierra	0.02%	
48	Siskiyou	0.12%	
49	Solano	0.72%	
50	Sonoma	0.80%	
51	Stanislaus	1.08%	
52	Sutter	0.33%	
53	Tehama	0.26%	
54	Trinity	0.07%	
55	Tulare	1.37%	
56	Tuolumne	0.12%	
57	Ventura	1.30%	
58	Yolo	0.37%	
59	Yuba	0.35%	
60	**Total**	**100.00%**	

Wksht VII-12. Compensation by Percentage for Statewide Deployment of Initial Release (Compensation Milestone 12)

Milestones and Bidder's Cost by Compensation Group					
(5)	(6)	(7)		(8)	(9)
Row	Milestone	Compensation Group		Milestone Review Date (MM/YYYY)	Percent of Milestone Cost
61	12A	1			**0.00%**
62	12B	2			**0.00%**
63	12C	3			**0.00%**
64	12D	4			**0.00%**
65	12E	5			**0.00%**
66	12F	6			**0.00%**
67	**Total**				**0.00%**

Note: Totals may not equal 100 percent due to rounding.

Worksheet VII-13a. Initial Release Compensation Schedule by Dollar Amount

(1) Row	(2) Compensation Milestone Number	(3) Product ID#	(4) Compensation Milestones and Associated Products	(5) Type of Product (Deliverable or Material)	(6) Bidder's Proposed Milestone Review Date	(7) Payment Amount (Bidder's Proposed)	(8) Adjusted Payment (80%)	(9) Percent of Total Payment (Bidder's Proposal)
1		SS004	Asset Management System	DL				
2		SS023	Asset Management System Description	DL				
3		PM016	Configuration Management Plan	DL				
4		PM001	Project Management Plan	DL				
5		PM002	Project Schedule	DL				
6		PM008	Requirements Control Plan	DL				
7		PM009	Risk Management Plan	DL				
8		TM002	Software Development Plan	DL				
9	**1**		**CM-1 Project Management System**			**$0.00**	**$0.00**	#DIV/0!
10		TM034	Configuration Management System	DL				
11		TM030	Configuration Management System Description	DL				
12		TM038	Development Environment	DL				
13		TM017	Development Environment Computer Operation Manual	MT				
14		TM029	Development Environment Description	DL				
15		TM032	Incident, Problem and Defect Integrated Tracking System	DL				
16		TM025	Incident, Problem and Defect Integrated Tracking System Description	DL				
17		TM010	System/Subsystem Specification	DL				
18	**2**		**CM-2 System Specification / Support Systems**			**$0.00**	**$0.00**	#DIV/0!
19		TR002	CWS/Web User Training Plan	DL				
20		TR016	Knowledge Management Plan	DL				
21		TR001	Master Training and Knowledge Management Plan	DL				
22		TR009	Organizational Change Readiness Plan	DL				
23		TR010	Service and Support Staff Training Plan	DL				
24		TR003	Technical Training Plan	DL				
25		TR004	Training Administration Plan	DL				
26	**3**		**CM-3 Training Plans**			**$0.00**	**$0.00**	#DIV/0!
27		PM007	Benefits Measurement Plan	DL				
28		TM009	Software Requirements Specification	DL				
29		TM003	System Security Plan	DL				
30		TM021	System/Subsystem Design Description	DL				
31	**4**		**CM-4 Requirements Specifications**			**$0.00**	**$0.00**	#DIV/0!
32		TM005	Data Warehouse Design Description	DL				
33		TM004	Database Design Description	DL				
34		TM014	Hardware and Software Specifications for the Environments at DTS and Counties/CDSS	DL				
35		TM006	Interface Design Description	DL				
36		TM008	Software Design Description	DL				
37	**5**		**CM-5 Design**			**$0.00**	**$0.00**	#DIV/0!
38		SS007	CWS/Web Solution Management Guide	DL				
39		TM013	Data Conversion Design Specification	DL				
40		TM035	Data Conversion Environment	DL				
41		TM015	Data Conversion Environment Computer Operation Manual	MT				
42		TM026	Data Conversion Environment Description	DL				

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CWS/Web Project
Appendix E - Cost Workbook

Worksheet VII-13a. Initial Release Compensation Schedule by Dollar Amount

(1) Row	(2) Compensation Milestone Number	(3) Product ID#	(4) Compensation Milestones and Associated Products	(5) Type of Product (Deliverable or Material)	(6) Bidder's Proposed Milestone Review Date	(7) Payment Amount (Bidder's Proposed)	(8) Adjusted Payment (80%)	(9) Percent of Total Payment (Bidder's Proposal)
43		TM001	Data Conversion Plan	DL				
44		TM041	Data Conversion Problems Report	MT				
45		SS003	Function Delivery Plan	DL				
46		TM011	Software Test Plan	DL				
47	**6**		**CM-6 Data Conversion Preparation**			**$0.00**	**$0.00**	#DIV/0!

Worksheet VII-13a. Initial Release Compensation Schedule by Dollar Amount

(1) Row	(2) Compensation Milestone Number	(3) Product ID#	(4) Compensation Milestones and Associated Products	(5) Type of Product (Deliverable or Material)	(6) Bidder's Proposed Milestone Review Date	(7) Payment Amount (Bidder's Proposed)	(8) Adjusted Payment (80%)	(9) Percent of Total Payment (Bidder's Proposal)
48		SS013	Service Continuity Management Disaster Recovery Plan	DL				
49		TM040	Test Certification	MT				
50	**7**		**CM-7 Test Certification**			**$0.00**	**$0.00**	#DIV/0!
51		TM039	Data Quality Report	MT				
52	**8**		**CM-8 Data Conversion**			**$0.00**	**$0.00**	#DIV/0!
53		SS018	Backup and Recovery Plan	DL				
54		TR021	Business Process Transition Plan	DL				
55		TR006	CWS/Web Training Manual	DL				
56		TR012	Deployment Readiness Assessment Certification Letter	MT				
57		TR013	Deployment Readiness Assessment Checklist	DL				
58		TM022	Performance and Capacity Management Plan	DL				
59		TM023	Problem Resolution Plan	DL				
60		SS020	Production Release Package	DL				
61		TR008	Software Installation Plan	DL				
62		TM012	Software Test Documentation	DL				
63		TR019	Software Transition Plan	DL				
64		TR018	Software User Manual	DL				
65		TR007	Statewide Deployment Plan	DL				
66		TM020	System Operation Manual	DL				
67		TR005	Training Curriculum	DL				
68	**9**		**CM-9 Transition Preparation**			**$0.00**	**$0.00**	#DIV/0!
69		TM037	Production Environment	DL				
70		TM019	Production Environment Computer Operation Manual	MT				
71		TM028	Production Environment Description	DL				
72		SS025	Service Desk Solution	DL				
73		SS026	Service Desk Solution Description	DL				
74		TM031	Training Environment	DL				
75		TM016	Training Environment Computer Operation Manual	MT				
76		TM024	Training Environment Description	DL				
77		TM036	User Acceptance Testing Environment	DL				
78		TM018	User Acceptance Testing Environment Computer Operation Manual	MT				
79		TM027	User Acceptance Testing Environment Description	DL				
80	**10**		**CM-10 Environments**			**$0.00**	**$0.00**	#DIV/0!
81		TR015	Deployment Completion Report	MT				
82	**11**		**CM-11 Pilot Deployment Completion**			**$0.00**	**$0.00**	#DIV/0!
83		SS005	CWS/Web Performance Agreement	DL				
84		TR014	Deployment Completion Certification Letter	MT				
85		SS001	Resource (personnel and non-personnel) Calculation and Justification Package	DL				
86		SS017	Service Partner Performance Agreement	DL				
87		SS002	State Staffing Package	DL				
88		SS006	Systems Integrator Service Level Agreement	DL				
89	**12**		**CM-12 Initial Release Implementation Completion**			**$0.00**	**$0.00**	#DIV/0!

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CWS/Web Project
Appendix E - Cost Workbook

Worksheet VII-13a. Initial Release Compensation Schedule by Dollar Amount

(1) Row	(2) Compensation Milestone Number	(3) Product ID#	(4) Compensation Milestones and Associated Products	(5) Type of Product (Deliverable or Material)	(6) Bidder's Proposed Milestone Review Date	(7) Payment Amount (Bidder's Proposed)	(8) Adjusted Payment (80%)	(9) Percent of Total Payment (Bidder's Proposal)
90			**Holdback Release - IR Acceptance (5% of Initial Release Cost)**				**$0.00**	
91			**Management Performance Balanced Scorecard (10% of IR Total Cost)**				**$0.00**	
92			**Total**			**$0.00**	**$0.00**	

VII-13b. Future Release Compensation Schedule by Dollar Amount

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
Row	Compensation Milestone Number	Product ID#	Compensation Milestones and Associated Products	Type of Product (Deliverable or Material)	Milestone Review Date (MM/YYYY)	Payment Amount	Adjusted Payment (80%)	Percent of Total Cost (Bidder's Proposal)
1		PM016	Configuration Management Plan	DL				
2		PM001	Project Management Plan	DL				
3		PM002	Project Schedule	DL				
4		PM008	Requirements Control Plan	DL				
5		PM009	Risk Management Plan	DL				
6		TM002	Software Development Plan	DL				
7	**1**		**CM-1 Project Management System**			**$0.00**	**$0.00**	**#DIV/0!**
8		TR002	CWS/Web User Training Plan	DL				
9		TR016	Knowledge Management Plan	DL				
10		TR001	Master Training and Knowledge Management Plan	DL				
11		TR009	Organizational Change Readiness Plan	DL				
12		TR010	Service and Support Staff Training Plan	DL				
13		TR003	Technical Training Plan	DL				
14		TR004	Training Administration Plan	DL				
15	**2**		**CM-2 Training Plans**			**$0.00**	**$0.00**	**#DIV/0!**
16		PM007	Benefits Measurement Plan	DL				
17		TM009	Software Requirements Specification	DL				
18		TM003	System Security Plan	DL				
19		TM021	System/Subsystem Design Description	DL				
20	**3**		**CM-3 Requirements Specifications**			**$0.00**	**$0.00**	**#DIV/0!**
21		TM005	Data Warehouse Design Description	DL				
22		TM004	Database Design Description	DL				
23		TM014	Hardware and Software Specifications for the Environments at DTS and Counties/CDSS	DL				
24		TM006	Interface Design Description	DL				
25		TM008	Software Design Description	DL				
26	**4**		**CM-4 Design**			**$0.00**	**$0.00**	**#DIV/0!**
27		SS007	CWS/Web Solution Management Guide	DL				
28		TM013	Data Conversion Design Specification	DL				
29		TM001	Data Conversion Plan	DL				
30		TM041	Data Conversion Problems Report	MT				
31		SS003	Function Delivery Plan	DL				
32		TM011	Software Test Plan	DL				
33	**5**		**CM-5 Data Conversion Preparation**			**$0.00**	**$0.00**	**#DIV/0!**

VII-13b. Future Release Compensation Schedule by Dollar Amount

(1) Row	(2) Compensation Milestone Number	(3) Product ID#	(4) Compensation Milestones and Associated Products	(5) Type of Product (Deliverable or Material)	(6) Milestone Review Date (MM/YYYY)	(7) Payment Amount	(8) Adjusted Payment (80%)	(9) Percent of Total Cost (Bidder's Proposal)
34		SS013	Service Continuity Management Disaster Recovery Plan	DL				
35		TM040	Test Certification	MT				
36	**6**		**CM-6 Test Certification**			**$0.00**	**$0.00**	**#DIV/0!**
37		TM025	Data Quality Report	MT				
38	**7**		**CM-7 Data Conversion**			**$0.00**	**$0.00**	**#DIV/0!**
39		SS018	Backup and Recovery Plan	DL				
40		TR021	Business Process Transition Plan	DL				
41		TR006	CWS/Web Training Manual	DL				
42		TR012	Deployment Readiness Assessment Certification Letter	MT				
43		TR013	Deployment Readiness Assessment Checklist	DL				
44		TM022	Performance and Capacity Management Plan	DL				
45		TM023	Problem Resolution Plan	DL				
46		SS020	Production Release Package	DL				
47		TR008	Software Installation Plan	DL				
48		TM012	Software Test Documentation	DL				
49		TR019	Software Transition Plan	DL				
50		TR018	Software User Manual	DL				
51		TR007	Statewide Deployment Plan	DL				
52		TM020	System Operation Manual	DL				
53		TR005	Training Curriculum	DL				
54	**8**		**CM-8 Transition Preparation**			**$0.00**	**$0.00**	**#DIV/0!**
55		TR015	Deployment Completion Report	MT				
56		SS005	CWS/Web Performance Agreement	DL				
57		TR014	Deployment Completion Certification Letter	MT				
58		SS001	Resource (personnel and non-personnel) Calculation and Justification Package	DL				
59		SS017	Service Partner Performance Agreement	DL				
60		SS002	State Staffing Package	DL				
61		SS006	Systems Integrator Service Level Agreement	DL		`		
62	**9**		**CM-9 Future Release Implementation Completion**			**$0.00**	**$0.00**	**#DIV/0!**
63			**Holdback Release - FR Acceptance (5% of FR Cost)**				**$0.00**	
64			**Management Performance Balanced Scorecard (10% of FR Total Cost)**				**$0.00**	
65			**Total**			**$0.00**	**$0.00**	

Worksheet VII-14. Compensation by Dollar Amount for Statewide Deployment of Initial Release (Compensation Milestone 12)

(1) Row	(2) Deployment Location	(3) Percent of Milestone Cost	(4) Compensation Group Number (1-6)
1	CDSS	1.07%	
2	Alameda	3.39%	
3	Alpine	0.01%	
4	Amador	0.05%	
5	Butte	0.84%	
6	Calaveras	0.11%	
7	Colusa	0.04%	
8	Contra Costa	2.54%	
9	Del Norte	0.15%	
10	El Dorado	0.28%	
11	Fresno	3.43%	
12	Glenn	0.14%	
13	Humboldt	0.50%	
14	Imperial	0.45%	
15	Inyo	0.07%	
16	Kern	2.75%	
17	Kings	0.40%	
18	Lake	0.15%	
19	Lassen	0.09%	
20	Los Angeles	31.64%	
21	Madera	0.32%	
22	Marin	0.31%	
23	Mariposa	0.07%	
24	Mendocino	0.50%	
25	Merced	0.85%	
26	Modoc	0.06%	
27	Mono	0.03%	
28	Monterey	0.58%	
29	Napa	0.24%	
30	Nevada	0.13%	
31	Orange	6.56%	
32	Placer	0.86%	
33	Plumas	0.06%	
34	Riverside	4.60%	
35	Sacramento	5.07%	
36	San Benito	0.10%	
37	San Bernardino	5.58%	
38	San Diego	7.65%	
39	San Francisco	1.97%	
40	San Joaquin	1.32%	
41	San luis Obispo	0.82%	
42	San Mateo	1.19%	
43	Santa Barbara	0.71%	
44	Santa Clara	3.90%	
45	Santa Cruz	0.70%	
46	Shasta	0.81%	
47	Sierra	0.02%	
48	Siskiyou	0.12%	
49	Solano	0.72%	
50	Sonoma	0.80%	
51	Stanislaus	1.08%	
52	Sutter	0.33%	
53	Tehama	0.26%	
54	Trinity	0.07%	
55	Tulare	1.37%	
56	Tuolumne	0.12%	
57	Ventura	1.30%	
58	Yolo	0.37%	
59	Yuba	0.35%	
60	**Total**	**100.00%**	

Milestones and Bidder's Cost by Compensation Group						
(5) Row	(6) Milestone	(7) Compensation Group		(8) Milestone Review Date (MM/YYYY)	(9) Percent of Milestone Cost	(10) Milestone Cost
61	12A	1			**0.00%**	**#REF!**
62	12B	2			**0.00%**	**#REF!**
63	12C	3			**0.00%**	**#REF!**
64	12D	4			**0.00%**	**#REF!**
65	12E	5			**0.00%**	**#REF!**
66	12F	6			**0.00%**	**#REF!**
67	**Total**				**0.00%**	**#REF!**

Note: Totals may not equal 100 percent due to rounding.

Wksht VII-15a. OTECH COST SUMMARY

(1) Row Number	(2) OTech Data Center Services Description	Year 1 FY 2011/12	Year 2 FY 2012/13	Year 3 FY 2013/14	Year 4 FY 2014/15	Year 5 FY 2015/16	Year 6 FY 2016/17	Year 7 FY 2017/18	Year 8 FY 2018/19	Year 9 FY 2019/20	Subtotals
1	**Initial Release**										
2	OTECH One-Time Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
3	OTECH Monthly Service Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
4	OTECH Annual Service Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
5	**Initial Release Subtotal**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
6	**Future Release**										
7	OTECH One-Time Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
8	OTECH Monthly Service Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
9	OTECH Annual Service Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
10	**Future Release Subtotal**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
11	**Service and Support**										
12	OTECH One-Time Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
13	OTECH Monthly Service Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
14	OTECH Annual Service Costs	$0	$0	$0	$0	$0	$0	$0	$0	$0	**$0**
15	**Service and Support**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
16	**ALL OTECH COSTS SUBTOTAL**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)
Row Number	OTECH SERVICE DESCRIPTION ONE-TIME COSTS	Environment(s)	Start Date	Comp Code	Cost per Unit	Quantity	Total Price per Item	Year 1 FY 2011/12	Year 2 FY 2012/13	Year 3 FY 2013/14	Year 4 FY 2014/15	Year 5 FY 2015/16	Year 6 FY 2016/17	Year 7 FY 2017/18	Year 8 FY 2018/19	Year 9 FY 2019/20	Subtotals
	Initial Release																
	Service Description																
1	**One-Time Costs**																
2	*Insert Service Description*						$0										$0
3	*Insert Service Description*						$0										$0
4	*Insert Service Description*						$0										$0
5	*Insert Service Description*						$0										$0
6	*Insert Service Description*						$0										$0
7	*Insert Service Description*						$0										$0
8	*Insert Service Description*						$0										$0
9	*Insert Service Description*						$0										$0
10	*Insert Service Description*						$0										$0
11	*Insert Service Description*						$0										$0
12	*Insert Service Description*						$0										$0
13	*Insert Service Description*						$0										$0
14	*Insert Service Description*						$0										$0
15	*Insert Service Description*						$0										$0
16	**Initial Release Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
17																	
	Future Release																
	Service Description																
18	**One-Time Costs**																
19	*Insert Service Description*						$0										$0
20	*Insert Service Description*						$0										$0
21	*Insert Service Description*						$0										$0
22	*Insert Service Description*						$0										$0
23	*Insert Service Description*						$0										$0
24	*Insert Service Description*						$0										$0
25	*Insert Service Description*						$0										$0
26	*Insert Service Description*						$0										$0
27	**Future Release Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
28																	
	Service and Support																
	Service Description																
29	**One-Time Costs**																
30	*Insert Service Description*						$0										$0
31	*Insert Service Description*						$0										$0
32	*Insert Service Description*						$0										$0
33	*Insert Service Description*						$0										$0
34	*Insert Service Description*						$0										$0
35	*Insert Service Description*						$0										$0
36	*Insert Service Description*						$0										$0
37	*Insert Service Description*						$0										$0
38	*Insert Service Description*						$0										$0
39	**Service and Support Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
40																	
41	**SUBTOTAL ALL ITEMS**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)
Row Number	OTECH SERVICES MONTHLY COSTS	Environment(s)	Comp Code	Start Date	Number of Months	Monthly Cost	Cost per Item	Year 1 FY 2011/12	Year 2 FY 2012/13	Year 3 FY 2013/14	Year 4 FY 2014/15	Year 5 FY 2015/16	Year 6 FY 2016/17	Year 7 FY 2017/18	Year 8 FY 2018/19	Year 9 FY 2019/20	Subtotals
	Initial Release																
	Service Description																
1	**Monthly Costs**																
2	*Insert Service Description*						$0										$0
3	*Insert Service Description*						$0										$0
4	*Insert Service Description*						$0										$0
5	*Insert Service Description*						$0										$0
6	*Insert Service Description*						$0										$0
7	*Insert Service Description*						$0										$0
8	*Insert Service Description*						$0										$0
9	*Insert Service Description*						$0										$0
10	*Insert Service Description*						$0										$0
11	*Insert Service Description*						$0										$0
12	*Insert Service Description*						$0										$0
13	*Insert Service Description*						$0										$0
14	*Insert Service Description*						$0										$0
15	*Insert Service Description*						$0										$0
16	**Initial Release Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
17																	
	Future Release																
	Service Description																
18	**Monthly Costs**																
19	*Insert Service Description*						$0										$0
20	*Insert Service Description*						$0										$0
21	*Insert Service Description*						$0										$0
22	*Insert Service Description*						$0										$0
23	*Insert Service Description*						$0										$0
24	*Insert Service Description*						$0										$0
25	*Insert Service Description*						$0										$0
26	*Insert Service Description*						$0										$0
27	**Future Release Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
28																	
	Service and Support																
	Service Description																
29	**Monthly Costs**																
30	*Insert Service Description*						$0										$0
31	*Insert Service Description*						$0										$0
32	*Insert Service Description*						$0										$0
33	*Insert Service Description*						$0										$0
34	*Insert Service Description*						$0										$0
35	*Insert Service Description*						$0										$0
36	*Insert Service Description*						$0										$0
37	*Insert Service Description*						$0										$0
38	*Insert Service Description*						$0										$0
39	**Service and Support Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
40																	
41	**SUBTOTAL ALL ITEMS**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**

Office of Systems Integration
RFP OSI-0530-208

Wksht VII-15d. OTECH ANNUAL SERVICE COSTS

CWS/Web Project
Appendix E - Cost Workbook

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)	(14)	(15)	(16)	(17)	(18)
Row Number	OTECH SERVICES ANNUAL COSTS	Environment(s)	Comp Code	Start Date	Quantity	Annual Cost	Cost per Item	Year 1 FY 2011/12	Year 2 FY 2012/13	Year 3 FY 2013/14	Year 4 FY 2014/15	Year 5 FY 2015/16	Year 6 FY 2016/17	Year 7 FY 2017/18	Year 8 FY 2018/19	Year 9 FY 2019/20	Subtotals
	Initial Release																
	Service Description																
1	**Ongoing Costs**																
2	*Insert Service Description*						$0										$0
3	*Insert Service Description*						$0										$0
4	*Insert Service Description*						$0										$0
5	*Insert Service Description*						$0										$0
6	*Insert Service Description*						$0										$0
7	*Insert Service Description*						$0										$0
8	*Insert Service Description*						$0										$0
9	*Insert Service Description*						$0										$0
10	*Insert Service Description*						$0										$0
11	*Insert Service Description*						$0										$0
12	*Insert Service Description*						$0										$0
13	*Insert Service Description*						$0										$0
14	*Insert Service Description*						$0										$0
15	*Insert Service Description*						$0										$0
16	**Initial Release Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
17																	
	Future Release																
	Service Description																
18	**Ongoing Costs**																
19	*Insert Service Description*						$0										$0
20	*Insert Service Description*						$0										$0
21	*Insert Service Description*						$0										$0
22	*Insert Service Description*						$0										$0
23	*Insert Service Description*						$0										$0
24	*Insert Service Description*						$0										$0
25	*Insert Service Description*						$0										$0
26	*Insert Service Description*						$0										$0
27	**Future Release Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
28																	
	Service and Support																
	Service Description																
29	**Ongoing Costs**																
30	*Insert Service Description*						$0										$0
31	*Insert Service Description*						$0										$0
32	*Insert Service Description*						$0										$0
33	*Insert Service Description*						$0										$0
34	*Insert Service Description*						$0										$0
35	*Insert Service Description*						$0										$0
36	*Insert Service Description*						$0										$0
37	*Insert Service Description*						$0										$0
38	*Insert Service Description*						$0										$0
39	**Service and Support Subtotal**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**
40																	
41	**SUBTOTAL ALL ITEMS**						**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**	**$0**

APPENDIX F1 – ROLES AND RESPONSIBILITIES FOR SOLUTION DEVELOPMENT AND TRANSITION

F.1 INTRODUCTION

This document provides detailed roles and responsibilities information about each OSI and CDSS Project Office staff position.

The information provided for each position includes the following items:

- **Position Title**: the name or working title of the position on the CWS/Web Project
- **Role:** a brief description of the position and its responsibilities
- **Responsibilities:** a descriptive list of specific responsibilities of the position
- **Position Start Date**: the month/year in which the position begins
- **Position End Date**: the month/year in which the position terminates

This information may be helpful for the Bidder in the preparation of their proposal response to this RFP

Position	Role	Responsibilities	Start	End
CWS/Web Project Manager	The CWS/Web Project Manager plans and directs the CWS/Web Project activities and staff. The CWS/Web Project Manager is responsible for the overall project management of the CWS/Web Project, and communicating with and implementing the program-related decisions of the CDSS. The CWS/Web Project Manager is responsible for the management of the acquisition of project contract services, including the CWS/Web Systems Integrator, and the subsequent oversight of the performance of project contract services. These project services include project support services and CWS/Web system design, development, implementation, and ongoing maintenance and operation.	• Plans the approach, processes, and activities necessary to achieve project objectives. • Determines and acquires the staff, equipment, and other resources needed to perform project activities. • Develops, reviews, and revises approval documents for funding. • Monitors and directs project activities • Ensures the issue and risk management processes are effectively utilized • Develops and maintains a collaborative relationship with CDSS to ensure appropriate programmatic input is obtained and utilized. • Conducts meetings with the OSI and CDSS agency executives to report project status and issues, request assistance, receive feedback, and orient them to project requirements and needs.	Jul-06	Dec-17
Solution Engineer	The Solution Engineer is responsible for ensuring the comprehensive system design for the CWS/Web reinforces the extensive CWS business functions in an efficient and effective manner. The Solution Engineer ensures that business requirements are documented and the appropriate technical computing architecture standards at the project, state, and industry	• Serves as a technical member on the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator and Infrastructure Services procurements. • Identifies high-level technical requirements in support of mission critical business requirements, coordinating with technical experts at the department and state levels, as well as from the public sector. • Oversees the design of bi-directional and extremely complex interfaces with multiple external systems, including the four SAWS Consortia systems and the Administrative Office of the Courts to facilitate seamless integration of numerous county and state business processes.	Jul-06	Dec-17

	level are developed and properly integrated to meet the business needs of the State and counties.	• Translates the most complex and extensive business requirements into detailed use cases, system, and technical requirements. • Works with and provides leadership over teams of experts formed to address CWS/Web Solution topics and issues and who represent their respective business or technical areas. These experts may include project team members, county consultants, county staff, external partners, and other participants. • Maintains a comprehensive understanding of business processes and requirements, operational systems, database design, and network design in order to effectively architect the system. • Participates in the development of internal technical architectural standards and guidelines at the project, department, and state level, requiring a detailed and broad understanding of State business requirements and best business practices related to service oriented architecture. • Presents the CWS/Web system requirements to a wide variety of distributed computing systems experts and architects at the state, local, federal level, and with technical architecture consultants. • Manages issues related to the CWS/Web Solution, including identifying and documenting issues related to the solution, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to the CWS/Web Solution, develops and monitors mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on issues and risks related to the CWS/Web Solution.		
Administrative Assistant	The Administrative Assistant is responsible for performing administrative tasks in support of the CWS/Web Project Manager.	• Provides general office support for the CWS/Web Project Office throughout all project phases. • Provides clerical support, including attendance reporting, processing travel claims, and processing training requests.	Jul-09	Dec-17

	The Administrative Assistant also provides general administrative support to the project team for office supplies, equipment, and clerical support.	• Establishes and helps maintain CWS/Web Project documentation and communications, county implementation status reports, field implementation planning guides, county implementation task plans, project documents, and maintenance and operations guides. • Prepares presentations and meeting packets. • Maintains conference room calendars and project distribution lists. • Schedules and maintains project managers' calendars. • Processes incoming / outgoing mail. • Answers and direct phone calls. • Makes travel arrangements. • Provides backup support for maintaining project libraries. • Prepares project reports, meeting agendas and minutes, project communications and letters, and project documents throughout all phases of the project. • Assists in administering business services, including: purchase / maintenance of copiers, pagers, printers, fax machines, projectors; update project floor plan; purchase supplies and furniture. • Maintains checkout / in of project equipment, laptops, cell phones, projectors, pagers, etc. • Supports emergency activity coordination. • Prepares correspondence and documentation for the Project Manager's signature. • Maintains status reporting schedules to assure project reporting obligations are met. • Supports project management in the recruitment of new staff. • Proofreads outgoing documents for quality assurance.		
CWS/Web Deputy PM - Admin	The CWS/Web Deputy Project Manager - Administration plans and directs the activities of the CWS/Web Administrative Team. The CWS/Web Deputy Project Manager - Administration is responsible for the acquisition of project contract services,	• Oversees all project-related financial activities including managing development and updates of project planning and budget documents, monitoring budget approval activities, managing the tracking of all project expenditures, and review financial reports and expenditure projections. • Oversees project-related procurement activities, including assisting in developing contract requirements, solicitations, developing proposal evaluation plans, managing proposal	Jul-06	Dec-17

	including the CWS/Web Systems Integrator, and the conducting contract management oversight for those project contract services. These project contract services include project support services and the CWS/Web Systems Integrator services. The CWS/Web Deputy Project Manager – Administration is also responsible for managing the CWS/Web Project financial activities, human resource management activities, project management support activities, and other administrative activities.	evaluations, and coordinating contract approvals. • Assists in the development of responses to bidder questions to the solicitation documents and processes and in the preparation of RFP addenda. • Oversees project-related contract management activities, including coordinating contract management for the Systems Integrator contract and support contracts, coordinate memoranda of understanding (MOU) and interagency agreements with project stakeholders, including CDSS, OTech, counties, and interface partners. • Oversees project management support activities, including risk management, issue and action item management, cost management, schedule management, scope and change management, and status reporting. • Oversees the creation and maintenance of the Master Project Schedule (MPS) to ensure all project activities are recorded. • Oversees the development and maintenance of the CWS/Web project management plans. • Manages issues related to the administrative function, including identifying and documenting issues related to the administrative function, resolving issues and documenting issue resolution, coordinating activities and communication for issue resolution, and advising the CWS/Web Project Manager on personnel issues and regulations. • Manages risks related to the administrative function, including monitoring project risks and quality measures, developing and maintaining mitigation plans, monitoring execution of mitigation plans, and developing and maintaining contingency plans. • Coordinates requests for administrative services.		
Senior Procurement Analyst	The Senior Procurement Analyst is responsible for developing procurement plans and documents to acquire the contract services and goods needed to support the CWS/Web Project. The Senior Procurement	• Leads and coordinates the development of IT procurement documents such as the Information Technology Procurement Plan (ITPP), Request For Proposal (RFP), and Request For Offer (RFO). • Leads the development and coordination of leverage procurements. • Serves as the lead of the Evaluation Team for the evaluations of	Jul-06	Dec-17

	Analyst also plans and leads the evaluation activities conducted on submitted proposals or offers	draft and final bids of the Systems Integrator and leverage procurements. • Participates in the development and coordination of the CWS/Web Contract. • Assists in the development and coordination of control agency documents such as SPRs and APDs. • Serves as the CWS Web representative in monthly committee meetings of the Office of Architecture and Standards (OAS). • Develops and coordinates communications for procurement activities. • Documents and reports procurement activities and status. • Manages issues related to procurement, including identifying and documenting issues related to procurement, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to procurement, develops and monitors mitigation plans and develops and maintains contingency plans. • Advises the CWS/Web Project Manager on procurement issues and risks related to the CWS/Web Project.		
Senior Procurement/Contract Analyst	The Senior Procurement/Contract Analyst is responsible for developing procurement plans and documents to acquire the contract services and goods needed to support the CWS/Web Project. During the CWS/Web Project development implementation and implementation phase, the Senior Procurement/Contract Analyst is responsible for ensuring CWS/Web contracts are properly executed and maintained.	• Reviews plans and procedures for oversight of CWS/Web Project contracts and associated deliverables, including the contract management plans. • Develops and maintains the CWS/Web Project contract management plans. • Leads and coordinates the development of IT procurement documents such as the Information Technology Procurement Plan (ITPP), Request For Proposal (RFP), and Request For Offer (RFO). • Develops evaluation approach and procedures for the evaluation of draft and final bids of the Systems Integrator and other procurements. • Participates in the development and coordination of the CWS/Web Contract. • Develops and coordinates communications for procurement activities. • Monitors the ongoing performance of CWS/Web Project	Jul-06	Dec-17

		contractors and evaluates contractor work plans, staffing plans, and schedules. • Manages the processing of contract deliverables including receiving and logging deliverables from the contractors, documenting receipt, preparing and coordinating review/approval of package, coordinating notification and resolution of deliverable deficiencies, and applying the invoice process for contract payments. • Manages issues associated with the procurements and contracts including identifying and documenting issues, resolving issues and documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks associated with procurements and contracts including monitoring project risk and quality measures, developing and maintaining mitigation plans, monitoring execution of mitigation plans, developing and maintaining contingency plans, and monitoring execution of contingency plans if activated. • Ensures the review and evaluation of the contract deliverables of the CWS/Web Systems Integrator and other contractors complies with the provisions of the respective contract and with CWS/Web Project deliverable management processes. • Advises the CWS/Web Project Manager on procurement and contract management issues and risks related to the CWS/Web Project contracts.		
Staff Procurement Analyst	The Staff Procurement Analyst is responsible for performing tasks in connection with the procurement of contracts involving project support services and analysis, development, installation, and implementation of the information technology system that will replace the current CWS/CMS.	• Serves as a liaison and primary point of contact with the OSI Procurement Office in the procurement of contractors for the CWS/Web Project. • Assists in completing all required procurement documents, works with OSI Procurements to route and track procurement documents to ensure that they are approved and processed in a timely manner, assists in the solicitation process, and participates in the evaluation process. • Performs policy analysis and technical evaluation for RFP development and creates policies and procedures to obtain stakeholder input into the RFP development process. • Assists CDSS Legal with the development of contract language	Jul-06	Dec-17

		that ensures consistency between procurement documents and items in the contract. • Acts as the technical expert to oversee and maintain the online Bidders Library, ensuring documents are identified and posted. • Develops evaluation criteria and create and validate bid scoring scenarios. • Ensures procurement documentation and records are organized and retained. • Serves as a procurement member of the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator and other CWS/Web Project procurements. • Manages issues related to procurement, including identifying and documenting issues related to procurement, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to procurement, develops and monitors mitigation plans and develops and maintains contingency plans. • Participates in procurement process improvement activities. • Participates in procurement workgroup meetings.		
Project Librarian	The Project Librarian is responsible for creating and maintaining both physical and virtual project libraries. The project librarian will study and apply document management principles and governmental records management practices in developing records retention schedule and policy.	• Develops and maintains the CWS/Web Project Documentation Management Plan. • Assists with the development and documentation of the CWS/Web Project procedures for the record retention schedule. • Ensures that project documentation generated during project initiation, requirements validation, design, development, implementation, and ongoing maintenance and operations is appropriately maintained in the project library. • Administers the CWS/Web Project online document management system, maintains the physical project library, and oversees the Project's website content. • Develop Project policy and formulate procedures for the record retention schedule. • Oversee activities involving the receipt, cataloging, filing, and electronic entry of Project documents and archiving tasks. • Administer the NSP online document management system, maintaining the physical project library, and overseeing the	Jul-06	Dec-17

		Project's website content. • Study and apply document management principles and governmental records management practices developing and maintaining the project records retention schedule. • Provide consultative services to Project staff regarding electronic or physical Library processes, policies and procedures. • Work with staff to ensure consistent application of records management policies and procedures; performs periodic audits on documents held in the automated document management system. • Perform activities involving the receipt, cataloging, and electronic filing of documents. • Review hardcopy documentation to ensure it is in an acceptable electronic format for inclusion into the document management system. • Track and report document management status and metrics.		
Requirements Analyst	The Requirements Analyst is responsible for ensuring the CWS/Web Solution includes the business requirements and functionality that meet the needs of the counties, CDSS, and other stakeholders. The Requirements Analyst participates in the Systems Integrator's plans and activities to define the CWS/Web system requirements, to design and build the system application, and to test that the application meets requirements and specifications.	• Assists in the development and maintenance of the Requirements Management Plan. • Participates in the evaluation of final proposals related to the CWS/Web Solution to ensure the system requirements are understood and properly addressed. • Participates in the requirements definition processes with the Systems Integrator, project staff, and other stakeholders. • Performs analysis of legislation and other external events that may impact CWS/Web requirements and proposes changes when necessary. • Facilitates workgroups to define or clarify business needs and system requirements. • Performs impact analysis on change requests to determine the impact on existing requirements or the need for new requirements. • Assists in the maintenance of CWS/Web system requirements stored in the project's requirements management tool, Kovair Global Life Cycle. • Traces requirements to deliverables, including the evaluation of the Systems Integrator requirements tracing analysis for System and User Acceptance Testing to ensure the CWS/Web Solution meets	Jul-06	Dec-17

		program requirements. • Assists in analyzing and documenting issues related to requirements, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Assists in identifying and analyzing risks related to requirements, developing and monitoring mitigation plans, and developing and maintaining contingency plans.		
Associate PMO Analyst	The Associate PMO Analyst is responsible for performing tasks in support of the project management activities of the CWS/Web Project. The Associate PMO Analyst supports the project management processes of risk management, issue and action item management, schedule management, change management, cost management, and communications management.	• Assists project management on risks or issues of quality assurance, risk management, planning, issue management, schedule management, and other project management disciplines by providing both required information and recommendations for action by management. • Maintains complete and accurate documentation, including a computer tracking system, of the review and analysis of Administration of Children and Families (ACF) correspondence and provides weekly status reports on pending and resolved responses. • Assists in obtaining schedule updates for maintenance of the CWS/Web Project Schedule. • Serves as the CWS/Web Change Request Coordinator and processes, tracks, and reports status of Change Requests in accordance with the CWS/Web Change Management Plan. • Administers tools for Change Management, including establishing and maintaining CWS/Web Project Office processes related to change management, documenting the change request status from initial request to final resolution, documenting results of analysis, work products, reviews, and approvals, and generating reports related to change management. • Serves as the CWS/Web Risk Analyst and processes, tracks, and reports status of project risks in accordance with the CWS/Web Risk Management Plan. • Serves as the CWS/Web Issue Manager and processes, tracks, and reports status of project issues in accordance with the CWS/Web Issues and Action Item Management Plan.	Jul-08	Dec-17

		• Serves as the CWS/Web Action Item Manager and processes, tracks, and reports status of project action items in accordance with the CWS/Web Issues and Action Item Management Plan. • Assists in the preparation of reports and presentations on project activities and status for various stakeholders.		
Staff PMO Analyst	The Staff PMO Analyst is responsible for performing tasks in support of the project management activities of the CWS/Web Project. The Staff PMO Analyst supports the project management processes of risk management, issue and action item management, schedule management, change management, cost management, and communications management and develops content for control agency documents.	• Implements project management best practices from federal, state and industry standards in order that the CWS/Web Project can effectively and efficiently meet project goals and objectives. • Coordinates and participates in the development of project-approval documents such as the Special Project Report (SPR), Supplementary Premise Information (SPI), and federal Advance Planning Document (APD). • Assists project management on risks or issues of quality assurance, risk management, planning, issue management, schedule management, and other project management disciplines by providing both required information and recommendations for action by management. • Analyzes all federal documents relative to the CWS/Web Project and develops the appropriate responses based on the analyst's knowledge of the project's strategic and tactical plans for future changes and their associated technical justifications. • Coordinates and leads schedule planning and update sessions for the project. • Maintains the CWS/Web Project Schedule and produces reports on scheduled activities. • Serves as the liaison between the CWS/Web Project and OSI facilities to deal with space planning and staff management issues. • Coordinates with OSI Human Resources to deal with issues regarding the hiring and housing of numerous staff additions (e.g. full compliment of equipment, space, and furniture.) • Serves as the liaison between Project and OSI IT support services for all issues regarding new and existing staff. • Coordinates and leads process improvement sessions for improving internal project processes and for processes involving interactions with other organizations.	Jul-08	Dec-17

		• Creates and maintains the CWS/Web Lessons Learned repository. • Serves as a PMO member of the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator related to project management components. • Assists in the preparation of reports and presentations on project activities and status for various stakeholders.		
Contract Lead	The Contract Lead is responsible for tracking and processing deliverables, materials, and invoices submitted by CWS/Web Project contractors, requesting payment for approved invoices, and maintaining contract records. The Contract Lead also is responsible for performing analyses for issue resolution, risk mitigation, planning, or other areas of decision-making by the Project Manager.	• Develops and implements the CWS/Web Project contract management plans and contract procedures. • Directs the contract analyst staff who receive and maintain contract records including contracts, amendments, letters of transmittal, copies of deliverables and materials, invoices, and correspondence related to contracts. • Manages contract invoices including receiving and logging invoices; ensuring schedules, budgets, performance, and products for the invoice period are consistent with the contract; ensuring deliverables were approved by the appropriate managers; documenting the recommendation for approval/denial of invoice payment; tracking invoice payments, and filing invoices. • Establishes and maintains procedures and systems for identifying and tracking contractor SOW requirements and the completion of those requirements by the contractor, and reports status. • Establishes and maintains procedures and systems for identifying and tracking contract deliverables and their status. • Directs the contract analyst staff who monitor the scheduled due dates of contract deliverables and materials, record receipt of deliverables, and prepare acknowledgements. • Tracks contract milestones including documenting processes and deliverable requirements of each milestone, reviewing results of process audits and deliverable acceptance, participating in joint milestone reviews, and documenting milestone approval outcome and applying to invoice process for milestone payments. • Reports status of contractor deliverables and compliance with contractor SOW requirements to the Project Manager and team. • Monitors project staff and management compliance with review	Jul-08	Dec-17

		and acceptance timeframes to ensure project compliance with those timeframes. • Assists in managing contract changes by participating in the change management process for the contract requirements, coordinating and tracking work authorization, assisting in preparing contract amendments, coordinating the contract amendment approvals, and ensuring contract amendments are placed under configuration control. • Assists in managing issues associated with the contracts including identifying and documenting issues associated with contracts, resolving issues and documenting issue resolution, and coordinating activities and communication for issue resolution. • Assists in managing risks associated with contracts including monitoring project risk and quality measures, developing and maintaining mitigation plans, monitoring execution of mitigation plans, developing and maintaining contingency plans, and monitoring execution of contingency plans if activated. • Advises the CWS/Web Project Manager on issues and risks related to the CWS/Web Contract.		
Requirements Lead	The Requirements Lead is responsible for ensuring the CWS/Web Solution includes the business requirements and functionality that meet the needs of the counties, CDSS, and other stakeholders. The Requirements Lead oversees and participates in the Systems Integrator's plans and activities to define the CWS/Web system requirements, to design and build the system application, and to test that the application meets requirements and specifications.	• Develops and maintains the Requirements Management Plan. • Serves as a technical member on the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator and Infrastructure Services procurements. • Oversees the requirements definition processes, including monitoring and assessing issues that relate to requirement changes, defining and documenting business requirements, assist in business analysis, facilitating workgroups to define business requirements, defining and documenting technical requirements resulting from business analysis and/or business workgroups, and coordinating requirements approval. • Traces requirements to deliverables, including the evaluation of the Systems Integrator requirements tracing analysis for System and User Acceptance Testing to ensure the CWS/Web Solution meets program requirements. • Administers the tool for requirements management, including establishing and maintaining CWS/Web Project processes related	Jul-08	Dec-17

		to requirements management, entering all CWS/Web Project system and service requirements into the database, establishing and maintaining links and relationships between requirements so that when a requirement is changed, other affected requirements are also considered. • Participates in contract oversight related to requirements management, including participating in requirements definition, requirements validation, and system design sessions. • Documents and reports requirement management activities and status. • Coordinate communications and respond to inquiries for the CWS/Web Project team related to requirements management. • Manages issues related to requirements management, including identifying and documenting issues related to requirements management, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to requirements management, develops and monitors mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the requirements management deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on requirements management issues and risks related to the CWS/Web Solution.		
External Interface Lead	The External Interface Lead is responsible for ensuring the CWS/Web automated interfaces are designed, developed, and implemented to meet CWS business needs and the needs of the CWS interface partners. The Interface Lead will oversee the Systems Integrator's design, development, testing, implementation and ongoing	• Serves as a technical member on the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator. • Defines and maintains the Interface Management Plan that describes the approach and processes for establishing written agreements with interface partners. • Provides technical expertise and support in establishing and maintaining written agreements with every interface partner organization. • Assists in coordinating and communicating with all county, State, and federal interface partner organizations. • Serves as liaison with project managers and contractors to	Jul-08	Dec-17

	maintenance and operation of the CWS/Web interfaces. The Interface Lead will also coordinate the development and implementation activities between the Systems Integrator and the interface partners.	remediate problems that are encountered with interfaces between subsystems. • Conducts technical workgroups to define interface business requirements. • Participates in OSI Enterprise Architecture (EA) workgroups • Coordinates and communicates with the CWS/Web Solution Engineer to ensure the CWS/Web Solution meets the needs of the State, counties, and other stakeholders. Coordinates activities of interface engineers imbedded in other project teams. • Manages interface changes, including identifying interface changes, performing change management activities for interfaces according the Change Management Plan, performing impact analysis for potential changes and reporting status of interface changes. • Manages issues related to CWS/Web interfaces, including identifying and documenting issues related to interfaces, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to CWS/Web interfaces, develops and monitors mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the interface deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on interface issues and risks related to the CWS/Web Solution.		
Project Support Analyst	The Project Support Analyst is responsible for performing general analytical support and assistance for the CWS/Web Project staff in a variety of areas such as lessons learned, process improvement, team orientation and training, and contract administration.	• Conducts analysis of project processes and their execution to identify lessons learned and process improvements. • Maintains project team orientation and training materials. • Orients new project staff and trains project staff on project standards and procedures and on the use of project tools (e.g., iManage and MTS II). • Performs contract administration activities related to CWS/Web Project contracts. • Prepares project presentations, reports, calendars, meeting agendas and minutes, project communications and letters, and	Jul-09	Dec-17

		project documents throughout all phases of the project. • Assists in maintaining CWS/Web Project documentation and communications, county implementation status reports, field implementation planning guides, county implementation task plans, project documents, and maintenance and operations guides. • Administers facilities and business services, including: purchase / maintenance of copiers, pagers, printers, fax machines, projectors; coordinate project facilities requirements; update project floor plan; purchase supplies and furniture. • Provides analytical, administrative, and project management support to project staff, peer reviews project documents for quality and consistency with project standards and OSI Writing Style Guidelines. • Provides project office support, including clerical, checkout / in of project equipment, and processing administrative paperwork and correspondence.		
CWS/Web Deputy PM - Solution	The CWS/Web Deputy PM - Solution plans and directs the activities of the CWS/Web Solution Team. The CWS/Web Deputy PM - Solution is responsible for the definition and management of the solution scope and the business requirements to be met by the CWS/Web Solution. The CWS/Web Deputy PM - Solution works closely with the CDSS Program Manager and team to ensure the CWS Program needs are defined and reflected in the project products, particularly the CWS/Web system and related services. The CWS/Web Deputy PM - Solution assists in the	• Assists in the procurement activities for the CWS/Web Project, including assisting in developing and maintaining contract requirements, developing proposal evaluation plans, and in developing responses to bidder questions to the RFP and in preparing RFP addenda. • Oversees the creation and maintenance of a product scope description of the CWS/Web Solution envisioned by the CWS/Web Project and its stakeholders and uses that description to monitor the development and implementation of the CWS/Web Solution. • Oversees the creation and maintenance of the CWS/Web Requirements Management Plan. • Manages the definition of the CWS/Web business requirements based on information provided by county and state staff and monitors traceability of those requirements throughout the development and implementation of the CWS/Web by the Systems Integrator. • Assists in the development of the CWS/Web Contract Management Plan for the CWS/Web Systems Integrator contract. • Manages the review and evaluation of the deliverables of the	Jul-09	Dec-17

	procurement of the CWS/Web Systems Integrator and is responsible to oversee the subsequent activities and products of the CWS/Web Systems Integrator to ensure business needs are met.	CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Manages and resolves issues related to the CWS/Web Solution and the activities to develop, implement, operate, and maintain the CWS/Web system. • Manages risks related to the CWS/Web Solution and its related activities, including monitoring project risks and quality measures, developing and maintaining mitigation plans, monitoring execution of mitigation plans, and developing and maintaining contingency plans. • Advises the CWS/Web Project Manager on technical issues and risks related to the CWS/Web Solution. • Coordinates with the CDSS CWS/Web Program Managers and the Systems Integrator to obtain county and state participation in activities to design, develop, test, implement, operate, and maintain the CWS/Web system.		
Tool Administrator	The Tool Administrator will be responsible for the maintenance and support of the project tools used by various state, consultant, and county staff. These tools support a variety of project activities including: schedule management, risk management, issue and action item tracking, contract management, cost estimating, change management, requirements management, and document management.	• Develops and maintains processes and procedures for using the various project software tools (e.g., Kovair Global Life Cycle, MTS II, DeskSite, Risk Radar, and MS Project). • Engages the tool users for feedback on changes, additions, or improvements to the tools. • Coordinates changes to software tools with OSI staff responsible for those tools. • Establishes and maintains logons, user ids, and passwords. • Establishes views in the tools based on user or group of users. • Coordinates import and export of required documents. • Develops forms and reports that can be produced from the tools. • Provides user support and guidance on the use of the various tools. • Assists in analyzing and documenting issues related to the use of the project software tools, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Performs impact analysis on change requests to determine tool capabilities or impact on tool usage.	Jul-09	Dec-17
Infrastructure	The Infrastructure Management	• Serves as a technical member on the Evaluation Team for the	Jul-09	Dec-17

Management Lead	Lead is responsible for protecting state interests in coordinating and managing the total CWS/Web Project application infrastructure. The CWS/Web Project application infrastructure includes components installed at OTech for centralized processing as well as Wide Area Network (WAN) capabilities to support communication with the counties. The CWS/Web Project application infrastructure also includes the end user workstations and Local Area Networks (LAN) that are administered and maintained by the counties. Infrastructure also includes the development and test equipment located at the CWS/Web Project Office.	evaluations of draft and final bids of the Systems Integrator and Infrastructure Services procurements. • Coordinates with OTech for the state data center infrastructure, including service offerings, infrastructure plans, activities, schedule, and budget for infrastructure. • Assists counties in conducting gap analysis between their existing infrastructure and the infrastructure required to support CWS/Web system. • Meets with local county officials to support infrastructure activities and assist with problem resolution. • Works with Systems Integrator, OTech, OSI, and county IT staff to create infrastructure plans. • Coordinates with OSI IT staff on the purchase, installation, and test of development and test equipment that resides at the CWS/Web Project Office. • Provide infrastructure cost estimates for budget planning. • Coordinates communication for infrastructure management. • Serves as technical liaison with the counties, other state agencies, and the general public for CWS/Web Project general and technical information dissemination. • Consolidates infrastructure status reports from OSI, OTech, the counties, the Systems Integrator, and the project office to report to project management. • Coordinates system infrastructure with interface partners. • Manages issues related to infrastructure management, including identifying and documenting issues related to infrastructure management, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to infrastructure management, develops and monitors mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the infrastructure deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on technical issues and		

		risks related to the CWS/Web Solution.		
System Architect	The System Architect is responsible for ensuring the CWS/Web Architecture fits within the State's overall architecture strategy and meets the needs of the State, counties, and other stakeholders. The System Architect leads the Architecture and Infrastructure Team and oversees the activities of the Systems Integrator to ensure the CWS/Web architecture is defined, planned, developed, implemented, and maintained as defined in CWS/Web Project requirements, specifications, plans, and other documents.	• Serves as a technical member on the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator and Infrastructure Services procurements. • Coordinates State and county staff input into the design of CWS/Web system components that will support each of the major functional components. • Oversees the CWS/Web Systems Integrator architecture strategy and models for compliance and consistency with the State's overall architecture strategy. • Ensures system adherence to technical requirements for design, development, testing, system performance, and operability. • Reviews all deliverables associated with the technical aspects of the project (design, development, testing, system performance, and operability). • Documents and reports CWS/Web architecture activities and status. • Coordinates communications and respond to inquiries for the CWS/Web Project team related to the CWS/Web architecture. • Manages issues related to the CWS/Web architecture, including identifying and documenting issues related to the architecture, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to the CWS/Web architecture, develops and monitors mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the technical deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on issues and risks related to the CWS/Web architecture.	Jul-09	Dec-17
Transition Lead	The Transition Lead is responsible for ensuring the CWS/Web Solution includes planning and processes for system deployment and business	• Develops and maintains the CWS/Web Project Statewide Implementation Plan and the Business Process Transition Plan. • Defines and updates CWS/Web implementation requirements. • Participates in joint requirements validation, work sessions, or review sessions as related to implementation deliverables.	Jul-09	Dec-17

	process transition that meet the needs of the counties, CDSS, and other stakeholders. The Transition Lead participates in and oversees the Systems Integrator's plans and activities to deploy the CWS/Web and to transition business processes to the new CWS/Web.	• Assists in the review and evaluation of the implementation deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Coordinates implementation tasks with the counties, OSI, and the Systems Integrator. • Assists in the supervision of staff assigned to coordinate the implementation activities for a specific organization transition from a CWS/Web Project perspective. • Monitors and evaluates implementation activities, schedule, and budget. • Documents and reports implementation status. • Manages issues related to implementation, including identifying and documenting issues related to implementation, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to implementation, develops and monitors mitigation plans and develops and maintains contingency plans. • Advises the CWS/Web Project Manager on implementation issues and risks related to the CWS/Web Solution.		
Development Lead	The Development Lead is responsible for ensuring the CWS/Web application includes planning and processes for system development that will result in a CWS/Web Solution that meets the needs of the counties, CDSS, and other stakeholders. The Development Lead participates in and oversees the Systems Integrator development plans and activities to design, build and test the CWS/Web application.	• Participates in the evaluation of draft and final proposals and in confidential discussions related to the CWS/Web application aspects of the CWS/Web Solution. • Plans and prepares for working with and overseeing the Systems Integrator on application design and development and related technical matters. • Works closely with the System Integrator application development and architecture staff to ensure a mutual understanding of the system requirements and how those requirements are incorporated into and achieved by the CWS/Web application. • Participates in and directs the review and acceptance of contract deliverables related to the design and development of the CWS/Web application. • Assists project staff to trace system requirements into system documentation and system components.	Jul-10	Dec-17

		• Assists project staff in developing user acceptance test scenarios and scripts. • Assists in managing issues related to the CWS/Web application, including identifying and documenting issues, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Assists in managing risks related to the CWS/Web application, develops and monitors mitigation plans and develops and maintains contingency plans. • Advises the CWS/Web Project Manager on system development issues and risks related to the CWS/Web Solution.		
Operations Lead	The Operations Lead is responsible for ensuring the CWS/Web Solution includes a Service Management approach and processes that is compatible with the OSI and State objectives for using IT Service Management (ITSM) best practices. The Operations Lead defines Service Management approach and expectations for the CWS/Web Project and oversees the Systems Integrator's plans and activities to implement IT services that support the CWS business.	• Serves as a technical member on the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator and Infrastructure Services procurements. • Develops and maintains the IT Service Management Plan using IT Infrastructure Library (ITIL) process to document roles, responsibilities, and activities for process definition, process improvement, process management, and process improvement expertise to ensure that all operational project processes fully integrate with other related processes. • Creates and maintains a process repository for the CWS/Web Project Office. • Assists in the execution of processes, including reviewing all CWS/Web Project Office process documentation to ensure it complies with standards, assisting in implementing processes in the workflow tool, monitoring process execution and assisting QA in process audits. • Assists in change management for approved processes in accordance with the CWS/Web Project Change Management Plan. • Conducts process definition/improvement workgroups, including developing workgroup objective and strategy, coordinating workgroup participation, documenting group work products to include improved process definitions and conducting Cost/Benefit Analysis of improved processes if requested. • Manages issues related to services management, including	Jul-10	Dec-17

		identifying and documenting issues related to services management, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to services management, develops and monitors mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the services management deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on services management issues and risks related to the CWS/Web Solution.		
Test Lead	The Test Lead is responsible for ensuring the CWS/Web Solution includes planning and processes for system testing and user acceptance testing that meet the needs of the counties, CDSS, and other stakeholders. The Test Lead participates in and oversees the Systems Integrator, county, and State plans and activities to test the CWS/Web.	• Serves as a technical member on the Evaluation Team for the evaluations of draft and final bids of the Systems Integrator and Infrastructure Services procurements. • Develops and maintains State and county plans for testing, including the CWS/Web User Acceptance Test Plan, CWS/Web User Acceptance Test procedures, and scripts, CWS/Web User Acceptance Test baselines, and evaluation plan for Systems Integrator testing. • Participates in contract oversight related to testing, including participating in requirements definition, requirements validation, system design, and test planning sessions. • Oversees the CWS/Web Systems Integrator testing activities and the State and county testing activities. • Documents and reports testing activities and status. • Coordinate communications and respond to inquiries for the CWS/Web Project team related to testing. • Takes a leading role in the managing and support of the CWS/Web Solution testing team. • Assigns and reviews the work of the CWS/Web Solution testing team for deadlines and quality. • Manages issues related to all CWS/Web Project testing, including identifying and documenting issues related to testing, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution.	Jul-10	Dec-17

		• Manages risks related to all CWS/Web Project testing, develops and monitors mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the testing deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on testing issues and risks related to the CWS/Web Solution.		
Development and Support Manager	The Development and Support Manager will manage and direct the project staff responsible for the definition, maintenance, and management of the CWS/Web requirements and the project staff who will work with the Systems Integrator to oversee and validate the incorporation of the requirements into the CWS/Web application.	• Participates in the evaluation of draft and final proposals and leads confidential discussions related to the CWS/Web application. • Plans and prepares for working with and overseeing the Systems Integrator, evaluating deliverables for acceptance, and resolving application questions, issues, and risks throughout the project life cycle. • Works closely with the System Integrator development staff to ensure a mutual understanding of customer needs, expectations, and requirements. • Directs the involvement of project staff in the development and implementation activities performed by the Systems Integrator. • Participates in and directs the review and acceptance of contract deliverables related to the development and implementation effort. • Plans and directs the User Acceptance Test performed by the State. • Plans and directs the transition activities that are the responsibility of the State and oversee the training and transition activities performed by the Systems Integrator.	Jul-10	Dec-17
Database Lead	The Database lead will provide technical database and information management knowledge and guidance to the project for the data repository and data warehouse aspects of the CWS/Web Solution.	• Participates in the evaluation of draft and final proposals and in confidential discussions related to the CWS/Web database and business intelligence aspects of the CWS/Web Solution. • Plans and prepares for working with and overseeing the Systems Integrator on database design and related technical matters. • Works closely with the System Integrator data modeling and database staff to ensure a mutual understanding of data definitions and relationships. • Works closely with the System Integrator business intelligence staff to ensure a mutual understanding of data definitions and	Jul-10	Dec-17

		relationships. • Assists project staff in the definition of data elements and related business rules. • Participates in and directs the review and acceptance of contract deliverables related to the design and development of the CWS/Web database. • Manages issues related to the database design, including identifying and documenting issues related to database design, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to database design, develops and monitors mitigation plans and develops and maintains contingency plans. • Advises the CWS/Web Project Manager on database issues and risks related to the CWS/Web Solution.		
Configuration Management Lead	The Configuration Management Lead will provide guidance to the project team on system configuration management processes and issues and work with the Systems Integrator to define and integrate system configuration management processes into the CWS/Web Project.	• Participates in joint requirements validation, work sessions, or review sessions as related to configuration management deliverables. • Assists in the review and evaluation of the configuration management deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Monitors configuration management processes and metrics, and assists in the training of project staff on configuration management processes throughout the project life cycle. • Manages issues related to configuration management, including identifying and documenting issues related to configuration management, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to configuration management, develops and monitors mitigation plans and develops and maintains contingency plans. • Advises the CWS/Web Project Manager on configuration management issues and risks related to the CWS/Web Solution.	Jul-10	Dec-17
Security Lead	The Security Lead will provide guidance to the project team on	• Participates in the evaluation of draft and final proposals and in confidential discussions related to the CWS/Web security aspects	Jul-10	Dec-17

	system security policies and practices and will work with the Systems Integrator to define and integrate system security policies and procedures into the CWS/Web Project that are consistent with OSI, CDSS, OTech, and county security policies.	of the CWS/Web Solution. • Plans and prepares for working with and overseeing the Systems Integrator on security architecture and security processes, evaluating deliverables for acceptance, and resolving security questions, issues, and risks throughout the project life cycle. • Works closely with the System Integrator security architecture and development staff to ensure a mutual understanding of security policy and requirements and their incorporation into the CWS/Web. • Assists project staff in the understanding OSI, CDSS, OTech, and county security policies. • Trains project staff on security policies and procedures. • Participates in and directs the review and acceptance of contract deliverables related to CWS/Web security architecture and design. • Manages issues related to the security, including identifying and documenting issues related to security design and procedures, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to security, develops and monitors mitigation plans and develops and maintains contingency plans. • Advises the CWS/Web Project Manager on security issues and risks related to the CWS/Web Solution.		
Quality Management Lead	The Quality Management Lead will provide guidance to the project team on quality processes and issues and will work with the Quality Management Support Services (QMSS) contractor to define and integrate quality processes into the CWS/Web Project.	• Participates in the evaluation of draft and final proposals and in confidential discussions related to quality processes to be used by the Systems Integrator and their integration into the quality processes of the CWS/Web Project. • Works with QMSS contractor to plan and prepare for working with and overseeing the Systems Integrator on quality management processes, evaluating deliverables for acceptance, and resolving quality questions, issues, and risks throughout the project life cycle. • Works closely with the QMSS contractor and the System Integrator quality management staff to ensure a mutual understanding of quality requirements and their incorporation into the System Integrator's processes. • Works closely with the QMSS contractor to monitor project and	Jul-10	Dec-17

		Systems Integrator quality processes and metrics and assists in the training of project staff on quality policies and processes throughout the project life cycle. • Assists project staff in the understanding CWS/Web Project quality policies, processes, and procedures. • Participates in and directs the review and acceptance of contract deliverables related to CWS/Web quality processes and procedures. • Manages issues related to the quality, including identifying and documenting issues related to quality processes and procedures, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to quality, develops and monitors mitigation plans and develops and maintains contingency plans. • Advises the CWS/Web Project Manager on quality issues and risks related to the CWS/Web Solution.		
Training Lead	The Training Lead is responsible for ensuring the CWS/Web Solution includes planning and processes for training end users and technical staff that meet the needs of the State, counties, and other stakeholders. The Training Lead participates in and oversees the Systems Integrator, county, and State plans and activities to train CWS/Web users and to transfer knowledge to State and county technical staff.	• Oversees the CWS/Web Systems Integrator training activities, including planning, developing, and conducting CWS/Web training and knowledge transfer. • Organizes county staff for training and change management activities including the transition of county staff to the CWS/Web. • Monitors the Systems Integrator training to ensure comprehensive training coverage, including facilitating the county efforts to plan and execute their training activities. • Participates in the interviewing and hiring of trainers with the Systems Integrator as directed by the state Project Manager. • Manages updates and changes to training material. • Coordinates training sessions with county and state project staff. • Documents and reports training activities and status. • Coordinates communications and respond to inquiries for the CWS/Web Project team related to training. • Manages issues related to training, including identifying and documenting issues related to training, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Manages risks related to training, develops and monitors	Jul-10	Dec-17

		mitigation plans and develops and maintains contingency plans. • Assists in the review and evaluation of the training deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Advises the CWS/Web Project Manager on training issues and risks related to the CWS/Web Solution.		
PMO Lead	The PMO Lead is responsible for ensuring the project management activities of the CWS/Web Project are conducted in accordance with CWS/Web project management plans, OSI best practices, and industry best practices for project management. The PMO Lead manages and oversees the project management activities related to risk management, issue and action item management, schedule management, change management, cost management, staff management and communications management.	• Monitors and verifies that proven, best practices from federal, state and industry standards are followed in order that the Project can effectively and efficiently meet project goals and objectives. • Leads the development of project-approval documents such as the Special Project Report (SPR), Supplementary Premise Information (SPI), and federal Advance Planning Document (APD). • Initiates requests for policy interpretation or clarification from oversight agencies and CDSS to the Project Manager. • Coordinates with project management on risks or issues concerning quality assurance, risk management, planning, issue management, and other project management disciplines by providing information and recommendations for action by management. • Provides leadership to team members and other project staff on project management policies, procedures, facilitation practices, and standards necessary in the performance of CWS/Web Project activities. • Monitors and guides team members to insure that their own task outcomes (e.g., analysis, documentation, and recommendations) meet OSI best practices. • Develops and maintains the Process Management and Improvement Plan documenting roles, responsibilities, and activities for process definition and improvement. • Creates and maintains a process repository for the project management processes used by the CWS/Web Project Office. • Assists the CWS/Web Project team in developing plans and processes that comply with project standards. • Assists in the execution of processes through the review of documentation and implementation. • Conducts process definition/improvement workgroups through	Jul-10	Dec-17

		development of workgroup objective and strategy, and coordination of workgroup participation. • Performs change management activities for changes to project management processes in accordance with the CWS/Web Change Management Plan. • Ensures project plans and documented project processes are approved and placed under configuration management. • Conduct Lessons Learned sessions at project milestones and as directed by the Project Manager, documents Lessons Learned, and manages a Lessons Learned repository. • Reviews Systems Integrator deliverables related to project management processes to identify process improvement opportunities. • Assists in the preparation of reports on project activities and status.		
Requirements Analyst	The Requirements Analyst is responsible for ensuring the CWS/Web Solution includes the business requirements and functionality that meet the needs of the counties, CDSS, and other stakeholders. The Requirements Analyst participates in the Systems Integrator's plans and activities to define the CWS/Web system requirements, to design and build the system application, and to test that the application meets requirements and specifications.	• Participates in the evaluation of final proposals related to the CWS/Web Solution to ensure the system requirements are understood and properly addressed. • Participates in the requirements definition processes with the Systems Integrator, project staff, and other stakeholders. • Performs analysis of legislation and other external events that may impact CWS/Web requirements and proposes changes when necessary. • Facilitates workgroups to define or clarify business needs and system requirements. • Performs impact analysis on change requests to determine the impact on existing requirements or the need for new requirements. • Assists in the maintenance of CWS/Web system requirements stored in the project's requirements management tool, Kovair Global Life Cycle. • Traces requirements to deliverables, including the evaluation of the Systems Integrator requirements tracing analysis for System and User Acceptance Testing to ensure the CWS/Web Solution meets program requirements. • Assists in analyzing and documenting issues related to requirements, resolving issues, documenting issue resolution, and	Jul-11	Dec-17

		coordinating activities and communication for issue resolution. • Assists in identifying and analyzing risks related to requirements, developing and monitoring mitigation plans, and developing and maintaining contingency plans.		
Contract Analyst	The Contract Analyst is responsible for tracking, receiving, and processing contract deliverables and materials and monitoring compliance with contractor requirements by CWS/Web Project contractors.	• Assists in the development and maintenance of the project contract management plans and contract procedures. • Receives and maintains contract records including contracts, amendments, letters of transmittal, copies of deliverables and materials, invoices, and correspondence related to contracts. • Establishes and maintains procedures and systems for identifying and tracking contractor SOW requirements and the completion of those requirements by the contractor, and reports status. • Establishes and maintains procedures and systems for identifying and tracking contract deliverables and their status. • Monitors the scheduled due dates of contract deliverables and materials, records receipt of deliverables, prepares acknowledgements, and reports status. • Notifies project staff and management of receipt of deliverables and the review and acceptance timeframes and monitors completion of project activities to ensure compliance with those timeframes. • Evaluates project change requests that may have an impact on contractor requirements and documents findings as part of change request impact analysis package. • Assists in analyzing and documenting issues related to the contract or contractor requirements, resolving issues, documenting issue resolution, and coordinating activities and communication for issue resolution. • Assists in identifying and analyzing risks related to the contract or contractor requirements, developing and monitoring mitigation plans, and developing and maintaining contingency plans.	Jul-11	Dec-17
Financial Analyst	The Financial Analyst is responsible for performing tasks in support of the cost management activities of the	• Develops and updates the CWS/Web Cost Management Plan which includes documented roles, processes, procedures, and protocols for fiscal and budget activities related to the CWS/Web project.	Jul-11	Dec-17

	CWS/Web Project. The Financial Analyst ensures the project conducts cost management activities in accordance with the CWS/Web Cost Management Plan and OSI policies and procedures.	• Develops project-approval documents such as the Special Project Report (SPR), Supplementary Premise Information (SPI), and federal Advance Planning Document (APD). • Works with OSI Admin/Fiscal to validate all fiscal and budget documents that are required for external distribution including at a minimum Federal and State control agencies. • Prepares and coordinates fiscal input to all Inter-agency Agreements and Memoranda of Understanding. • Monitors the CWS/Web Project budget including tracking actual expenditures to budget, reviewing and validating all expenditures that are charged to the CWS/Web budget, matching CALSTARS reports to expenditure approvals, and performing periodic expenditure projections. • Develops and maintains a tool and process to monitor all CWS/Web contract activity including at a minimum: payments, credits, balances, and encumbrances. • Assists in managing issues associated with the cost management including identifying and documenting issues associated with cost management, resolving issues and documenting issue resolution, and coordinating activities and communication for issue resolution. • Assists in managing risks associated with cost management including monitoring project risk and quality measures, developing and maintaining mitigation plans, monitoring execution of mitigation plans, developing and maintaining contingency plans, and monitoring execution of contingency plans if activated. • Assists in the preparation of reports and presentations on project activities and status pertaining to expenditures and budgets.		
CDSS CWS/Web Program Manager	The CDSS CWS/Web Program Manager reports to the Project Sponsor; represents the Sponsor on project management, planning, tasks, and decision issues; and is part of the CWS/Web Project Management team. The Program Manager	• Ensures that program-related contract or funding decisions are made and communicated to OSI, CDSS, and ACF as needed. • Develops and maintains collaborative relationships with the OSI CWS/Web Project Team, CDSS program Divisions, counties, and other governmental agencies as needed to ensure that sponsorship and programmatic input is obtained and utilized in the development of each phase of the project. • Monitors project activities; participates in the development,	Jul-06	Jun-11

	works with the Project Director to plan, direct, and oversee the day-to-day activities of CDSS staff assigned to the CWS/Web Project. The Program Manager works directly with the other project managers to ensure project success. The Program Manager works with the CWS/Web Project Manager to coordinate program-related efforts and to resolve inter-branch and inter-project issues and acts as a business liaison to the OSI CWS/Web Project.	review, and revision of documents for approval and funding; identifies and resolves issues; and assists in the mitigation and management of project risk. • Coordinates CDSS tasks, participates as part of the CWS/Web project management team in briefings to the CDSS sponsor, CDSS Executive Steering Committee, the Oversight Steering Committee and with control agencies as needed. • Manages the review and evaluation of the deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Manages and resolves issues related to the CWS/Web Solution and the activities to develop, implement, operate, and maintain the CWS/Web system. • Manages risks related to the CWS/Web Solution and its related activities, including monitoring project risks and quality measures, developing and maintaining mitigation plans, monitoring execution of mitigation plans, and developing and maintaining contingency plans. • Advises the CWS/Web Project Manager on technical issues and risks related to the CWS/Web Solution. • Coordinates with the CDSS CWS/Web Program Managers and the Systems Integrator to obtain county and state participation in activities to design, develop, test, implement, operate, and maintain the CWS/Web system.		
CDSS Business Analyst	The CDSS Business Analyst is responsible to ensure that all aspects of the CWS/Web Project scope, schedule, and budget are being properly executed and reported.	• Participates in the review of all documents, including Request for Proposal and Advance Planning Documents required for the CWS/Web Project. • Develops processes to ensure that all documents are reviewed by CDSS, required governmental agencies, and ACF. • Serves as the point person to coordinate ongoing correspondence to ACF on issues related to the CWS/Web Project. • Provides analyses and recommendations to the CDSS CWS/Web Program Manager and Program Team Manager on issues and problems as they arise. • Develops, processes, and monitors all CDSS program contracts	Jul-06	Jun-11

		related to the CWS/Web Project. • Acquires and reports all CDSS expenditures related to the planning and implementation activities of the CWS/Web Project. • Prepares all CDSS budget change documents related to the CWS/Web Project. • Assists in addressing risks related to scope, schedule, or budget, develops and monitors mitigation plans and develops and maintains contingency plans. • Prepares CDSS CWS/Web staff duty and recruitment statements and coordinates other CDSS staff and county consultant hiring processes.		
CDSS Program Specialist	The CDSS Program Specialist is responsible to ensure that the CWS/Web solution meets state, federal and county program and business operations needs.	• Reviews state and federal law and regulations and keeps abreast of changes as they occur. • Meets regularly with state and county staff to identify system gaps and needs within the planned functionality changes. • Develops a working knowledge of and relationships with other CDSS units to ensure that appropriate staff are involved in critical decision-making with regard to design and implementation of the CWS/Web system. • Obtains and coordinates input from program experts as issues which arise in planning; ensures that contradictory or competitive needs are brought to resolution. • Provides analysis and recommendations to the CWS/Web Program Manager on problems and issues as they arise; attends and participates in all state and county input sessions. • Provides regular feedback to state and county program staff on decisions and issue resolution. • Reviews and corrects any and all required document sections related to program descriptions, needs, or outcomes related to the CWS/Web system; develops all county Letters or Information Notices which relate to CWS/Web system usage. • Participates in requirements definition, requirements validation, and system design sessions. • Assists in the review and evaluation of the requirements and design deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on	Jul-06	Jun-11

		acceptance. • Assists in addressing risks related to business requirements, develops and monitors mitigation plans and develops and maintains contingency plans.		
CDSS Project Oversight Analyst	The CDSS Project Oversight & Monitoring Analyst is responsible for providing project oversight of external contractors performing IV&V and IPOC for the CWS/Web Project.	• Develops the solicitations for contracts, monitors project activities, and attends all project meetings and Oversight Steering Committee meetings. • Provides ongoing Information Systems Division (ISD) oversight staff responsibilities, including working with DGS through the RFP process for the IV&V and IPO contractors, contract management, deliverables review, weekly contractor meetings, and risk management review and reporting to the Chief Technical Officer (CTO). • Serves as the central point of contact for communications and resolution of issues between the contractors, OSI, County staff, and DGS. • Addressing concerns from Federal and State on POC and V&V requirements and compliance with industry standard practices, processes, and procedures. Meets regularly with POC and V&V consultants on project status. Communicates project risks and mitigation/contingency plans to CDSS project Sponsor, OSI, Control Agencies, and external stakeholders. • Provides OSI and CDSS Program staff oversight consulting services to ensure inclusion of appropriate IV&V and IPOC in the development of the CWS/Web RFP and the procurement, development, and implementation of the CWS/Web solution.	Jul-06	Jun-11
County Consultant 01-05	The County Consultant is a management-level and user/technical-level consultant who is responsible for providing knowledge and experience to ensure that the CWS/Web solution is effective, economical, and efficient within the county and state child welfare and adoptions setting; consistent with	• Determines that the CWS/Web system meets federal and state requirements and county program and business needs. • Provides input on system gaps and needs within the planned functional changes and analysis and provides recommendations to the Program Specialist and CWS/Web Program Manager on programmatic problems or issues as they arise. • Attends county regional or stakeholder meetings to seek input or provide feedback on decisions and resolutions to issues. • Participates in ongoing CDSS communication to counties during planning of the CWS/Web system.	Jul-06	Jan-15

	program policies and business practices; supports the achievement of program outcomes; and meets the need of end users.	• Assists in the development of all County Letters, Informational Notices, and training materials and reviews. • Provides suggested changes to all required document sections related to program descriptions, needs, or outcomes developed in relationship to the CWS/Web system. • Participates in discussions to analyze and recommend system requirements during requirements development and validation. • Analyzes proposed legislation in regard to program impact, and recommends changes to project team. • Meets with stakeholders, staff, users, and appropriate persons from various private and/or governmental organizations for the purposes of problem identification and resolution, and inclusion of program policy and regulation, and procedure development. Travels as necessary to attend county meetings. • Acts as liaison to both the state and counties on policy interpretation and implementation. • Acts in the capacity of Subject Matter Expert (SME) to the State and vendor on business process improvement efforts (including impacts to CWS Program forms and reports to be produced by the system). • Identifies potential impacts; issues and risks associated with the process improvement effort to the California Department of Social Services (CDSS) CMS Support Branch, county and other state agencies. • Acts in the capacity of a SME, as needed, in discussions with contracted staff and vendor staff to assist in identification of business process impacts. Reviews documentation and make recommendations. • Develops and assists in the development of all required documentation sections relating to program descriptions, needs, or outcomes developed for the CWS/Web system. • Identifies stakeholder communication needs; assists in the development of appropriate communication and identifies communication methods. • Assists in review of vendor developed training material for statewide user training.		

		• Participates in the bid evaluation process for the CWS/Web Request for Proposal. • Participates and assists in the identification of issues and preparation for county and state transition from CWS/CMS to CWS/Web. • Participates and assists in the detailed design of CWS/Web.		
County Consultant 06-12	The County Consultant is a management-level and user/technical-level consultant who is responsible for providing knowledge and experience to ensure that the CWS/Web solution is effective, economical, and efficient within the county and state child welfare and adoptions setting; consistent with program policies and business practices; supports the achievement of program outcomes; and meets the need of end users.	• Determines that the CWS/Web system meets federal and state requirements and county program and business needs. • Provides input on system gaps and needs within the planned functional changes and analysis and provides recommendations to the Program Specialist and CWS/Web Program Manager on programmatic problems or issues as they arise. • Attends county regional or stakeholder meetings to seek input or provide feedback on decisions and resolutions to issues. • Participates in ongoing CDSS communication to counties during planning of the CWS/Web system. • Assists in the development of all County Letters, Informational Notices, and training materials and reviews. • Provides suggested changes to all required document sections related to program descriptions, needs, or outcomes developed in relationship to the CWS/Web system. • Participates in discussions to analyze and recommend system requirements during requirements development and validation. • Analyzes proposed legislation in regard to program impact, and recommends changes to project team. • Meets with stakeholders, staff, users, and appropriate persons from various private and/or governmental organizations for the purposes of problem identification and resolution, and inclusion of program policy and regulation, and procedure development. Travels as necessary to attend county meetings. • Acts as liaison to both the state and counties on policy interpretation and implementation. • Acts in the capacity of Subject Matter Expert (SME) to the State and vendor on business process improvement efforts (including impacts to CWS Program forms and reports to be produced by the system).	Jul-09	Jan-15

		• Identifies potential impacts; issues and risks associated with the process improvement effort to the California Department of Social Services (CDSS) CMS Support Branch, county and other state agencies. • Acts in the capacity of a SME, as needed, in discussions with contracted staff and vendor staff to assist in identification of business process impacts. Reviews documentation and make recommendations. • Develops and assists in the development of all required documentation sections relating to program descriptions, needs, or outcomes developed for the CWS/Web system. • Identifies stakeholder communication needs; assists in the development of appropriate communication and identifies communication methods. • Assists in review of vendor developed training material for statewide user training. • Participates in the bid evaluation process for the CWS/Web Request for Proposal. • Participates and assists in the identification of issues and preparation for county and state transition from CWS/CMS to CWS/Web. • Participates and assists in the detailed design of CWS/Web.		
CDSS Program Team Manager	The CDSS Program Team Manager is responsible for coordinating and directing CDSS tasks related to the development of the CWS/Web system and for management of the multi-disciplinary tasks assigned to the members of this CDSS CWS/Web Planning and Development Unit.	• Supervises CDSS business analyst, social service consultant, and administrative support staff charged with responsibilities related to the planning, development and implementation of CWS/Web. • Develops and reviews current CDSS contract, fiscal, program policy and business needs and makes recommendations to ensure that the CWS/Web Project meets these requirements. • Provides expertise, reviews, and implements program policy requirements related to the method of data entry; and maintains and revises these requirements as program requirements, policy, and technology changes occur. • Develops and maintains a collaborative relationship with OSI, CDSS Program Divisions, counties and other governmental agencies to ensure that appropriate project management occurs	Jul-08	Jun-11

		and that sponsorship and programmatic input is obtained and utilized in the development of each phase of the project. • Briefs the CDSS Project Sponsor, as needed, and engages the Oversight Committee to report CWS/Web Project status and issues, request assistance, receive feedback, and orient them to project requirements and needs. • Provides analysis and recommendations to the CWS/Web Program Manager on problems and issues as they arise; attends and participates in all state and county input sessions. • Provides regular feedback to state and county program staff on decisions and issue resolution. • Reviews and corrects any and all required document sections related to program descriptions, needs, or outcomes related to the CWS/Web system; develops all county Letters or Information Notices which relate to CWS/Web system usage. • Participates in requirements definition, requirements validation, and system design sessions. • Assists in the review and evaluation of the requirements and design deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Manages risks related to business requirements, develops and monitors mitigation plans and develops and maintains contingency plans.		
CDSS Program Specialist 1	The CDSS Program Specialist 1 is responsible to ensure that the CWS/Web solution meets state, federal and county program and business operations needs based on their area of expertise.	• Reviews state and federal law and regulations and keeps abreast of changes as they occur. • Meets regularly with state and county staff to identify system gaps and needs within the planned functionality changes. • Develops a working knowledge of and relationships with other CDSS units to ensure that appropriate staff are involved in critical decision-making with regard to design and implementation of the CWS/Web system. • Obtains and coordinates input from program experts as issues which arise in planning; ensures that contradictory or competitive needs are brought to resolution. • Provides analysis and recommendations to the CWS/Web	Jul-08	Jun-11

		Program Manager on problems and issues as they arise; attends and participates in all state and county input sessions. • Provides regular feedback to state and county program staff on decisions and issue resolution. • Reviews and corrects any and all required document sections related to program descriptions, needs, or outcomes related to the CWS/Web system; develops all county Letters or Information Notices which relate to CWS/Web system usage. • Participates in requirements definition, requirements validation, and system design sessions. • Assists in the review and evaluation of the requirements and design deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Assists in addressing risks related to business requirements, develops and monitors mitigation plans and develops and maintains contingency plans.		
CDSS Administrative Assistant	The CDSS Administrative Assistant is responsible for performing administrative tasks in support of the CWS/Web Program Manager. The Administrative Assistant also provides general administrative support to the CDSS Program Support Team for office supplies, equipment, and clerical support.	• Maintains internal CDSS Branch systems to screen, prioritize, and organize incoming correspondence and other sensitive documentation. This includes maintaining an automated correspondence control system. • Coordinates activities when other organizations are involved. • Prepares and proofreads documents for signature of the Director, Deputy Director, Assistant Deputy Director, Branch Chief, and other Branch staff. • Prepares original correspondence pertaining to CWS/Web inquiries, ensuring appropriate Department format and guidelines are followed. • Schedules meetings, and reserves locations for CWS/Web meetings • Works with OSI to coordinate schedules and arrange meetings, transfer of documents, etc. • Makes travel arrangements and processes travel claim documents for the CDSS CWS/Web staff, including maintaining a file of travel documents and expenses. • Develops, processes, and maintains records related to the	Jul-09	Jun-11

		recruitment, hiring, attendance, and other personnel related processes for CDSS CWS/Web staff.		
CDSS County Consultant Manager	The CDSS County Consultant Team Manager is responsible for coordinating and directing CDSS tasks related to the development of the CWS/Web system and for management of the multi-disciplinary tasks assigned to the members of the CDSS CWS/Web County Consultant Team.	• Recruits, selects, and develops contracts for county consultant positions in cooperation with the Project Sponsor and CWDA. • Reviews current program policy and business needs and makes recommendations to ensure that the CWS/Web system meets these requirements. • Provides program policy requirements related to the method of data entry, as well as maintains and revises those requirements as program, policy, and technology changes occur. • Develops and maintains a collaborative relationship with OSI, CDSS Program Divisions, counties and other governmental agencies, as needed, to ensure that appropriate project management occurs and that sponsorship and programmatic input is obtained and utilized in the development of each phase of the project. • Briefs the CDSS sponsor, as needed, and engages the Oversight Committee to report CWS/Web Project status and issues, request assistance, receive feedback, and orient them to project requirements and needs. • Provides analysis and recommendations to the CWS/Web Program Manager on problems and issues as they arise; attends and participates in all state and county input sessions. • Provides regular feedback to state and county program staff on decisions and issue resolution. • Reviews and corrects any and all required document sections related to program descriptions, needs, or outcomes related to the CWS/Web system; develops all county Letters or Information Notices which relate to CWS/Web system usage. • Participates in requirements definition, requirements validation, and system design sessions. • Assists in the review and evaluation of the requirements and design deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Manages risks related to business requirements, develops and	Jul-09	Jun-11

		monitors mitigation plans and develops and maintains contingency plans.		
CDSS Legal Counsel	The CDSS Legal Counsel is responsible for providing legal advice, opinions, and support to the CWS/Web Project and CDSS Operations. The CDSS Legal Counsel helps the Project Sponsor ensure that all phases of CWS/Web planning, procurement and contracting comply with State and federal law.	• Advises the Program Sponsor, CWS/Web Project Manager, and the CWS/Web Program Manager and Acquisitions Manager regarding statutory, regulatory, and program requirements impacting the CWS/Web Project or CDSS Operations and their compliance. • Assists and supports development of procurement documents, contracts, and communications. • Advises the Project Sponsor, Project Manager, Operations Manager and Acquisitions Manager regarding the application of contract terms and conditions and the vendor's compliance therewith.	Jul-09	Jun-11
CDSS Tool Administrator	The CDSS Automated Tool Administrator is responsible for administering the implementation of the automated tool & oversight portfolio management software.	• Collect Earned Value Metric (Performance Metrics) to report to Executive Management and Project Sponsors. • Work with the vendor during the implementation life cycle and ongoing maintenance and operations support. • Develop functional definitions required for the configuration of the automated tool. • Organizational Breakdown Structure (OBS) – define a hierarchy of agency, department, branch, and program units associated with investments and resources. • Resource Roles and Functions – define the roles for resources assigned to project teams and the functions they will perform using the automated tool, i.e., Project Manager, Sponsor, External Consultant, Team Member, etc. • Access Rights – define access rights based on user roles and determine how rights will be enforced and managed, i.e., Instance, Group, OBS; Resource Management – determine requirements for resource allocation, assignment, time tracking, etc. • Financial Management – determine how financial information will be captured and maintained within the application. • Coordinate technical training for core Infrastructure Support Team. • Program and troubleshoot using Oracle Tool for Application Developers (TOAD), PL/SQL, xml, web services, SOAP, Gel	Jul-09	Jun-11

		Scripts. • Participate in the application installation process. • Work with vendor and/or external consultants to configure the system so that it meets the functional requirements. • Test system configurations and access rights and make modifications as needed. • Document configurations and manage changes. • Develop end-user training materials based on configured system and internal policies and procedures. • Prepare reports and presentations for management and user groups to introduce the application and new functionality. • Administer user accounts and manage access rights. • Make configuration changes as project management processes are developed and implemented. • Work with the technical team to ensure the system is properly maintained, i.e., data is backed up and patches/updates are installed.		
CDSS Program Specialist 2	The CDSS Program Specialist 2 is responsible to ensure that the CWS/Web solution meets state, federal and county program and business operations needs based on their area of expertise.	• Reviews state and federal law and regulations and keeps abreast of changes as they occur. • Meets regularly with state and county staff to identify system gaps and needs within the planned functionality changes. • Develops a working knowledge of and relationships with other CDSS units to ensure that appropriate staff are involved in critical decision-making with regard to design and implementation of the CWS/Web system. • Obtains and coordinates input from program experts as issues which arise in planning; ensures that contradictory or competitive needs are brought to resolution. • Provides analysis and recommendations to the CWS/Web Program Manager on problems and issues as they arise; attends and participates in all state and county input sessions. • Provides regular feedback to state and county program staff on decisions and issue resolution. • Reviews and corrects any and all required document sections related to program descriptions, needs, or outcomes related to the CWS/Web system; develops all county Letters or Information	Jul-10	Jun-11

		Notices which relate to CWS/Web system usage. • Participates in requirements definition, requirements validation, and system design sessions. • Assists in the review and evaluation of the requirements and design deliverables of the CWS/Web Systems Integrator and provides findings and recommendations to project management on acceptance. • Assists in addressing risks related to business requirements, develops and monitors mitigation plans and develops and maintains contingency plans.		

APPENDIX F2 – ROLES AND RESPONSIBILITIES FOR SERVICE AND SUPPORT

F.2 INTRODUCTION

This document provides detailed roles and responsibilities about the Service and Support Function. It includes the Function name, Function description, Sourcing Maturity Levels and Service Delivery Partnerships.

RFP Section IV.9, Service and Support provides detailed information on the roles and responsibilities.

This information may be helpful for the Bidder in the preparation of their proposal response in the Service and Support model to this RFP.

Roles and Responsibilities for Service and Support																
		Sourcing Maturity Levels					Service Delivery Partnerships									
Function Name	Function Description	Oversight	SME	Co-Delivery	Sole Delivery	Roles and Responsibilities	System Integrator	Training Vendor	Infra-Structure Vendor	QM Vendor	PMSS	OTech	Counties	Interface Partners	Other Stakeholders
Asset Management	The Asset Management function is responsible for maintaining and managing the mechanisms that track the status, location, ownership, life cycle and cost of replacement of all assets utilized in the CWS/Web Solution from a financial management perspective.			X		The entry and update of data into the Asset Management solution, as well as the operation of the solution will be the responsibility of the CWS/Web Division Office. Contractor role would be the maintenance and enhancement of the Asset Management processes and toolsets.	x								
Communications	The Communications function is responsible for maintaining and managing the mechanisms that enable timely and effective communication with all parties that are directly or indirectly impacted by the CWS/Web Solution.			X		The CWS/Web Division Office will be responsible for the delivery of communications to stakeholders. Contractor role would be the maintenance and enhancement of the Communications processes and toolsets.					x				
Customer Relationship Management	The Customer Relationship Management function is responsible for maintaining and managing the mechanisms that ensure a positive partnership between CWS/Web Solution stakeholders and the CWS/Web Division Office.			x		The CWS/Web Division Office will be responsible for the delivery of the Customer Relationship Management Function. Contractor role would be the maintenance and enhancement of the Customer Relationship Management processes and toolsets.	x								
Governance	The Governance function is responsible for maintaining the mechanisms that enable timely and accurate decision making by stakeholders in regards to the performance and currency of the CWS/Web Solution.			X		During the CWS/Web Solution Production Phase all governance structures that are not completely contained within the Contractor's and OTech sphere of direct responsibility will be chaired and staffed by non-Contractor staff to be specifically identified during the development and implementation phase.	x	x	x	x	x	x	x	x	x
Work Request Receipt	The Work Request Receipt function is responsible for maintaining and managing the mechanisms that facilitate a centralized reception point for all CWS/Web Solution work requests so they can be logged, tracked and reported through closure.			X		During the CWS/Web Solution Production Phase the delivery responsibility for this function is typically given to the Service Desk function which the Contractor has ongoing responsibility.	x								
Oversight-Internal Operations	The Oversight – Internal Operations function is responsible for maintaining and managing the mechanisms that CWS/Web Division Office leadership will use: To review CWS/Web Solution performance to see if that performance is meeting service level requirements or to direct the necessary remediation activities to meet service level requirements Providing oversight and direction in regards to each individual function's performance contribution to meeting CWS/Web Solution service level requirements Provide workload prioritization and approval decisions		X			During the CWS/Web Solution Production Phase the Oversight – Internal Operations will be managed by the CWS/Web Division Office Executive or their alternate. Contractor role would be the maintenance and enhancement of the Oversight – Internal Operations processes and toolsets.	x	x	x	x	x	x	x	x	x
Performance Measures	The Performance Measures function is responsible for: · Assisting in the development and maintenance of all system and function performance related tracking solutions · Maintaining and managing report creation as needed for: o Overall CWS/Web Solution performance o Each function's operational management needs o Oversight – Internal Operations o Service Level Management o Contract obligations.			X		The definition and interpretation of performance measures is a skill-set not commonly available within the State. The Contractor is expected to fill this roll completely.	x	x	x						

Roles and Responsibilities for Service and Support															
		Sourcing Maturity Levels					Service Delivery Partnerships								
Function Name	Function Description	Oversight	SME	Co-Delivery	Sole Delivery	Roles and Responsibilities	System Integrator	Training Vendor	Infra-Structure Vendor	QM Vendor	PMSS	OTech	Counties	Interface Partners	Other Stakeholders
Policy	This Policy function is responsible for maintaining and managing the mechanisms that: Interpret the impact of all Federal, State, and OSI policy changes on the CWS/Web Solution. Create and maintain CWS/Web Solution specific policies.			x		During the CWS/Web Solution Production Phase the management and maintenance of this function will be the responsibility of the CWS/Web Division Office, with the Contractor supplying information as requested on a case by case basis or suggesting the need for CWS/Web Solution specific policy.	x		x			x	x	x	x
Proposal Development	The Proposal Development function is responsible for maintaining and managing the mechanisms that produce consistent and timely analyses of potential CWS/Web Solution work requests to provide CWS/Web Solution decision makers with the information they need to determine approval and priority.			X		During the CWS/Web Solution Production Phase the management and maintenance of this function will be the responsibility of the CWS/Web Division Office, with the Contractor supplying impact information as requested on a case by case basis.	x	x	x	x	x	x	x	x	x
IT Resource Management	The IT Resource Management function is responsible for maintaining and managing the mechanisms that track staff and skill set resource allocations so that decision makers will have the information they need in determining approval and priority of work requests.			x		During the CWS/Web Solution Production Phase the management and maintenance of this function will be the responsibility of the CWS/Web Division Office Executive or their alternate. Contractor role would be the maintenance and enhancement of the IT Resource Management processes and toolsets.	x								
Service Level Management	The Service Level Management function is responsible for: Maintaining the CWS/Web Solution Service Level Agreement between the CWS/Web Division Office and the CWS Program. Reporting on CWS/Web Solution Service Level Agreement between the CWS/Web Division Office and the CWS Program.			X		During the CWS/Web Solution Production Phase the Service Level Management function will be managed by the CWS/Web Division Office Executive or their alternate. Contractor role would be the maintenance and enhancement of the Service Level Management processes and toolsets.	x	x	x			x	x	x	x
Solution Architecture	The Solution Architecture function maintains and manages the mechanisms necessary to ensure the production CWS/Web Solution meets CWS Program requirements while being in alignment with State, CDSS and OSI enterprise architecture policies, frameworks and standards. (The maturity level will move from Oversight to SME during DDI.)		x			During the CWS/Web Solution Production Phase the Contractor has ongoing delivery responsibility for the Solution Architecture function.	x		x			x			
Application Maintenance & Support	The Application Maintenance and Support function is responsible for maintaining and enhancing the CWS/Web Solution programmatic oriented software, as well as any software tools utilized within any of the Service and Support functions. Application Maintenance and Support ensures that the availability of all production application systems meets agreed upon service level agreements. This includes supporting break/fix needs, maintenance (i.e. system software releases or other non-negotiable changes), performance improvements, enhancements, and efforts to reduce ongoing support and/or production costs.			X		During the CWS/Web Solution Production Phase the Contractor has ongoing delivery responsibility for the Application Maintenance & Support function.	X	X			X				

Roles and Responsibilities for Service and Support																
		Sourcing Maturity Levels					Service Delivery Partnerships									
Function Name	Function Description	Oversight	SME	Co-Delivery	Sole Delivery	Roles and Responsibilities	System Integrator	Training Vendor	Infra-Structure Vendor	QM Vendor	PMSS	OTech	Counties	Interface Partners	Other Stakeholders
Directory Repository Management	The Directory Repository Management function is responsible for maintaining and managing the mechanisms through which all repositories typically associated with directories of people, places, things, and events are kept current and useable.			X		During the CWS/Web Solution Production Phase the Directory Repository Management function will be provided by the Service Desk Function which is the responsibility of the Contractor. The Contractor role will also be responsible for the maintenance and enhancement of the Directory Repository function's processes and toolsets.	X						X		
Control Agency Compliance	The Control Agency Compliance function is responsible for maintaining and managing the mechanisms that collect all the information needed from the Service and Support functions that the CWS/Web Division Office needs to meet the Control Agency Compliance requirements associated with the CWS/Web Solution.				X	During the CWS/Web Solution Production Phase the Control Agency Compliance function will be managed by the CWS/Web Division Office Executive or their alternate. Contractor role would be the maintenance and enhancement of the Control Agency Compliance processes and toolsets.	X								
Customer Report Creation Support	The Customer Report Creation Support is responsible for maintaining and managing the mechanisms that provide assistance to CWS workers, managers and administrative staff to create customized reports for their needs. Additionally, this function is also responsible for creating, maintaining, enhancing and supporting report templates commonly used throughout the State.	X				During the CWS/Web Solution Production Phase the Customer Report Creation Support function will be provided by the Contractor. The Contractor role will also be responsible for the maintenance and enhancement of the Customer Report Creation Support function's processes and toolsets.	X	X					X		
Forms Management	The Forms Management function is responsible for maintaining and managing all CWS/Web Solution forms to ensure compliance with Federal and State regulations and usability in the delivery of CWS Program services.			X		During the CWS/Web Solution Production Phase the State will be responsible for all non-technical forms design, content and language interpretation. The Contractor will be responsible for the automation of forms, as well as the maintenance of all processes and toolsets necessary to provide the Forms Management function. Forms Management support to the CWS/Web Stakeholders is seen as predominantly a Service Desk responsibility for first level calls.	X	X					X	X	X
Information Management	The Information Management function ensures that all CWS/Web Solution data created or needed by the stakeholder is: Stored and managed according to security and data standards Is available on-demand and accessible to the stakeholder and whoever that stakeholder authorizes to utilize that information Documented to allow impact analysis for future changes The Information Management is responsible for all CWS/Web Solution data bases, data marts, data warehouses and all other application data files.			X		During the CWS/Web Solution Production Phase the Contractor has ongoing delivery responsibility for the Information Management function.	X					X			
Interface Management	The Interface Management function is responsible for maintaining and managing the governmental and non-governmental working relationships between the organizational entities associated with each of the interfaces implemented for the CWS/Web Solution. The objective is to ensure the ongoing integrity, confidentiality and availability of these interfaces for use by CWS/Web Solution end-users.			X		During the CWS/Web Solution Production Phase the Contractor has ongoing delivery responsibility for the Interface Management function.	X					X		X	X

Roles and Responsibilities for Service and Support																
		Sourcing Maturity Levels					Service Delivery Partnerships									
Function Name	Function Description	Oversight	SME	Co-Delivery	Sole Delivery	Roles and Responsibilities	System Integrator	Training Vendor	Infra-Structure Vendor	QM Vendor	PMSS	OTech	Counties	Interface Partners	Other Stakeholders
Project Management	The Project Management function is responsible for providing project management over all CWS/Web Solution future releases and planned changes to ensure: They are managed successfully from a schedule, scope and cost perspective. Conducted in accordance with State and OSI project management policies, practices and standards.			X		During the CWS/Web Solution Production Phase the CWS/Web Division Office has ongoing delivery responsibility for the Project Management function.	x				x				
Quality Assurance	The Quality Assurance function is responsible for maintaining and managing the mechanisms to do final acceptance of all CWS/Web Solution changes prior to release into the production environment including validation that all Service and Support functions will be prepared for the post-change environment.			X		During the CWS/Web Solution Production Phase the CWS/Web Division Office has ongoing delivery responsibility for the Quality Assurance function with assistance from the Contractor..	X								
Requirements Management	The Requirements Management function is responsible for maintaining and managing the mechanisms that ensure the CWS/Web Solution requirements repository: * Consistently reflects how the production CWS/Web Solution is constructed currently and/or as it will be after a release is made. * Available for use by Service and Support functions as they require.			X		During the CWS/Web Solution Production Phase the CWS/Web Division Office has ongoing delivery responsibility for the managing the Requirements Management function with assistance from the Contractor.	X								
Technical Writing	The Technical Writing function is responsible for providing guidance and assistance in the creation of all CWS/Web Solution service and support documents. For example, this function assists with the creation and maintenance of such items as: User Reference Guides, Training Materials, Quick reference material, Function procedures and Technical documentation.	X				During the CWS/Web Solution Production Phase the Contractor has ongoing delivery responsibility for the Technical Writing function.	X								
Testing	The Testing function is responsible for maintaining and managing the mechanisms by which any proposed change to the CWS/Web Solution is tested through the various testing phases (unit to performance) prior to being passed to the Quality Assurance function for final acceptance testing. This includes such activities as: * Test case scenario creation and maintenance * Test data creation and maintenance * Validating test results to ensure expected outcomes are achieved * Managing supporting test libraries and test environments * Testing impact of change on all affected Service and Support functions		X			During the CWS/Web Solution Production Phase the Contractor has ongoing delivery responsibility for the Testing function.	X								
Workflow & Business Rules Management	The Workflow and Business Rules Management function provides assistance to CWS/Web Solution stakeholders in the use of this functionality provided by the CWS/Web Solution. Additionally it maintains and manages the mechanisms that identify and support common usage patterns that are made available to all CWS/Web Solution stakeholders.		X			The Contractor will be responsible for the management of and providing the staffing to perform the delivery duties of the Workflow and Business Rule function.	X						X		
Availability Management	The Availability Management function is responsible for maintaining and managing the mechanisms necessary to ensure that implementation of any proposed change to the CWS/Web Solution will not disrupt availability requirements.		X			The Contractor will be responsible for the management of and providing the staffing to perform the delivery duties of the Availability Management Function.	X		X			X	X	X	
Capacity Management	The Capacity Management function is responsible for maintaining and managing the mechanisms that ensure that CWS/Web Solution technology components have the necessary capacity and performance to meet CWS/Web Solution usage requirements.		X			The Contractor will be responsible for the management of and providing the staffing to perform the delivery duties of the Capacity Management function.	X		X			X	X		

Roles and Responsibilities for Service and Support															
		Sourcing Maturity Levels					Service Delivery Partnerships								
Function Name	Function Description	Oversight	SME	Co-Delivery	Sole Delivery	Roles and Responsibilities	System Integrator	Training Vendor	Infra-Structure Vendor	QM Vendor	PMSS	OTech	Counties	Interface Partners	Other Stakeholders
Change Management	The Change Management function is responsible for maintaining and managing the mechanisms that ensure standardized methods and procedures are used for the: Efficient, prompt handling of all changes. Reducing the chances of causing negative impact on service quality when implementing a change. Ensuring that all CWS/Web Solution components affected by the proposed change are involved in the development and validation of the change prior to its introduction into the CWS/Web Solution environments.			X		The CWS/Web Division will be responsible for managing the Change Management function. The Contractor will be responsible for providing the staffing required to deliver Change Management function activities.	X		X		X	X	X	X	
Configuration Management	The Configuration Management function is responsible for maintaining and managing the mechanisms that ensure that the CWS/Web Solution service and support functions have sufficient current, historical and accurate information necessary to rebuild any component to its production state is collected and maintained. Configuration Management is also pivotal to the change management function for impact analysis and for testing configuration changes impact on the production environment.			X		The Contractor will be responsible for managing as well as providing the staffing required to deliver Configuration Management function activities.	X	X	X			X	X	X	
Customer Training	The Customer Training function is responsible for maintaining and managing the mechanisms to deliver training to CWS stakeholders. Additionally, this function is responsible for ensuring that all training materials and media are maintained and enhanced to reflect the current and/or planned CWS/Web Solution production environment.			X		The CWS/Web Division Office will be responsible for managing the Customer Training Management function. The Contractor will be responsible for collaborating with the training vendor and the CWS/Web Division Office to provide all customer training information. A different contractor (training vendor) will be responsible for delivering Customer Training.	X	X					X		
Facilities Management	Facilities Management ensures that the facilities housing CWS/Web Solution information technology infrastructure are designed, maintained and supported from a security, electrical, and HVAC perspective to support availability and service continuity requirements for the development environment.				X	The CWS/Web Division will be responsible for supplying the building and facility modifications to support the development environment.	X								
Incident Management	The Incident Management function is responsible for maintaining and managing the mechanisms utilized to ensure that unexpected CWS/Web Solution production events are identified, tracked and resolved in a timely manner and communicated to the CWS/Web Solution stakeholders.			X		The Contractor will be responsible for managing as well as providing the staffing required to deliver Incident Management function activities.	X		X			X	X	X	
Network (Connectivity)	The Network (Connectivity) function is responsible for maintaining and managing the mechanisms that provide secure data network connectivity to the CWS/Web Solution, as well as maintaining and supporting voice solutions utilized in the CWS/Web Solution.			X		The Contractor will be responsible for acting as the Agent for the CWS/Web Division office in obtaining network services from OTech and others as required. Contractor will also be providing the staffing required to deliver Network activities for the development environment directly under control of the CWS/Web Division Office.	X					X	X	X	
Operations	The Operations function is responsible for maintaining and managing the daily production job processing to: Provide CWS/Web Solution stakeholders with the information they need to perform their programmatic responsibilities Safeguard data resources Ensure CWS/Web Solution availability			X		The Contractor will be responsible for managing as well as providing the staffing required to deliver Operations function activities.	X					X			

Roles and Responsibilities for Service and Support															
		Sourcing Maturity Levels					Service Delivery Partnerships								
Function Name	Function Description	Oversight	SME	Co-Delivery	Sole Delivery	Roles and Responsibilities	System Integrator	Training Vendor	Infra-Structure Vendor	QM Vendor	PMSS	OTech	Counties	Interface Partners	Other Stakeholders
Personal Device Support	The Personal Device Support function is responsible for maintaining and managing the mechanisms that enable CWS/Web Solution stakeholder access devices (i.e. PDAs, laptops, scanners) to access and use the CWS/Web Solution.	X				The Contractor will be responsible for managing as well as providing the staffing required to deliver Personal Device function activities. In addition, the CWS/Web Division Office will have another vendor responsible for providing infrastructure services to the counties. Working relationships will have to be established and maintained.	X		X			X	X		
Problem Management	The Problem Management function is responsible for maintaining and managing the mechanisms that enable: Trend analysis of disruption events Identification of temporary remedies while permanent fixes are put in place by the appropriate function Identification of permanent fixes to avoid future disruptions of service The Problem Management function taking responsibility for leading the resolution of a major disruption event.			X		The Contractor will be responsible for managing as well as providing the staffing required to deliver Problem Management function activities	X		X			X	X	X	
Release Management	The Release Management function is responsible for maintaining and managing the mechanisms that control how change is introduced into the CWS/Web Solution environments. Release Management is intended to: Ensure that only tested and approved changes (i.e. applications, hardware, software, firmware, documents, training) are installed trouble-free and on schedule. Ensure that a new production baseline is created in the Configuration Management Data Base to allow recovery to be accomplished in the shortest period possible free of specific staff availability.			X		The CWS/Web Division will be responsible for managing the Release Management function. The Contractor will be responsible for providing the staffing required to deliver Release Management function activities.	X	X	X		X	X	X	X	
Security	The Security function is responsible for maintaining and managing the mechanisms that safeguard the CWS/Web Solution information assets housed in its technology environments to ensure data confidentiality, integrity and availability are maintained.			X		The Contractor will be responsible for acting as the Agent for the CWS/Web Division office in obtaining security services from OTech and others as required. Contractor will also be providing the staffing required to deliver security activities for the development environment directly under control of the CWS/Web Division Office.	X		X			X	X	X	
Servers (Hosting) & Storage	The Servers (Hosting) & Storage function is responsible for maintaining and managing the mechanisms that ensure all CWS/Web Solution server and storage environments (i.e. production, testing, training) are available for their intended use.			X		The Contractor will be responsible for acting as the Agent for the CWS/Web Division office in obtaining server and storage services from OTech. Contractor will also be providing the staffing required to deliver server and storage activities for the development environment directly under control of the CWS/Web Division Office	X		X			X			
Service Continuity Management	The Service Continuity Management function is responsible for maintaining and managing those mechanisms that enable the CWS/Web Solution production and training environments to be restored for within agreed upon recovery time and point objectives and available to CWS/Web Solution stakeholders.			X		The Contractor will be responsible for acting as the Agent for the CWS/Web Division office in obtaining service continuity management services from OTech. Contractor will also be providing the staffing required to deliver service continuity management activities for the environments directly under control of the CWS/Web Division Office.	X		X			X	X	X	

Roles and Responsibilities for Service and Support																
		Sourcing Maturity Levels					Service Delivery Partnerships									
Function Name	Function Description	Oversight	SME	Co-Delivery	Sole Delivery	Roles and Responsibilities	System Integrator	Training Vendor	Infra-Structure Vendor	QM Vendor	PMSS	OTech	Counties	Interface Partners	Other Stakeholders
Service Desk	The Service Desk function is responsible for maintaining and managing the mechanisms through which: Requests for CWS/Web Solution services are received, recorded and tracked for resolution. Service disruptions are reported, logged and tracked for resolution. Service disruption events or requests for CWS/Web Solution services are resolved at initial point of contact if possible.			X		The Contractor will be responsible for the Service Desk function during the CWS/Web Solution Production Phase.	X		X			X	X	X	
Training (Internal)	The Training (Internal) function is responsible for maintaining and managing the mechanisms through which CWS/Web Division Office staff acquire the knowledge and skill sets required to support CWS/Web Solution production environment and any planned enhancements.			X		The CWS/Web Division will be responsible for managing the Training (Internal) function and obtaining base skill set training through other means than the Contractor. The Contractor will be responsible for providing the staffing required to deliver CWS/Web Solution training and training on function activities.	X								

G – ACRONYMS AND GLOSSARY

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1.0 Acronym Guide

Acronym	Definition
AAP	Adoption Assistance Program
ACF	Administration for Children and Families
ADA	Americans with Disabilities Act
AFCARS	Adoption Foster Care Analysis and Reporting System
AFDC	Aid to Families with Dependent Children
ALJ	Administrative Law Judge
APD	Advance Planning Document
APDU	Advance Planning Document Update
API	Application Programming Interface
ASA	Adaptive Security Appliance
APS	Adult Protective Services
ASFA	Adoptions and Safe Families Act
ASP	Acquisition Services Program
BAM	Business Activity Monitoring
BCP	Budget Change Proposal
BI	Business Intelligence
BIA	Bureau of Indian Affairs
BO	Business Objects
BP	Best Practices
BPEL	Business Process Execution Language
BPR	Business Process Reengineering
BSW	Bachelor of Social Work
CAD	County Access to Data
CalSWEC	California Social Work Education Center
CalWIN	CalWORKS Information Network
CalWORKS	California Work Opportunity and Responsibility to Kids
CAP	Cost Allocation Plan
CAPTA	Child Abuse Prevention and Treatment Act
CASA	Court Appointed Special Advocate
CAT	Comprehensive Assessment Tool
CBA	Cost Benefit Analysis
CBT	Computer Based Training
CCB	Change Control Board
CCL	Community Care Licensing
CCLD	Community Care Licensing Division

Acronym	Definition
CCSAS	California Child Support Automation System
CDPF	Central Data Processing Facility
CDSS	California Department of Social Services
CEAP	California Enterprise Architecture Program
CFL	County Fiscal Letter
CFPS	Certified Function Point Specialist
CFR	Code of Federal Regulations
CFSD	Children and Family Services Division
CFSR	Children and Family Services Reviews
CHDP	Child Health and Disability Prevention
CHHS	California Health & Human Services Agency
CI	Configuration Item
CICS	Customer Information Control System
CIN	Client Index Number
CINA	Child in Need of Assessment
C-IV	Consortium IV (of SAWS)
CLETS	Criminal Law Enforcement Telecommunications System
CM	Configuration Management
CMAS	California Multiple Award Schedule
CMS	Case Management System
COCOMO	COnstructive COst MOdel (tool)
COLA	Cost of Living Adjustment
COTS	Commercial Off the Shelf
CP	Contingency Plan
CPM	Contractor Project Manager
CPS	Child Protective Services
CPU	Central Processing Unit
CRC	Children's Research Center
CSES	Child Support Enforcement System
CWDA	County Welfare Directors Association
CWS	Child Welfare Services
CWS/CMS	Child Welfare Services/Case Management System
CWS/CMS M & O	Child Welfare Services/Case Management System Maintenance & Operations
CWS/CMS CWS/Web	Child Welfare Services/Case Management System CWS/Web Project
CWS/Web	Child Welfare Services/Web

Acronym	Definition
DAG	Design Advisory Group
DBMS	Database Management System
DED	Deliverable Expectation Document
DGS	Department of General Services
DHHS	Department of Health and Human Services
DID	Data Item Description
DMRS	Data Management Reporting System
DMS	Data Management Solution
DMZ	Demilitarized Zone
DOF/OIT	Department of Finance/Office of Information Technology
DOJ	Department of Justice
DNS	Domain Name System
DP	Data Processing
DPU	Data Processing Umbrella
DTS	Department of Technology Services
EVMS	Earned Value Management System
EAS	Expanded Adoptions System
ED	Eligibility Determination
EDP	Electronic Data Processing
EI	External Inputs
EIF	External Interface File
EO	External Outputs
EQ	External Inquiries
ER	Emergency Response
ESB	Enterprise Service Bus
ETL	Extract, Transform, Load
FCIS	Foster Care Information System
FFP	Federal Financial Participation
FFY	Federal Fiscal Year
FM	Family Maintenance
FP	Function Point
FPA	Function Point Analysis
FR	Future Release or Family Reunification
FSR	Feasibility Study Report
FTE	Full Time Equivalent
GUI	Graphical User Interface

Acronym	Definition
HEP	Health and Education Passport
HHSDC	Health and Human Services Data Center
HTTP	Hypertext Transfer Protocol
H/W	Hardware
IAA	Interagency Agreement
IBM	International Business Machines Corporation
ICPC	Interstate Compact on the Placement of Children
ICT	Inter County Transfer
ICWA	Indian Child Welfare Act
IEEE	Institute of Electrical and Electronics Engineers
IETF	Internet Engineering Task Force
IEVS	Income Eligibility and Verification System
IHSS	In-Home Support Services
ILF	Internal Logical File
ILP	Independent Living Program
IPOC	Independent Project Oversight Consultant
IR	Initial Release
ISACA	Information Systems Audit and Control Association
ISAWS	Interim Statewide Automated Welfare System
IT	Information Technology
ITIL	Information Technology Infrastructure Library
ITPP	Information Technology Procurement Plan
IVR	Interactive Voice Response
IV&V	Independent Verification and Validation
KinGAP	Kinship Guardianship Assistance Payment
LAARS	Licensing Administrative Actions Record System
LAN	Local Area Network
LDAP	Lightweight Directory Access Protocol
LEADER	Los Angeles Eligibility, Automated Determination, Evaluation and Reporting
LIS	Licensing Information System
LOS	Length of Stay
LPAR	Logical Partition
LTFC	Long Term Foster Care
M&O	Maintenance and Operations
MAC	Moves, Adds and Changes
MAN	Metropolitan Area Network
MC	Medicaid (Federal) or Medi-Cal (California)
MDTM	Multi Disciplinary Team Meetings
MED	Material Expectation Document
MEDS	Medi-Cal Eligibility Determination System

Acronym	Definition
MEPA	Multiethnic Placement Act
MIS	Management Information System
MMISDSS	Medi-Cal Management Information System, Decision Support System
MOU	Memorandum of Understanding
MPP	Master Project Management Plan
MSW	Masters of Social Work
MVS	Multiple Virtual Storage
MTBF	Mean Time Between Failure
MTTR	Mean Time to Repair
NCANDS	National Child Abuse and Neglect Data System
NIC	Network Interface Card
NOA	Notice of Action
NREFM	Non-Relative Extended Family Member
NSP	New System Project
NPV	Net Present Value
OA	Office Automation
OBRA	Omnibus Budget Reconciliation Act of 1993
OC	Optimistic Concurrency
OLA	Operational Level Agreement
OLAP	Online Analytical Processing
OMB	Office of Management and Budget
OP	Object Points
ORB	Object Request Broker
OS	Operating System (Software)
OSC	Oversight Committee
OSI	Office of Systems Integration
OTROS	Office of Technology Review, Oversight and Security
PAPD	Planning Advance Planning Document
PC	Personal Computer
PDA	Personal Digital Assistant
PDD	Product Description Document
PIER	Post Implementation Evaluation Report
PIP	Program Improvement Plan
PM	Program Manager or Project Manager
PMBOK	Project Management Body of Knowledge
PMI	Project Management Institute
PMP	Project Management Professional or Project Management Plan
PM Reports	Program Management Reports
PO	Purchase Order
POC	Plan of Correction
POCR	Project Office Change Review

Acronym	Definition
POEM	Preponderance of Evidence Model
POP	Point of Presence
POPs	Paternity Opportunity Program
PP	Permanent Placement
PRWORA	Personal Responsibility and Work Opportunity Reconciliation Act
PS&T	Production Support & Transition Phase
QA	Quality Assurance
RACF	Resource Access Control Facility
RAM	Responsibility Assignment Matrix
RDV	Requirements Development Vendor
RFP	Request For Proposal
RTS	Request Tracking System
RUG	Regional User Group
SACWIS	Statewide Automated Child Welfare Information System(s)
SAR	SACWIS Assessment Review
SARGe	SACWIS Assessment Review Guide
SAS	Statistical Analysis System
SAVE	Systematic Alien Verification Entitlement
SAWS	Statewide Automated Welfare System
SB	Senate Bill
SBC	Server Based Computing
SCA	System Change Authorization
SCAR	Suspected Child Abuse Report
SceneMan	Scenario Manager
SCM	Software Configuration Management
SCR	System Change Request
SD	System Development
SD&T	Solution Development and Transition
SDC	Service Delivery Center
SDLC	Service Delivery Life Cycle or Software Development Life Cycle
SDM	Structured Decision Making
SEI	Software Engineering Institute
SEMP	Systems Engineering Management Plan
SFY	State Fiscal Year
SI	Systems Integrator
SID	Systems Integration Division
SLA	Service Level Agreement
SLOC	Source Lines Of Code
SME	Subject Matter Expert
SMS	Short Message Service
SOA	Service Oriented Architecture
SOAP	Simple Object Access Protocol

Acronym	Definition
SOC	State of California
SOW	Statement of Work
SP	Strategic Plan
SPM	State Project Manager
SPOC	(County) Single Points of Contact
SPR	Special Project Report
SQL	Structured Query Language
SRA	Safety Risk Assessment
SRP	Shared Responsibility Plan
SSL	Secure Socket Layer
SSS	System Support Staff
STAR	Statewide Training Application Resource
SW	Social Worker
S/W	Software
SWCM	Social Welfare Case Manager
SyRS	System Requirements Specifications
TAAA	Technical Architecture Alternatives Analysis
TANF	Temporary Assistance for Needy Families
TANF IV-A System	Temporary Assistance for Needy Families (SACWIS Interface)
TASP	Technical Architecture Strategic Plan
TCO	Total Cost of Ownership
TDM	TDM (Team Decision Making) Tool
THPP	Transitional Housing Placement Program
THPPF	Transitional Housing Placement Program Facility
TILP	Transitional Independent Living Program
Title IV-B	Title IV-B Child Welfare Services
Title IV-D	Title IV-D Child Support Program
Title IV-E	Title IV-E Foster Care and Adoption Assistance Program
TP	Transaction Processing
TPR	Termination of Parental Rights
TSO	Temporary Suspension Order
TSR	Technical Services Request
UCB	UC Berkeley
UDB	Universal Database
VAF	Value Adjustment Factor
VPN	Virtual Private Network
W3C	World Wide Web Consortium
WAP	Wireless Access Protocol
WAN	Wide Area Network
WBS	Work Breakdown Structure
WBT	Web Based Training
WIA	Workforce Investment Act

Acronym	Definition
W&IC	Welfare & Institutions Code
WINS	Windows Internet Name Service
WIC	Women, Infants and Children
XML	Extensible Markup Language
XPD	Transaction Packet Descriptors
XSLT	Extensible Stylesheet Language

2.0 Glossary

Terms defined in this glossary include two categories: (1) general terms and (2) terms of art. General terms are those defined for the convenience of the reader; they are not intended to reflect a specialized use of the term in this Contract that is different from the generally accepted use of the term. Terms of art are those that have a special meaning within the context of this Contract and are, for purposes of defining the obligations established by this Contract, intended to limit the meaning of the term to that included herein. If a word or phrase is a term of art, it will be capitalized in this glossary. If it is a general term, it will not be capitalized in this glossary except for those references to laws, regulations, official governmental acts or other proper nouns. Terms followed by (SP) indicate they are found in RFP Appendix A, Contract, Special Provisions. Terms followed by (GP) indicate they are found in RFP Appendix A, Contract, General Provisions.

Term	Description
3270 emulation	The use of a workstation application (e.g., PCOM 3270) to execute mainframe software as if using an IBM 3270 display device.
7 X 24	Seven (7) days a week, 24 hours each day.
Acceptance (SP)	A notice from the State to Contractor that a Deliverable has been conformed to its applicable Acceptance Criteria in accordance with the process described in RFP Appendix A, Contract Special Provisions Section 10 (Products and Services); for Materials, an operative condition of acceptance that exists when a Material has been submitted, received and not been the subject of a written notice of rejection or non-acceptance by State.
Acceptance Criteria (SP) Updated 10/21 DC	The applicable Specifications against which each Deliverable, Service or Material shall be evaluated for Acceptance in accordance with Special Provisions Section 10 (Products and Services), the requirements described in the Contract, and the Specifications for Services which are not subsumed in a Deliverable or Material.

Term	Description
Acceptance Tests (SP)	Tests or reviews that are performed by the State to determine there are no Deficiencies in the Deliverables and that must be satisfied before Acceptance can occur as set forth in RFP Appendix A, Contract Special Provision, Section 10 (Products and Services), including without limitation User Acceptance Tests, System Qualification Tests, and System Acceptance Reviews. For Materials, tests or reviews that could apply under certain circumstances.
Adaptive Maintenance (SP)	Modification performed to keep the CWS/Web Solution, or any component thereof, usable in a changed or changing environment. (derived from IEEE Std. 14764-2006)
Administration for Children and Families (SP)	An organizational division of the U.S. Department of Health and Human Services (or any successor governmental entity), which is the federal sponsor for Child Welfare Services and the Statewide Automated Child Welfare Information Systems (SACWIS) program.
administrative requirement	A procedural or informational requirement to be met by a bidder to be eligible for participating in the solicitation and which may also be binding subsequent to contract award.
Adoption and Foster Care Analysis and Reporting System	The collection of case level information on all children in foster care for whom State child welfare agencies have responsibility for placement, care or supervision and on children who are adopted under the auspices of the State's Adoption program. AFCARS also includes information on foster and adoptive parents.
Adoptions and Safe Families Act (Public Law 105-89)	The Adoption and Safe Families Act of 1997, is a law to improve the safety of children, to promote adoption and other permanent homes for children who need them, and to support families. This new law makes changes and clarifications in a wide range of policies established under the Adoption Assistance and Child Welfare Act (P.L. 96-272), the major federal law enacted in 1980 to assist the states in protecting and caring for abused and neglected children (Child Welfare League of America, CWLA).
Adoptions Assistance Program	The Adoption Assistance Program are Federal subsidies created by Congress (through Public Law 96-272 - the Adoption Assistance and Child Welfare Act of 1980) to encourage the adoption of special needs children and remove the financial disincentives for families to adopt.

Term	Description
Advance Planning Document	Defined by regulations at 45 Code of Federal Regulations (CFR) §95.605, an Advance Planning Document (APD) is a written plan of action to request funding approval for a project which will require the use of automated data processing (ADP) services or equipment. This document records information for the APD process, which is designed to: (1) Describe in broad terms the State's plan for managing the design, development, implementation, and operation of a system that meets federal, State, and user needs in an efficient, comprehensive, and cost-effective manner; (2) Establish system and program performance goals in terms of projected costs and benefits; and (3) Secure Federal Financial Participation (FFP) for the State.
Aftercare Services	Those support services for emancipated youth that have not yet attained 21 years of age, which include but are not limited to, education assistance and counseling, job placement and retention training, vocational training, crisis counseling, legal assistance, housing assistance, emergency assistance, and any other service/activity directly related to aftercare for the foster/probation youth.
Agreement (SP)	Another term for “Contract.”
Aid to Families with Dependent Children	Congress created the Aid to Families with Dependent Children (AFDC) public assistance program in the 1930's as part of the Social Security Act (Title IV-A). AFDC was replaced by TANF (Temporary Aid to Needy Families) in the 1996 Personal Responsibility and Work Opportunity Reconciliation Act (PRWORA).
application	Software developed to support a business need. It refers to all custom and commercial software used to provide business functionality, not including operating systems or office automation software.
application architecture	The application architecture provides a classification of applications and the set of rules which govern how the applications will interoperate, distribute functionality, and share information across an organization. It will normally be based on the business process/data model and will provide a framework that defines the structure and design of the functional components of the business systems and their interrelationship with each other.
Application Maintenance & Support Function	This Service and Support function is responsible for the CWS/Web application software, as well as any software tools utilized within any of the Service and Support functions. Application Maintenance and Support ensures that the availability of all production application systems meet agreed upon service level agreements. This includes supporting Corrective, Perfective, Adaptive, Preventive, and Emergency software changes.

Term	Description
Application Program (GP)	A computer program which is intended to be executed for the purpose of performing useful work for the user of the information being processed. Application programs are developed or otherwise acquired by the user of the Hardware/Software system, but they may be supplied by the Contractor.
architecture	In information technology, a high-level design of a system or application. Includes descriptions of functional activities to be performed to achieve the desired mission, the system elements needed to perform the functions, and the designation of performance levels of those system elements. Also includes information on the technologies, interfaces, and location of functions and is considered an evolving description of an approach to achieving a desired mission.
Asset Management Function	The Service and Support function responsible for maintaining and managing the mechanisms that track the status, location, ownership, life cycle and cost of replacement of all assets utilized in the CWS/Web Solution from a financial management perspective.
Attachment (GP)	A mechanical, electrical, or electronic interconnection to the Contractor-supplied Machine or System of Equipment, manufactured by other than the original Equipment manufacturer, that is not connected by the Contractor.
attributes	Within an information engineering data model, an attribute defines a specific piece of information or data defined as part of a discreet set of information. For example, street number, street name, city, and phone number are each attributes of the "Address" set of information.
Availability Management Function	The Service and Support function responsible for maintaining and managing the mechanisms necessary to ensure that implementation of any proposed change to the CWS/Web Solution will not disrupt availability requirements.
Base Contract Amount	The Base Contract Amount is the total dollar amount that the State will compensate the winning Bidder NOT including the two one-year option years for Service and Support.
Benefits	Financial assistance or payment programs which require certain elements of eligibility to acquire and maintain the payments.
best practice	Best practice in child protection, refers to evidence-based child welfare practice which involves identifying, assessing, and implementing strategies that are supported by scientific research as being effective in improving outcomes for children and families.
Budget Change Proposal	An in-depth report describing why additional monies are needed from the Governor's Budget to fund a specific departmental function.

Term	Description
Business Entity (GP)	Any individual, business, partnership, joint venture, corporation, S-corporation, limited liability corporation, limited liability partnership, sole proprietorship, joint stock company, consortium, or other private legal entity recognized by statute.
Business Objects	Commercial software integrated into the CWS/CMS to extract CWS/CMS data for report generation and data analysis.
business rules	Business rules govern the flow and function of the application. Rules enforce customer business policies and procedures, navigation through the application and data access.
Buyer (GP)	The State's authorized contracting official.
California Child Support Automation System	A system that automates child support collection and enforcement functions for county family support activities.
California Department of Social Services	This department provides direction and oversight to 58 counties that provide aid, services and protection to abused and neglected children and adults in California. The department is project sponsor of the CWS/Web.
California Law Enforcement Telecommunication System	Provides law enforcement agencies with the capability of obtaining information directly from federal, state and local computerized information files. Social Services makes requests for this information in order to screen prospective caretakers of children (AB 147).
CalSERVE	CalSERVE Middleware Project provides the State and counties the ability to query the CWS/CMS data that pertains to them.
CalSWEC	The California Social Work Education Center – The nation's largest state coalition of social work educators and practitioners is a consortium of the state's 15 accredited social work graduate schools, the 58 counties of Department of Social Services and Mental Health, the California Department of Social Services, and the California Chapter of the National Association of Social Workers.
Capacity Management Function	The Service and Support function responsible for maintaining and managing the mechanisms that ensure that CWS/Web Solution technology components have the necessary capacity and performance to meet CWS/Web Solution usage requirements.
Case	A Case represents a child who receives Child Welfare Services. The Case contains all the data related to the child.
case plan	A document which is developed based upon an assessment of the circumstances which required child welfare services intervention, and in which the social worker identifies a case plan goal for each identified participant. The case plan identifies the specific services to be provided to meet the participant's documented needs, as well as the objectives to be achieved and case management activities to be provided by the CWS agency (CDSS Manual of Policies and Procedures 31-002).

Term	Description
case record	An electronic and/or written record for each child receiving child welfare services including, but not limited to, the emergency response protocol. The case record contains all of the documentation requirements specified by the Division 31 regulations, and includes court documents maintained by the child welfare services agency, as defined in Rule 5.552 of the California Rules of Court (CDSS Manual Policies and Procedures Division 31).
Certification (SP) Updated 10/21/2009 DC	The State's receipt of notice and, if requested by State, full supporting and written documentation (including without limitation test results) from Contractor that Contractor has, as applicable: completed a Product or Service in accordance with its Acceptance Criteria or pre-tested a system for compliance with the applicable Specifications; and confirmed that the Product, including but not limited to the CWS/Web System, is ready for applicable Acceptance Tests and/or implementation.
change control board	A group of people responsible for evaluating and approving or disapproving proposed changes to configuration items, and for ensuring implementation of approved changes.
Change Management Function	The Service and Support function responsible for maintaining and managing the mechanisms that ensure standardized methods and procedures are used for the: • Efficient, prompt handling of all changes • Reducing the chances of causing negative impact on service quality when implementing a change • Ensuring that all CWS/Web Solution components affected by the proposed change are involved in the development and validation of the change prior to its introduction into the CWS/Web Solution environments.
Child Abuse	The term refers to the nonaccidental commission of injuries against the child by or allowed by a parent(s)/guardian(s) or other person(s). The term also includes emotional, physical, severe physical, and sexual abuse as defined in Sections 31-002(c)(7)(A) through (D), (CDSS Manual Policies and Procedures). Within this RFP, the term of "child abuse" may be inclusive of both child abuse and child neglect.
Child Abuse Central Index	"Child Abuse Central Index (CACI)" means the California Department of Justice maintained statewide, multi-jurisdictional, centralized index of child abuse investigation reports. These reports pertain to alleged incidents of physical abuse, sexual abuse, mental/emotional abuse and/or severe neglect (CDSS Manual Policies and Procedures: Division 31 Regulations).

Term	Description
Child Neglect	The term refers to the failure of a parent(s)/guardian(s) or caretaker(s) to provide the care and protection necessary for the child's healthy growth and development. Neglect occurs when children are physically or psychologically endangered. The term includes both severe and general neglect as defined by Penal Code Section 11165.2 and medically neglected infants as described in 45 Code of Federal Regulations (CFR) Part 1340.15(b), (CDSS Manual Policies and Procedures: Division 31 Regulations).
Child Support Enforcement System	A system within the CCSAS used by California's Department of Child Support Services for the management, collection, and distribution of parental support.
child welfare services	"Child welfare services" means public social services directed toward protecting and promoting the welfare of children as defined by Welfare and Institutions Code Section 16501(a).
Child Welfare Services/Case Management System (SP)	The existing automated system used in California as of the date that RFP OSI-0530-208 is issued. This term is synonymous with CWS/CMS.
Children's Research Center	The Children's Research Center (CRC), a division of the National Council on Crime and Delinquency (NCCD), provides the Safe Measures Service and Structured Decision Making. In the current CWS/CMS, the Safe Measures data mart is loaded via twice-weekly feeds from the child welfare database. The purpose of the daily extract is to provide to CRC data they can use to generate the Structured Decision Making application that many social workers and other county staff use to provide services and care to children.
client	A person who is involved in a CWS Referral or Case and has the potential to receive CWS services .
Client Index Number	The Client Index Number (CIN) is the primary key of California's Tracking Recipients Across California (TRAC) system. The number is supplied from the data created in the Statewide Client Index (SCI).
COBIT	The Control Objectives for Information and related Technology is a set of best practices (framework) for information technology (IT) management created by the Information Systems Audit and Control Association (ISACA), and the IT Governance Institute (ITGI) in 1992.
Co-Delivery	This level of responsibility has the State possessing the resources, skill sets and knowledge to assume some level of solution delivery responsibility in partnership with the sourced partner. Co-Delivery also includes those responsibilities associated with the Oversight Only and Subject Matter Expert Content Review levels.

Term	Description
Coexistent County	A designation of a county that has chosen to operate CWS/CMS in a shared LAN, open systems environment. Coexistent counties may connect other county systems to CWS/CMS and may install other county applications on CWS/CMS workstations. Coexistent counties share responsibility for problem resolution, configuration management and other local operation and maintenance services with the PMO. A county that has chosen to operate CWS/CMS in a coexistent environment. In terms of local support, CDSS is treated as a coexistent county, referred to as county #59 in CWS/CMS. Coexistent counties agreed to use the CWS/CMS client presentation suite of applications, but they still retain the responsibility for the maintenance of related operating hardware used by the CWS/CMS application network infrastructure.
Collateral	A professional that is providing a service or a person that either has a relationship or is providing care to a client in a Case or Referral (e.g., law enforcement officer, guardian, psychologist).
Commercial Software (SP)	Software developed or regularly used that: (i) has been sold, leased, or licensed to the general public; (ii) has been offered for sale, lease, or license to the general public; or (iii) has not been offered, sold, leased, or licensed to the public but will be available for commercial sale, lease, or license in time to satisfy the delivery requirements of this Contract.
Communications Function	Service and Support function responsible for maintaining and managing the mechanisms that enable timely and effective communication with all parties that are directly or indirectly impacted by the CWS/Web Solution.
Community Care Licensing Division	A division of CDSS responsible for the licensing and monitoring of both day care and residential facilities for children and adults in the State of California.
Compensation Milestone	A key event that requires the assessment of the Contractor's performance for purposes of determining if compensation is payable to the Contractor.
Compensation Stream	A category of payment used to compensate the Contractor upon achievement of the Performance Measures established therefor.

Term	Description
Concurrent Planning	An innovative foster care case management tool that is employed by caseworkers and other child welfare staff members, where they pursue the primary goal of family reunification, while at the same time, they are also developing an alternative permanency plan for the child. This alternate plan will often include adoption as the major alternative to family reunification. If the family reunification efforts fail, then the alternate plan will already be in place and well on its way to completion. Concurrent planning is intended to reduce the total period of time a child will remain in foster care before being permanently placed with a family (CDSS Manual of Policies and Procedures).
conditional acceptance	Acceptance of a deliverable, material, product or service that is subject to a condition, as opposed to acceptance that is unconditional.
Confidential Information (SP)	Shall have the meaning described in RFP Appendix A , Contract Special Provisions Sections 4.2 and 4.3
configuration item	An item subject to formal configuration control.
configuration management	A management process for establishing and maintaining consistency of a product's performance, functional and physical attributes with its requirements, design and operational information throughout its life.
Configuration Management Function	Service and Support function responsible for maintaining and managing the mechanisms that ensure that the CWS/Web Solution service and support functions have sufficient current, historical and accurate information necessary to rebuild any component to its production state is collected and maintained. Configuration Management is also pivotal to the change management function for impact analysis and for testing configuration changes impact on the production environment.
Contact	All information captured by a CWS Worker in the course of a single communication related to a Case or Referral.
contingency plan	(1) A plan for responding to the loss of a system due to a problem. In general, a contingency plan describes the steps the enterprise would take, including the activation of manual or contract processes, to ensure the continuity of its core business processes in the event of a system failure. (2) In risk management, a written plan to be executed if the risk occurs.
Contract (GP)	This Contract or agreement (including any purchase order), by whatever name known or in whatever format used.

Term	Description
Contract Document(s) (SP)	Any or all documents that make up the Contract or that are referred to in the Contract or whose Specifications have been incorporated into the Contract, including but not limited to Certifications, Notices of Acceptance/Non-Acceptance, Acknowledgements of Receipt, Exhibits, Appendices, Riders, Schedules, Amendments, Work Authorizations, System Change Authorizations, Technical Service Requests, Invoices, DIDs, DEDs, MEDs, the Project Management Plan and any component thereof, and, to the extent that they are not a component of the Project Management Plan, the Schedule and all Project Plans.
Contractor	For the CWS/Web Project, the term Contractor is used to refer to the primary vendor (and any of that vendor's sub-contractors) awarded the contract for the development, implementation, system integration and ongoing service and support responsibilities for the CWS/Web Solution.
Contractor Functional Manager (SP)	For purposes of the Contract's dispute resolution process, the Contractor staff who manages the operation of the particular service or business function generating or underlying a dispute.
Contractor Project Manager (SP)	The person designated by Contractor to lead the Contractor's Project Management team and to manage Contractor staff and resources for the purpose of meeting all obligations under the Contract.
Contractor Technology (SP)	Intellectual property owned by the Contractor prior to the Effective Date or developed outside the scope of this Contract and any modifications, enhancements or improvements thereto, including Proprietary Software and Contractor's proprietary information, methodologies, deliverable examples, procedures, processes, techniques, data models, templates, and software tools, utilities, and routines.
contributing factors	Contributing factors are those factors that have contributed to the problems that resulted in CWS intervention and may continue to contribute to a child's level of risk. Two examples of contributing factors would be abusive behavior which indicates escalating risk, and a child born with drugs in his/her system.
Control Agency Compliance Function	Service and Support function responsible for maintaining and managing the mechanisms that collect all the information needed from the Service and Support functions that the CWS/Web Division Office needs to meet the Control Agency Compliance requirements, both State and Federal, associated with the CWS/Web Solution.
Conversion (SP)	Services performed by Contractor for converting historical and other Data for Processing by the Software and CWS/Web Solution as described in RFP Section VI.3.4, (Data Conversion Development Requirements).

Term	Description
Converted Data (SP)	Data which has been successfully converted by Contractor for Processing by the CWS/Web Solution or any component thereof.
Corrective Maintenance (SP)	Reactive modification performed to correct discovered Deficiencies and bring the CWS/Web Solution, or any component thereof, into compliance with Specifications. (derived from IEEE Std. 14764-2006)
Cosmetic Deficiencies (SP)	Deficiencies which are cosmetic or inconsequential or that fail to conform to reasonable commercial or industry standards for appearance, format and quality, e.g., spelling or grammatical errors.
Cost to Cover (SP)	Cost, properly mitigated, of procuring Products or Services of equivalent capability, function, and performance from sources other than the Contractor.
County (SP)	One of the 58 geographical and political subdivisions of the State of California. In addition, for purposes of the RFP, the California Department of Social Services is considered a user group equivalent to an additional county and is referenced as the 59th county.
County Welfare Directors Association	The County Welfare Directors Association of California (CWDA) is a non-profit association representing the human service directors from each of California's 58 counties. The Association's mission is to promote a human services system that encourages self-sufficiency of families and communities, and protects vulnerable children and adults from abuse and neglect.
Court Appointed Special Advocate	An individual appointed by the juvenile court as an advocate for abused and neglected children so that they can thrive in safe, permanent homes.
Custom Software (SP)	Software designed, developed or produced by Contractor under the Contract, including without limitation interfaces, and modifications and changes to Licensed Software.
Customer Credit	An amount owed by the Contractor to the State which is to be credited against the Monthly Payments owed by the State to the Contractor, in whole or in part, due to unsatisfactory performance levels by the Contractor and/or system during Service and Support. In essence, the Customer Credit is a reduction in the Monthly Payment owed to the Contractor and is not recoverable. The performance parameters related to Customer Credit are specified in the Service Level Agreement.
Customer In-Use	An RFP requirement by which the State requires that each system software component proposed as part of an automated system must have been installed and in productive use, in the configuration bid, for a paying customer external to the bidder's organization, for a certain number of months.

Term	Description
Customer Relationship Management Function	Service and Support function responsible for maintaining and managing the mechanisms that ensure a positive partnership between CWS/Web Solution stakeholders and the CWS/Web Division Office.
Customer Report Creation Support Function	Service and Support function responsible for maintaining and managing the mechanisms that provide assistance to CWS workers and managers to create customized reports for their needs. Additionally, this function is also responsible for creating, maintaining, enhancing and supporting report templates commonly used throughout the State.
Customer Training Function	Service and Support function responsible for maintaining and managing the mechanisms to deliver training to CWS stakeholders. Additionally, this function is responsible for ensuring that all training materials and media are maintained and enhanced to reflect the current and/or planned CWS/Web Solution production environment.
CWS Business Process Documentation (SP)	Any and all electronic or printed information, plans, reports, manuals, instructions, explanations, definitions, files, codes, keys, tables or materials that are used to define the CWS Business Processes related to the CWS/Web Solution.
CWS Business Processes (SP)	The business operations, program management and Service and Support activities performed by the CWS Program.
CWS/CMS Application	All software used to implement the CWS/CMS requirements without regard to the level or tier of the CWS/CMS architecture hosting the CWS/CMS application.
CWS/CMS Architecture	The technical resources, goods, and other components or configuration items required to successfully implement and operate the CWS/CMS application to meet its business objectives.
CWS/CMS County Access to Data	The current CWS/CMS data warehouse/reporting service provided for State and county agencies. The County Access to Data (CAD) system uses Business Objects (BO) software to develop reports and access the data warehouse which is refreshed daily. See Section III for a comprehensive overview of the CWS/CMS CAD environment.
CWS/CMS Customer Support	Staff that work to increase the productivity and efficiency of State and county CWS/CMS users by enhancing their understanding and utilization of CWS/CMS. Specific activities include: Resolving customer issues, training, customers, providing Business Process Re-engineering (BPR) services to better incorporate CWS/CMS into customer business practices, bridging information and communication gaps between Child Welfare and Information Technology Specialists, and providing customer perspective to CWS/CMS Division decisions and overall division direction.

Term	Description
CWS/CMS Data Processing Umbrella	When users of the CWS/CMS applications call the helpdesk to report application problems, the problems are entered and tracked using the McAfee Help Desk Tool formerly known as the Data Processing Umbrella (DPU) system. Each problem entered in this system is referred to as a DPU ticket.
CWS/CMS Data Recovery	A process whereby repairs or corrections to the CWS/CMS database are requested of the contractor, to be made directly at the host. Errors in the database can occur through programming faults, data conversion, or data entry. In some cases, security or other programmatic features prevent users from correcting these errors and they must be repaired through special database utilities or batch programs.
CWS/CMS DocTool	A custom-developed tool containing design information for the CWS/CMS.
CWS/CMS NavTool	CWS/CMS Navigation Tool that guides users in performing a subset of CWS/CMS tasks such as ending a case or placement, or reviewing a case or referral. The NavTool is invoked from within the CWS/CMS Client Services application.
CWS/CMS Program Management Reports	Pre-defined program management reports that provide monthly, quarterly or annual summary and/or detailed information of data captured in CWS/CMS.
CWS/CMS Project Office	The State organization that manages CWS/CMS, led by the CWS/CMS Project Director, and includes the entire cadre of PMO, county and contractor staff. CWS/CMS Project Management operates from a centralized Project Management Office.
CWS/CMS Request Tracking System	This is currently a lotus-notes based system that tracks all requests regarding the CWS/CMS system.
CWS/CMS Scenario Manager	Scenario Manager is a software-training tool that utilizes the CWS/CMS code with previously created modules (scenarios) that simulate the CWS/CMS application. It is used in conjunction with the New User Statewide Curriculum and the New User Process Maps to complete the Skill Building Exercises.
CWS/CMS SOC 158 Subsystem	An application within a component of the CWS/CMS that enables placement data from county probation departments and private adoption agencies to be entered via templates.
CWS/CMS System Change Request	Within the business operations of CWS/CMS, a request (1) submitted by a user or any person authorized to make such a request to change CWS/CMS for remedial, perfective or adaptive purposes and (2) addressed through the CWS/CMS change management process.
CWS/CMS System Management	The function responsible for operating CWS/CMS to deliver automation services to the State and counties. When the context refers to function, System Management will usually be used as an adjective qualifying the set of processes and procedures used to manage CWS/CMS.

Term	Description
CWS/CMS System Performance	The measurement and analysis of specific system areas (such as user response times, system capacity, availability/uptime, communication line capacities, etc.) as they relate to the CWS/CMS application. These measurements and analysis often result in recommendations for "tuning" the application system.
CWS/Web (SP)	Another term for CWS/Web System.
CWS/Web Application (SP)	The complete collection of (1) Releases and Software that perform services in support of CWS business processes, (2) databases containing the CWS/Web Data, and (3) interactions sent or received by the CWS/Web Application, integrated and functioning together in accordance with the applicable Specifications, not including system software for Equipment or independent software tools used to develop or maintain the CWS/Web Application.
CWS/Web Application Solution	Another term for CWS/Web System.
CWS/Web Division Office	The Office of Systems Integration (OSI) organizational unit assigned responsibility for ensuring that the CWS/Web Solution is available to the User on an ongoing basis.
CWS/Web Documentation (SP)	Any and all electronic or printed information, plans, reports ,manuals, instructions, explanations, definitions, files, codes, keys, tables or materials that are used in connection with the Equipment, Software, procedures or processes that comprise the CWS/Web System.
CWS/Web External Interface	A communication between the CWS/Web and other external entities.
CWS/Web Facilities (SP)	The collection of buildings, rooms and offices used to house CWS/Web staff and Equipment.
CWS/Web Infrastructure (SP)	The collection of Equipment, communication hardware, enterprise middleware and database management system software upon which the CWS/Web Application operates.
CWS/Web Interaction	A set of data communicated or exchanged between the CWS/Web System and another entity.
CWS/Web Performance Agreement	The performance agreement between the OSI CWS/Web Division Office and the CWS Program.
CWS/Web Project (SP)	For the purpose of Contractor's obligations under this Contract, the planned undertaking for the CWS/Web Solution from Solution Development and Transition through expiration or termination of the Contract. For the larger purposes of the State, the planned undertaking for the CWS/Web Solution from the initiation of planning activities through the project life cycle.
CWS/Web Project Office	The organization established to perform the activities of the CWS/Web Project.
CWS/Web Service and Support Model	Refers to the scope of responsibilities addressed in "Section IV.9 Service and Support" and "Section VI.6 Service and Support Requirements".

Term	Description
CWS/Web Solution (SP)	The business solution proposed by the Contractor, in its entirety, in response to RFP OSI-0530-208 and accepted by the State in its execution of the Contract, as amended. As assembled, it will be an interconnected set of products, services and people including but not limited to the CWS/Web System, CWS/Web Support Systems, Users, project management, program management, system support staff, CWS Business Processes, Documentation and CWS/Web Facilities.
CWS/Web Solution Owner	The State of California.
CWS/Web Solution Production Phase	See Production Phase.
CWS/Web Support Systems (SP)	The independent systems or software tools used for system development, testing, project management, or to perform Service and Support activities for the CWS/Web Solution, i.e., systems or software tools that are NOT integrated into the CWS/Web Application.
CWS/Web System (SP)	The CWS/Web Application, CWS/Web Infrastructure and related CWS/Web Documentation.
CWS/Web User	See User.
Data (SP)	The State's or Counties' records, client information, files, forms, and financial, statistical, personal, personnel, technical and other data and other information that will be processed by the Software or that originates from, or is provided by the State or Counties in connection with the Contract.
Data Item Description (SP)	A document which is prepared by the State and which describes the Specifications for a document Deliverable, including but not limited to format, content, due dates, Acceptance Criteria, and updates or changes required during the term of the Contract. .
data mapping	Data mappings document how data enters the system, populates the database, and displays on the screens and reports.
data mart	A data mart is designed to specifically support the analytical and reporting needs of a sub-organization of the enterprise. In general a data mart is a warehouse for a subset of the enterprise's business process.
Data Processing Subsystem (GP)	A complement of Contractor-furnished individual Machines, including the necessary controlling elements (or the functional equivalent) and Operating Software, if any, which are acquired to operate as an integrated group, and which are interconnected entirely by Contractor-supplied power and/or signal cables; e.g., direct access controller and drives, a cluster of terminals with their controller, etc.
Data Processing System (GP)	The total complement of Contractor-furnished Machines, including one or more central processors (or instruction processors) and Operating Software, which are acquired to operate as an integrated group.

Term	Description
data warehouse	A data warehouse is a repository of data designed to facilitate analysis and reporting.
database	A set of related data without regard to the location or structure of the data.
database management system	A collection of software programs and data structures used to manage a database.
Dedicated County	Currently the designation of a county that has chosen to operate CWS/CMS in a closed LAN, closed system environment. Dedicated Counties may not connect other county systems to CWS/CMS and may not install any non-standard county applications on CWS/CMS workstations. Dedicated Counties depend on the PMO for problem resolution, configuration management and most other local operation and maintenance services. Only with PMO approval and oversight, may Dedicated Counties connect other county systems to CWS/CMS or install non-CWS/CMS applications or COTS software on CWS/CMS workstations. A county that has chosen to operate CWS/CMS in a dedicated environment
defect	An error or fault in any system component or specification that results in the system not meeting business needs. A failure of a deliverable or service or an omission, defect or deficiency in a deliverable or service, which (in the user's judgment) causes it not to conform to its specifications. Defects may be in hardware, software, or other equipment, or may be in specifications such as requirements or design.
dc(SP)	A failure of a Product or Service, or an omission, fault, defect or deficiency in a Product or Service, causing it not to conform to its applicable Specifications
Deliverable Expectation Document (SP)	A document which is developed by the Contractor and approved by State and which describes the Specifications for a Deliverable, including but not limited to format, content, due dates, Acceptance Criteria, and updates or changes required during the term of the Contract. Initially, a DED may include minimum expectations of State with regard to Specifications, but Contractor is required to fully develop the DED.
Deliverables (SP)dc	Products that are subject to a formal acceptance process as described in Special Provisions Section 10 (Products and Services). Deliverables include but are not limited to Software Deliverables, DIDs, DEDs, MEDs, other non-Software Deliverables, Equipment, the CWS/Web System, the CWS/Web Solution, Deliverables listed in the Product Table, Table VI-108 of RFP Section VI.9 (Contractor Products and Document Submission Process) or identified in other Contract Documents, as well as all designs, structures, know-how, techniques, and models developed in the course of rendering the Services and incorporated into such Deliverables.

Term	Description
Department of General Services	The California administrative agency responsible for the procurement of IT goods and services.
Department of Health and Human Services	The federal agency with administrative authority for fiscal and programmatic policy for health and human services. The Administration for Children and Families, with responsibility for CWS and SACWIS programs, is part of the DHHS.
Department of Justice Child Abuse Registry	Commonly called the Child Abuse Central Index (CACI). A database of alleged perpetrators of child abuse maintained by the Department of Justice. Child Welfare sends information to this registry via cross reporting forms. Licensing and social work staff utilize it to screen prospective caretakers. Other agencies use it to screen persons who work with children.
Deployment (SP)	The activities for implementing the CWS/Web Solution, in whole or in part.
Designated CPU(s) (GP)	For each product, if applicable, the central processing unit of the computers or the server unit, including any associated peripheral units. If no specific "Designated CPU(s)" are specified in the Contract, the term shall mean any and all CPUs located at the site specified therein.
Differential Response	Differential Response is an approach that allows child protective services to respond differently to accepted reports of child abuse and neglect. Differential Response services are provided by community-based organizations and can either be provided to the family in lieu of Child Welfare Services (Path 1) or as a supplement to Child Welfare Services (Path 2). A Path 1, Differential Response is chosen when allegations do not meet statutory definitions of abuse or neglect, and the family is given an opportunity to embrace community services. A Path 2 Differential Response is chosen when reports meet statutory definitions of abuse or neglect, and assessments indicate that with targeted services a family is likely to make needed improvements to improve child safety.
Directory Repository Management Function	Service and Support function responsible for maintaining and managing the mechanisms through which all repositories typically associated with directories of people, places, things, and events are kept current and useable.
distributed application architecture	A distributed application architecture provides a set of rules that govern how applications will interoperate, distribute functions, and share information in a distributed computing environment, across an organization. It will normally provide a framework that defines the structure and design of the functional components of the distributed application and the interrelationship among the various components of the application.

Term	Description
Documentation (SP) dc	Any and all electronic or printed information, instructions, explanations, definitions, files, manuals, codes, keys, tables or materials that are used in connection with the Equipment, Software, procedures or processes that support or comprise the CWS/Web Solution, including CWS/Web Documentation and CWS Business Process Documentation
Draft Proposal dc	Within the bid process for the CWS/Web Solution, a preliminary Final Proposal.
earned value management system	A method for integrating scope, schedule, and resources, and for measuring project performance. It compares the amount of work that was planned with what was actually earned with what was actually spent to determine if cost and schedule performance area as planned.
Ecogram	A combination of the genogram and ecomap into a single diagram, which should also include a time line of major family events (e.g., death, birth, divorce, imprisonment, etc).
Ecomap	A graphical representation of external systems (e.g., counselors, medical specialists, law enforcement, court, school, etc) with which the individual and/or family interact with on a regular ongoing basis.
Effective Date (SP)	The date after which the Contract has been executed by the State and Contractor and has received approval by ACF and DGS.
Emergency Maintenance (SP)	An unscheduled fix performed to temporarily keep the CWS/Web Solution or any component thereof operational pending Corrective Maintenance. (derived from IEEE Std 14764-2006)
Emergency Response	Service component of the CWS program. Emergency response services consist of a response system providing in-person response, 24 hours a day, seven days a week, to reports of abuse, neglect, or exploitation, and to determine the necessity for providing initial intake services and crisis intervention to maintain the child safely in his or her own home or to protect the safety of the child. 10 calendar days (Welfare and Institutions Code Section 16501(f)).
End User	See “User.”
Equipment (SP)	An all-inclusive term which refers either to individual Machines or to a complete Data Processing System or subsystem, including its Operating System (if any), and Hardware (e.g., telecommunication equipment, routers, switches, hubs, server racks, cables, and other computer peripheral equipment).

Term	Description
Equipment Failure (SP)	A malfunction in the Equipment, excluding all external factors, which prevents the Equipment from accomplishing its intended function(s) or from performing in accordance with applicable Specifications. If microcode or Operating Software residing in the Equipment is necessary for the proper operation of the Equipment, a failure of such microcode or Operating Software which prevents the accomplishment of the Equipment's intended functions shall be deemed to be an Equipment Failure.
Facilities Management Function	This Service and Support function ensures that the facilities housing CWS/Web Solution information technology infrastructure are designed, maintained and supported from a security, electrical, and HVAC perspective to support availability and service continuity requirements.
Facility Readiness Date (GP)	Facility Readiness Date means the date specified in the Statement of Work by which the State must have the site prepared and available for Equipment delivery and installation.
Family Maintenance	Service component of the CWS Program. Family maintenance services are activities designed to provide in-home protective services to prevent or remedy neglect, abuse, or exploitation, for the purposes of preventing separation of children from their families (Welfare and Institutions Code Section 16501(g)).
Family Reunification	Service component of the CWS Program. Family reunification services are activities designed to provide time-limited foster care services to prevent or remedy neglect, abuse, or exploitation, when the child cannot safely remain at home, and needs temporary foster care, while services are provided to reunite the family (Welfare and Institutions Code Section 16501(i)).
Family Strengths	Family Strengths are those characteristics of the participants that may aid in alleviating the abusive situation. An example of Family Strengths includes an absent parent who is supportive, employed and law-abiding.
Feasibility Study Report	Defined in the State of California State Administrative Manual (SAM) Chapter 4800. The FSR establishes the business case for investment of state resources in the project by setting out the reasons for undertaking the project and analyzing its costs and benefits.
Federal Financial Participation (SP)	The federal government's share of an expenditure made under the Contract.
Fees (SP)	The amounts charged to State by Contractor for Services rendered by Contractor to State under the Contract.

Term	Description
Final Acceptance (SP) dc	In the event that a Product has been conditionally accepted, a notice from State to Contractor that a Product has satisfied all conditions set forth in a previous Acceptance and conformed to its applicable Acceptance Criteria in accordance with the process described in RFP Appendix A, Contract, Special Provisions, Section 10 (Products and Services).
Final Proposal (SP)	Contractor's proposal submitted in response to the RFP and finalized in the course of the State's RFP bid process.
Finalization	The point in time when the court grants the Petition to Adopt of the adoptive parents and takes the necessary action to formally make the child a legal member of their family.
Finalization Hearing	A court hearing where in most states an adoption becomes final. Usually, the adoptive parents and the child to be adopted go to court with the adoption caseworker and their lawyer if it is an independent adoption, and provide testimony to the court regarding the appropriateness of the adoption. If the judicial officer is satisfied that all legal requirements have been met, and that the adoption would be in the best interest of the child, the Decree of Adoption will be signed, finalizing the adoption, and the Certificate of Adoption will be signed and transmitted to the Department of Vital Records so that the child's new birth certificate can be created and properly issued.
Forms Management Function	Service and Support function responsible for maintaining and managing all CWS/Web Solution forms to ensure compliance with Federal and State regulations and usability in the delivery of CWS Program service
Foster Adoption	A child placement in which birth parents' rights have not yet been severed by the court or in which birth parents are appealing the court's decision but foster parents agree to adopt the child if/when parental rights are terminated. Social workers place the child with specially-trained foster-adopt parents who will work with the child during family reunification efforts but who will adopt the child if the child becomes available for adoption. The main reason for making such a placement is to spare the child another move.

Term	Description
Foster Youth Services (FYS)	Programs provide support services to foster children who suffer the traumatic effects of displacement from family and schools and multiple placements in foster care. FYS programs have the ability and authority to ensure that health and school records are obtained to establish appropriate placements and coordinate instruction, counseling, tutoring, mentoring, vocational training, emancipation services, training for independent living, and other related services. FYS programs increase the stability of placements for foster children and youth. These services are designed to improve the children's educational performance and personal achievement, directly benefiting them as well as providing long-range cost savings to the state.
Function	In Service and Support, a clearly defined scope of responsibility that must be performed to enable and/or ensure the CWS/Web Solution is available to the end-user. The operational success of a Function typically requires the participation of multiple organizational units. A Function includes all of the following: Policies, Standards and/or Best Practice Frameworks, Processes, Procedures, Activities and/or Tasks, Roles and Responsibilities, Personnel, Software, Hardware, Tools, Performance Measures and Operational Level Agreements.
Future Release (SP)	The Release that is to be delivered at a subsequent time after Initial Release Implementation Acceptance and as designated in the requirements as “FR.”
Future Release Implementation (SP)	Deployment of the Future Release to all Counties and the State and completion of this Deployment in accordance with the terms of the Project Management Plan and Contract Documents so that the Future Release is available for Productive Use in all County and State Sites.
Future Release Implementation Acceptance (SP)	Acceptance of the Future Release Implementation without Deficiencies (except for Cosmetic Deficiencies) following completion of the Future Release Implementation Acceptance Tests and the lapse of a Production Stability Period in accordance with RFP Appendix A, Contract Special Provisions Section 10 (Products and Services).
Generic IT Business Model	Refers to the externally provided business model that the Office of Systems Integration (OSI) chose to serve as the starting point for developing the scope and content of the CWS/Web Solution Service and Support Model.
Goods (GP)	All types of tangible personal property, including but not limited to materials, supplies, and Equipment (including computer and telecommunications Equipment).
Governance Function	Service and Support function responsible for maintaining the mechanisms that enable timely and accurate decision making by stakeholders in regards to the performance and currency of the CWS/Web Solution.

Term	Description
Group Home	An alternative to traditional in-home foster care for children, in which children are housed in an intimate or home-like setting, in which a number of unrelated children live for varying periods of time with a single set of house parents, or with a rotating staff of trained caregivers. More specialized therapeutic or treatment group homes have specially-trained staff to assist children with emotional and behavioral difficulties. The make-up and staffing of the group home can be adapted to meet the unique needs of its residents.
Hardware (GP)	Usually refers to computer Equipment and is contrasted with Software. See also Equipment.
Health and Education Passport	The Health and Education Passport (HEP) is a document with medical and educational information in regard to a child client.
Holdback(s) (SP)	Any or all payment amounts held back by State from the Purchase Price for each Release, and, as applicable, for Work Authorizations and System Change Authorizations as described in RFP Section VIIB, Compensation Model.
Home Study	A home study is sometimes called an "adoption study," and is a written report containing the findings of the social worker who has met on several occasions with the prospective adoptive parents, has visited their home, and who has investigated the health, medical, criminal, family and home background of the adoptive parents. If there are other individuals that are also living in the home of the adoptive parents, they will be interviewed and investigated, if necessary, by the social worker and included as part of the home study. The purpose of the home study is to help the court determine whether the adoptive parents are qualified to adopt a child, based on the criteria that have been established by state law.
IBM Director	Software that enables remote monitoring of workstations.
ILP Mentor	A mentor is a trusted adult friend with a long-term, consistent commitment to provide guidance and support to a youth. Formal Mentoring Programs are focused on supporting the relationship between mentor and youth (mentee) and developing the character and capabilities of the young person. Mentors must be at least 18 years old, have passed a criminal background check, and are willing to provide a long-term commitment to the youth.
Implementation (SP) dc	The process for making the CWS/Web Solution fully Operational for Processing the Data in the State's normal business operations. Implementation shall be completed when Contractor has completed the Implementation Services according to the applicable Project Plan.

Term	Description
Incident Management Function	Service and Support function responsible for maintaining and managing the mechanisms utilized to ensure that unexpected CWS/Web Solution production events are identified, tracked and resolved in a timely manner and communicated to the CWS/Web Solution stakeholders.
Independent Living Program	"Independent Living Program (ILP)" as defined in Section 477 of the Social Security Act means the program administered by counties with oversight by the Department to provide services and activities as described by a child's Transitional Independent Living Plans (TILPs) to assist eligible children up to the day prior to their 21st birthday to prepare them to live independently upon leaving foster care (CDSS Manual of Policies and Procedures)
Indian Child Welfare Act of 1978 (ICWA):	In 1978, Congress passed the Indian Child Welfare Act (Public Law 95-608, November 8,1978) to: • protect the best interests of Indian children • promote the stability and security of Indian tribes and families by the establishment of minimum federal standards for the removal of Indian children from their families, and the placement of such children in foster or adoptive homes which will reflect the unique values of Indian culture • provide assistance to Indian tribes in the operation of children and family service programs (25 United States Code Section (1902)). In regard to foster care, ICWA recognized the tribes' involvement in the provision of child welfare services to Indian children, and required that, when necessary, the preferred placement of an Indian child in foster care be the home of the Indian child's extended family, or a licensed or approved foster home, as specified by the Indian child's tribe (25 U.S.C. 1915 (B)).
information collection	A collection of information that may include the contents of one or more profiles and/or individual information elements that align with a specific set of qualification criterion (e.g., client, case, service providers, demographic range, date range).
Information Management Function	This Service and Support function ensures that all CWS/Web Solution data created or needed by the stakeholder is stored and managed according to security and data standards, is available on-demand and accessible to the stakeholder and whoever that stakeholder authorizes to utilize that information and documented to allow impact analysis for future changes. The Information Management function is responsible for all CWS/Web Solution data bases, data marts, data warehouses and all other application data files.

Term	Description
Information Technology (GP)	Includes, but is not limited to, all electronic technology systems and services, automated information handling, System design and analysis, conversion of data, computer programming, information storage and retrieval, telecommunications which include voice, video, and data communications, requisite System controls, simulation, electronic commerce, and all related interactions between people and Machines.
In-Home Support Services	A county and State administered program that provides support services to qualified aged, blind, and disabled individuals enabling them to remain in their own homes and avoid institutionalization.
Initial Release (SP)dc	The Release that will be the first statewide deployment of the CWS/Web Solution as designated in the Requirements for "IR" and which will include all SACWIS functionality.
Initial Release Implementation (SP)	Deployment of the Initial Release to all Counties and the State and completion of this Deployment in accordance with the terms of the Project Management Plan and Contract Documents so that the Initial Release is available for Productive Use in all County and State Sites.
Initial Release Implementation Acceptance (SP)	Acceptance of the Initial Release without Deficiencies (except for Cosmetic Deficiencies) following completion of the Initial Release Implementation Acceptance Tests and the lapse of a Production Stability Period in accordance with RFP Appendix A, Contract Special Provisions Section 10 (Products and Services).
Initial Release SD&T Service and Support	Service and Support provided by the Contractor during the Initial Release SD&T period, specifically the period that starts at Pilot initiation and ends once Initial Release Implementation is completed.
Installation Date (SP)dc	The date specified in the Statement of Work or Contract Documents by which the Contractor must have the ordered Equipment ready for use and must have provided Certification for the Equipment.
Integrated Services	An assembly of collaborative efforts that function within a broad social context among schools, churches, health and human service agencies, and community institutions. Together these essential partnerships share responsibility in providing comprehensive services and support, without duplicating efforts, that respond to a full range of needs designed to minimize problems and maximize rates of success for at-risk children and families.
interaction	A set of data communicated or exchanged between entities (system, organization or person).

Term	Description
Interface Management Function	Service and Support function responsible for maintaining and managing the governmental and non-governmental working relationships between the organizational entities associated with each of the interfaces implemented for the CWS/Web Solution. The objective is to ensure the ongoing integrity, confidentiality and availability of these interfaces for use by CWS/Web Solution end users.
Interstate Compact on the Placement of Children (ICPC)	The ICPC is a contract among member states and U.S. territories authorizing them to work together to ensure that children who are placed across state lines for foster care or adoption receive adequate protection and support services. The ICPC establishes procedures for the placement of children and fixes responsibility for agencies and individuals involved in placing children. In 1975, California adopted the provisions of the ICPC, now found in Family Code Section 7900, et seq. This statute designates the California Department of Social Services (CDSS) as “the appropriate public authority” responsible for administration of ICPC.
IT Resource Management Function	Service and Support function responsible for maintaining and managing the mechanisms that track staff and skill set resource allocations so that decision makers will have the information they need in determining approval and priority of work requests.
Judicial Council	The Judicial Council is the policymaking body of the California courts, the largest court system in the nation. Under the leadership of the Chief Justice and in accordance with the California Constitution, the council is responsible for ensuring the consistent, independent, impartial, and accessible administration of justice. The Judicial Council's staff agency, the Administrative Office of the Courts, is responsible for implementing council policies. They create and mandate the use of standardized Juvenile Court forms utilized in the CWS/CMS system.
Kerberos	A computer network authentication protocol which allows individuals communicating over an insecure network to prove their identity to one another in a secure manner. It provides mutual authentication - both the user and the service verify each other's identity through the use of tokens.
Key Staff (SP)	Contactor’s personnel who perform key staff roles that are described in RFP Section VI.8.1.2, Contractor Staff Qualifications.
Kinship Care	The full-time care and nurturing of a child by someone who is related to the child by family ties or by a significant prior relationship connection.

Term	Description
Kinship Guardianship Assistance Payment	The Kinship Guardianship Assistance Payment (Kin-GAP) was established by Senate Bill 1901 (Chapter 1055, Statutes of 1998). The Kin-GAP Program became available to those children exiting the juvenile court dependency system on or after January 1, 2000 to live with a relative legal guardian. The intent of the legislation is meant to provide an option in a continuum of choices for the relative, the agency and the courts in order to allow the most appropriate permanency plan for dependent children. The Kin-GAP Program offers a subsidy to children who leave the juvenile court dependency system to live with a relative legal guardian. The subsidy is 100% of the basic foster care rate, based upon age, with no specialized care increment or clothing allowance.
Legal Custody	This term refers to a legal relationship that is established by court order, providing legal authority to the Custodian(s) over, and the corresponding legal responsibility for, the physical care of another individual, who is referred to as the Ward. The reason for the creation of a custodial relationship is usually the disability of the Ward, either by tender age, extended age, or the inability of the Ward to adequately care for his or her self
Legal Guardian	A person who has the legal responsibility for providing the care and management of a person who is incapable, either due to age (very young or even very old, or to some other physical, mental or emotional impairment, of administering his or her own affairs. In the case of a minor child, the guardian is the person whom is charged with the legal responsibility for the care and management of the child and of the minor child's estate. W&IC 360-370
Legally Freed	When the parental rights of a child's biological parents are legally terminated, either by their death, legal consent, or by a forced termination by the court, then the child becomes legally "freed" to be adopted by another set of legal parents. W&IC 300, and 8704-8709
Licensed Software (SP)	The Transfer Software, Proprietary Software and Third Party Software licensed or sublicensed to State by Contractor or third parties in connection with the performance of the Contract.
Licensing Information System	An automated system utilized by California Community Licensing staff to record facility licensing information.

Term	Description
Long Term Foster Care	Long-Term Foster Care (LFTC) is the third and final option for the permanent placement of a child in out of home care. Once family reunification services have been terminated by the court, there are three options for permanently placing a child: adoptions, legal guardianship, or long-term foster care (in this order). Each of these permanent placements requires a court order. An LFTC placement may include placing the child with a licensed care provider, a Non-related Family Member (NRFM) or other licensed placement facility. When a child's permanency placement plan is identified as LTFC, the CWS agency must demonstrate to the court its continued efforts to either locate a suitable adoptive home, or locate an appropriate person to accept legal guardianship of the child. It is possible for the court to reinstate family reunification services for a child who is receiving LTFC services, in specific situations. Please see W&IC 361.5 and 366.21 to 366.26, as well as the CDSS Manuel of Policies and Procedures sections 31-20(c) and 31-425.
Machine (GP)	An individual unit of a Data Processing System or subsystem, separately indentified by a type and/or model number, comprised of but not limited to mechanical, electro-mechanical, and electronic parts, microcode, and special features installed thereon and including any necessary Software, e.g., central processing unit, memory module, tape unit, card reader, etc.
Machine Alteration (GP)	Any change to a Contractor-supplied Machine which is not make by the Contractor, and which results in the Machine deviating from its physical, mechanical, electrical, or electronic (including microcode) design, whether or not additional devices or parts are employed in making such change.
Maintenance (SP)	The activities undertaken for the purpose of modifying the CWS/Web Solution, or any component thereof, at the start of Initial Release SD&T Service and Support, to perform Corrective Maintenance, Preventive Maintenance, Perfective Maintenance, Emergency Maintenance or Adaptive Maintenance.
Maintenance and Operations	For purposes of the CWS/Web Solution, the phase within the OSI Project Life Cycle that begins after Acceptance of Initial Release Implementation.
Maintenance Diagnostic Routines (GP)	The diagnostic programs customarily used by the Contractor to test Equipment for proper functioning and reliability.
Major	Application problem resolutions and change requests that require 80 or more hours to complete.

Term	Description
Major Production Release	A planned release that encompasses an agreed upon scope of modifications to the CWS/Web Solution applications and databases. Major Production Releases are typically scheduled on a quarterly, semi-annual or annual basis.
Management Performance Balanced Scorecard	One of four compensation streams used in the CWS/Web Compensation Model. It is used to measure the Contractor's management performance during Solution Development and Transition and allow the State to make quarterly payments to the Contractor based on the Contractor's scorecard results and the Contract dollars allocated to those quarters.
Mandated Reporter	A person employed in a profession designated within the Child Abuse and Neglect Reporting Act (California Penal Code sections 11164 - 11174.3) who is legally obligated to report any incident "reasonably suspected" of being child abuse or neglect to law enforcement and/or child welfare services.
mandatory/optional requirements	These requirements only pertain to Future Release. It is mandatory that the Bidders respond to these requirements and price them, but it is at the State's discretion whether to implement a portion, none or all of these requirements. If the State chooses not to implement all of the mandatory/optional requirements, the State will amend the Contract to reflect only those requirements the Contractor will implement including their associated costs.
Manufacturing Materials (GP)	Parts, tools, dies, jigs, fixtures, plans, drawings, and information produced or acquired, specifically to fulfill obligations set forth herein.
Master Project Management Plan (MPP)	Defined in OSI Best Practices, a document to provide project stakeholders with an approved working guide for how the CWS/Web Project team will manage the CWS/Web Project from the planning phase through the transition phase. The MPP is developed and controlled by the project office and is recognized as the highest-level management document for the project.
Matching	The process of bringing together qualified prospective adoptive parents and willing birth parents who are compatible with each other and who can agree on the terms under which the adoptive parents can adopt the available child. This can take place either before or after the birth of the child.
Material Expectation Document (SP)	A document which is developed by the Contractor and approved by the State and which describes the Specifications for a Material, including but not limited to format, content, due dates, Acceptance Criteria, and updates or changes required during the term of the Contract. Initially, a MED may include minimum expectations of State with regard to Specifications, but Contractor is required to fully develop the final MED.

Term	Description
Materials (SP)	Products that will be subject to an acceptance process that is less formal and elaborate than that for Deliverables. Materials include Products: (i) that are produced under or result directly or indirectly from this Contract including, but not limited to, discoveries, formulae, ideas, improvements, inventions, methods, models, processes, techniques, findings, conclusions, recommendations, reports, designs, plans, diagrams, drawings, papers, materials, Data and databases, documents, pamphlets, advertisements, books, magazines, surveys, studies, computer programs, films, tapes, and/or sound reproductions, to the extent provided by law and (ii) that will be subject to the acceptance process for Materials described in RFP Appendix A, Contract Special Provisions Section 10 (Products and Services) .
Maximum Amount (SP)	The amount designated as such on Standard Agreement page 1, STD 213, which will be the total of amounts paid and payable to Contractor by State under this Contract.
Mean Time Between Failure (GP)	The average expected or observed time between consecutive failures in a System or component.
Mean Time to Repair (GP)	The average expected or observed time required to repair a System or component and return it to normal operation.
Milestone Report	A report prepared by the Contractor for the Milestone Review and subject to State Acceptance in which the Contractor details the achievements, deficiencies and lessons learned of the respective Compensation Milestone; describes the resolution of any Deficiencies or conditional acceptances; and includes copies of Notices of Acceptance or receipt for Products associated with the Compensation Milestone.
Milestone Review	A review performed by the Contractor to formally present information to the State that demonstrates achievement of the respective Compensation Milestone. This review includes the following elements: • A Milestone Report • Milestone Report Presentation and Walk-through
Minor	Application problem resolution and change requests that require less than 80 to complete.
Monthly Payment	A payment for Service and Support based on the total dollars allocated during a specific State fiscal year for Service and Support staff costs divided by the number of months of Service and Support provided by the Contractor during that year. The fiscal year dollar amounts are based on cost data as agreed to in the Contract and shown in RFP Appendix E, Cost Workbook, Worksheet VII-2, Total Cost Summary (Contract Amount). Payments will start after the Initial Release SD&T Service and Support has begun (i.e., after initiating the Pilot during Initial Release).

Term	Description
Multiethnic Placement Act of 1994 (MEPA)	This Federal Act, which was enacted in 1994, is found in P.L. 103-382 [42 USC 622], and prohibits the delay or denial of any adoption or placement in foster care due to the race, color, or national origin of the child or of the foster or adoptive parents, and requires states to provide for diligent recruitment of potential foster and adoptive families who reflect the ethnic and racial diversity of children for whom homes are needed. The 1996 amendment to the Act, which can be found in Section 1808 of P.L. 104-188, is known as the "Removal of Barriers to Interethnic Adoption Act," and further affirms the prohibition against delaying or denying the placement of a child for adoption or foster care on the basis of race, color or national origin of the foster or adoptive parents or of the child involved [42 USC 1996b].
Network (Connectivity) Function	Service and Support function responsible for maintaining and managing the mechanisms that provide secure data network connectivity to the CWS/Web Solution, as well as maintaining and supporting voice solutions utilized in the CWS/Web Solution.
Non-Software Deliverable (SP)	A Deliverable that is not comprised of Software.
Notice of Action	An official written communication, usually a standard form, to notify a recipient that an action or change in regard to their case will be occurring.
Office of Systems Integration	Office within the California Health and Human Services Agency responsible for the management of the Agency's largest and most complex information technology projects, such as the CWS/CMS.
Office of Technology Services	Office of Technology Services (OTech) is a division within the Office of the Chief Information Officer (OCIO).
Omnibus Budget Reconciliation Act of 1993	The Omnibus Budget Reconciliation Act of 1993 encourages and enables each state to develop and establish, or expand, and to operate a program of family preservation services, community-based family support services, time-limited family reunification services, and adoption promotion and support services.
Operating Software (GP)	Routines, whether or not identified as Program Products, that reside in the Equipment and are required for the Equipment to perform its intended function(s), and which interface the operator, other Contractor-supplied programs, and user programs to the Equipment.
Operational (SP)	The condition when the CWS/Web Solution is totally functional in accordance with its applicable Specifications and usable for its purpose in the daily operations of State, and all of the appropriate Data has been loaded into the CWS/Web Solution and is available for use by State in its daily business operations.

Term	Description
Operational Use Time (GP)	For performance measurement purposes, that time during which Equipment is in actual operation by the State. For maintenance Operational Use Time purposes, that time during which Equipment is in actual operation and is not synonymous with power on time.
Operations Function	Service and Support function responsible for maintaining and managing the daily production job processing to provide CWS/Web Solution stakeholders with the information they need to perform their programmatic responsibilities, safeguard data resources and ensure CWS/Web Solution availability.
optimistic concurrency	Optimistic concurrency occurs when an application allows more than one user to access the same record at one time. With optimistic concurrency, if two users are working in a case at the same time, the system will only acknowledge and save changes from the first person to save to the database. The other person is unable to save data and all input is lost. In contrast, pessimistic concurrency involves locking data to prevent users from modifying data when in use by another user.
Oversight Only	This level of responsibility is more custodial in nature, with the State not having subject matter experts in a specific functional area or process. The primary responsibility will be to ensure all CWS/Web Solution components necessary to change sourcing arrangements are up-to-date and in the State's possession.
Oversight-Internal Operations Function	Service and Support function responsible for maintaining and managing the mechanisms that CWS/Web Division Office leadership will use: To review CWS/Web Solution performance to see if that performance is meeting service level requirements or to direct the necessary remediation activities to meet service level requirements, Providing oversight and direction in regards to each individual function's performance contribution to meeting CWS/Web Solution service level requirements, Provide workload prioritization and approval decisions.
page	A term generally relating to discussion of the CWS/CMS GUI that describes the data encapsulated within a specific view. Each page equates to a 'screen' in the user interface and contains data related to a specific business function (e.g., the placement page contains data related to the placement of child). Several "Pages" and their subpages together comprise a "Notebook" (e.g., Client Notebook, Court Notebook).
Partial Payment	A prorated payment of a Compensation Milestone where Deliverables and/or Materials cannot be submitted by the Contractor due to unforeseen circumstances or those that are beyond the reasonable control of the Contractor.

Term	Description
Paternity Opportunity Program	Also referred to as POPs, was created by the State legislature and implemented in 1995 in response to the mandate of the federal Voluntary Paternity Acknowledgment Program. A hospital-based program, POPs provides an opportunity for unmarried parents to acknowledge paternity at the time of a child's birth, and provides the same rights and privileges of a child born within a marriage. The completed Declaration of Paternity form (CS 909) is sent with the birth certificate to the Office of Vital Records and a copy of the completed form is given to each parent. A copy is sent to DCSS as well. The Declaration of Paternity form is legally binding 60 days after signing.
Perfective Maintenance (SP)	Modification performed to detect and correct latent Deficiencies in the CWS/Web Solution, or any component thereof, before they are manifested as failures; modifications that will improve the performance, maintainability, or other attributes of the CWS/Web Solution or any component thereof. (derived from IEEE Std 14764-2006)
Performance Measures	The criteria that the Contractor must meet or exceed in order to receive payment from the State.
Performance Measures Function	Service and Support function responsible for assisting in the development and maintenance of all system and function performance related to tracking solutions and maintaining and managing report creation as needed for, Overall CWS/Web Solution performance. Each function's operational management needs Oversight-Internal Operations, Service Level Management and Contract Obligations.
Performance Standards (SP)	The standards which will be applicable during the term of the Contract to the various functions of and services provided by the CWS/Web Solution, including but not limited to the Services provided by the Contractor, as described in RFP Section VI.6.2.9, Performance Measures, and as otherwise indicated in Specifications or Contract Documents.
Performance Testing Period (GP)	Period of time during which the State, by appropriate tests and production runs, evaluates the performance of newly installed Equipment and Software prior to its acceptance by the State.
Period of Maintenance Coverage (GP)	The period of time, as selected by the State, during which maintenance services are provided by the Contractor for a fixed monthly charge, as opposed to an hourly charge for services rendered. The Period of Maintenance Coverage consists of the Principal Period of Maintenance and any additional hours of coverage per day, and /or increased coverage for weekends and holidays.

Term	Description
Permanency Planning	The systematic process of carrying out (within a brief, time-limited period) a set of goal-directed activities designed to help children live in permanent families. This process has the goal of providing the child continuity of relationships with nurturing parents or caretakers and the opportunity to establish lifetime family relationships.
Permanent Placement	One of four service components of the CWS program as defined in the CDSS Manual of Policies and Procedures section 31-090, and W&IC 16501(i), and provides for the long-term placement of a child in out of home care. See also Welfare and Institutions Code Sections 16500 et seq.
Personal Device Support Function	Service and Support function responsible for maintaining and managing the mechanisms that enable CWS/Web Solution stakeholder access devices (i.e. PDAs, laptops, scanners) to access and use the CWS/Web Solution.
Personal Responsibility and Work Opportunity Reconciliation Act	Also referred to as PRWORA, this federal legislation took effect October 1, 1998 and required major changes in public assistance programs and in child support enforcement programs. In many ways PRWORA redefined both welfare and child support enforcement. Under PRWORA, TANF (See Temporary Assistance to Needy Families) replaced AFDC (See Aid to Families with Dependent Children). PRWORA set new time limits and eligibility restrictions on receiving cash assistance. Each state adopted its own program to meet the new welfare and child support requirements. California's program is called CalWORKs (California Work Opportunity and Responsibility to Kids). PRWORA also established new distribution and reporting requirements for child support programs.
Pilot (SP)	A partial Deployment.
Policy Function	Service and Support function responsible for maintaining and managing the mechanisms that Interpret the impact of all Federal, State, and OSI policy changes on the CWS/Web Solution and creates and maintains CWS/Web Solution specific policies.
post adoption services	Resources and services provided to a adoptive family and child(ren) following the finalization of the adoption processes, and may include information on adoption, parent support groups, post adoption training, crisis counseling, referral services, and a resource library.

Term	Description
Post Placement Report	A written report that is prepared for the court in an adoption case by an adoption caseworker who makes a series of personal visits to the home of the adoptive parents. The purpose of these post-placement visits is to observe how well the child and the prospective adoptive parents are bonding to each other and how the child is fitting into the family. This report will also contain a recommendation by the caseworker, based on the caseworker's personal observations and interactions with the child and the members of the adoptive family, concerning whether or not the caseworker thinks it would be in the "best interest of the child" for the proposed adoption of this child by these adoptive parents to take place.
Post Placement Supervision	This term refers to the services provided by an adoption caseworker between the time that a child is placed in the home of his or her prospective adoptive parents, and the time that the child's adoption is finalized in court. This provides the opportunity to help the family and child with any problems or issues they may be having with the placement. In addition to being available to deal with any problems that the family may identify, it gives the AS the opportunity to observe the family interactions and identify from the outside any problems the family may have. See CDSS Adoption Manual
Post SD&T Service and Support	Service and Support provided by the Contractor after Initial Release Implementation Acceptance. This period is also known as Maintenance and Operations.
Pre-existing Materials (SP)	Pre-existing Materials shall have the meaning provided in RFP Appendix A, Contract, General Provisions Section 37 (Rights in Work Product).
Preventive Maintenance (GP)	Means that maintenance, performed on a scheduled basis by the Contractor, which is designed to keep the Equipment in proper operating condition including the correction of any Deficiencies.
Principal Period of Maintenance (GP)	Any nine consecutive hours per day (usually between the hours of 7:00 a.m. and 6:00 p.m.) as selected by the State, including an official meal period not to exceed one hour, Monday through Friday, excluding holidays observed at the installation.
Problem Management Function	Service and Support function responsible for maintaining and managing the mechanisms that enable trend analysis of disruption events, identification of temporary remedies while permanent fixes are put in place by the appropriate function and identification of permanent fixes to avoid future disruptions of service. The Problem Management function will take responsibility for leading the resolution of a major disruption event.
Processing (SP)	The performance by the Software, in concert with the Equipment, of logical operations and calculations on the Data.

Term	Description
product definition document	A document in a pre-defined format that describes and defines a Product (Deliverable or Material) to be submitted by a Contractor.
product requirement	A requirement that defines or constrains the nature of the product to be provided or created.
production	The ongoing operation of a system as part of normal business operations.
Production Phase (SP)	The period of CWS/Web Solution operations that begins upon Acceptance of Initial Release Implementation.
Production Stability Period (SP)	A period of stable performance of the CWS/Web Solution in accordance with Specifications or Acceptance Criteria following Implementation of a Release.
production support	The functions associated with integrating, coordinating and administering all production activities.
Productive Use (SP)dc	Use by State of the CWS/Web System or, as applicable, the CWS/Web Solution, in its actual and daily, regular business operations following initiation of Pilot or as otherwise identified in Specifications.
Products (SP)	The totality of Contractor's products which result from the Services and which are prepared for State (either independently or in concert with State or third parties) during the course of Contractor's performance under this Contract. Products are comprised of Deliverables and Materials, with the latter being subject to a less complicated and formal acceptance process than the former.
profile	A collection of information that is specific to an individual or process element that collectively provides its definition.
Program Product (GP)	Programs, routines, subroutines, and related items which are proprietary to the Contractor and which are licensed to the State for its use, usually on the basis of separately slated charges and appropriate contractual provisions.
Programming Aids (GP)	Contractor-supplied programs and routines executable on the Contractor's Equipment which assists a programmer in the development of applications including language processors, sorts, communications modules, data base management systems, and utility routines, (tape-to-disk routines, disk-to-print routines, etc.).
Project (SP)	See CWS/Web Project
Project Executive Committee (SP)	For purposes of the Contract's dispute resolution process, the committee formed or used by the State and Contractor to aid in the resolution of disputes.

Term	Description
Project Management Function	The Service and Support function associated with the planning, monitoring, and controlling of work on the CSW/Web project. The Project Management function is responsible for providing project management over all CWS/Web Solution future releases and planned changes to ensure: • They are managed successfully from a schedule, scope and cost perspective • Conducted in accordance with State and OSI project management policies, practices and standards
Project Management Plan (SP)	The controlling document for managing the CWS/Web Project; it defines the technical and managerial processes necessary to achieve the objectives of the CWS/Web within the scope, schedule and resource constraints defined for the Project, as submitted with the Final Proposal and updated in accordance with the DID/DED for the Project Management Plan. The Project Management Plan and each of its components shall be incorporated herein as part of the Contract, and each revised Project Management Plan shall be incorporated herein upon Acceptance by State.
Project Plan (SP)	Any of the plans related to the design, development, implementation, and operation of the CWS/Web Solution, e.g., the Project Management Plan, the Requirements Control Plan and the Business Process Transition Plan.
Project Start Date (SP)	The date on which Project activities begin.
Property (SP)	All State Equipment and other State real and personal property.
Proposal Development Function	Service and Support function responsible for maintaining and managing the mechanisms that produce consistent and timely analyses of potential CWS/Web Solution work requests to provide CWS/Web Solution decision makers with the information they need to determine approval and priority.
proposal requirement	A requirement to be met by a bidder in explaining the bidder's proposed solution to the solicitation document. Requires the bidder to provide specified information in its response which will then be incorporated into the awarded contract.
Proprietary Software (SP)	All computer programs which were developed and owned by Contractor or Subcontractors prior to the Effective Date or which are developed during the term by Contractor staff in performing work that is not for the Project and any modifications thereof and derivative works based therein, and the documentation used to describe, maintain and use such Proprietary Software.
Purchase Price (SP)	The price for the purchase of a Product or Service.
Quality Assurance	SACWIS function defined at 45 CFR 1355.53

Term	Description
Quality Assurance Function	The Service and Support function that is responsible for maintaining and managing the mechanisms for acceptance (see User Acceptance Test) of all CWS/Web Solution changes prior to release into the production environment including validation that all Service and Support functions will be prepared for the post-change environment.
Referral	Emergency response Referrals contain information in regard to allegations of child abuse, neglect, or exploitation as defined by Penal Code Section 11165 et seq., Welfare and Institutions Code, and the Division 31 regulations. Emergency response Referrals do not include inappropriate inquiries such as those regarding aid payments, Medi-Cal cards, etc.
Regional User Group	Five (5) regional groups exist statewide comprised of county members corresponding to the five (5) CWDA regions. These groups meet monthly to discuss CWS/CMS issues that may then be escalated to the Oversight Committee via their Regional Representative.
Release (SP)	The functionality, products, and services to be provided by Contractor and, as applicable, third parties and which are described as a Release in Contract Documents (e.g., Initial Release and Future Release).
Release Implementation (SP)	Deployment of a Release and the rest of the CWS/Web Solution, in whole or in part, to all Counties and the State and completion of this Deployment in accordance with the terms of the Project Management Plan and Contract Documents so that the CWS/Web Solution is available for Productive Use in all County and State sites.
Release Implementation Acceptance (SP)	Acceptance of the CWS/Web Solution, in whole or in part, without Deficiencies (except for Cosmetic Deficiencies) following completion of the Release Implementation Acceptance Tests and, as applicable, the lapse of a Production Stability Period in accordance with RFP Appendix A, Contract Special Provisions Section 10 (Products and Services).
Release Management Function	Service and Support function responsible for maintaining and managing the mechanisms that control how change is introduced into the CWS/Web Solution environments. Release Management is intended to ,ensure that only tested and approved changes (i.e. applications, hardware, software, firmware, documents, training) are installed trouble-free and on schedule and ensure that a new production baseline is created in the Configuration Management Data Base to allow recovery to be accomplished in the shortest period possible free of specific staff availability.

Term	Description
Relinquishment	In the context of adoption, this term generally refers to a birthparent voluntarily giving up his or her parental rights to a child, so that someone else can adopt them. In practice it generally refers to these parental rights being transferred to an agency, rather than directly to the new adoptive parents, so that the agency can maintain the level of confidentiality or privacy that the parties desire and have agreed to in the adoption. The agency then passes the parental rights on to the adoptive parents who adopt the child. The term "Relinquishment" is also very commonly used to refer to the actual relinquishment documents that are signed by the birth parents as part of the relinquishment process. See CDSS Manuel of Policy and Procedures Section 31-002 (r) (3) and California W&IC 8700.
Remedial Maintenance (GP)	Maintenance performed by the Contractor which results from Equipment (including Operating Software) failure, and which is performed as required, i.e., on an unscheduled basis.
Requirements Management Function	Service and Support function responsible for maintaining and managing the mechanisms that ensure the CWS/Web Solution requirements repository consistently reflects how the production CWS/Web Solution is constructed currently and/or as it will be after a release is made and available for use by Service and Support functions as required.
Reunion	A term used to refer to a personal meeting between an adoptee and one or more of its birth relatives.
RFP (SP)	The State's CWS/Web Request for Proposal No. 0530-208 as amended.
SACWIS Assessment Review	A review conducted by ACF of an operational SACWIS to determine the extent to which a system complies with (1) federal SACWIS and ADP requirements and (2) the goals, schedule, budget and other conditions of the approved APD, and for which the State must prepare a SACWIS Assessment Review Guide.
SACWIS Assessment Review Guide	A comprehensive document prepared by the State in advance of a SACWIS Assessment Review for the purpose of familiarizing the ACF review team with the System and its functionality.
Safely Surrendered Baby	The term Safely Surrendered Baby refers to the Safely Surrendered Baby Law (SSB) implemented on January 1, 2001, in response to the increasing number of abandoned baby deaths in California. The law is intended to spare the life of an infant by encouraging parents or persons with lawful custody to safely surrender an infant at a "safe surrender site" within 72 hours of the child's birth rather than abandoning them in an unsafe location.
Safety Plan	A plan for providing services to promote the health and safety of the children in a family, and is apart of the SRA. See CDSS Manual of Policy and Procedures 31.002 (s) (1).

Term	Description
Safety Risk Assessment	Safety Risk Assessment (SRA) refers to California's concept of a structured methodology for gathering and analyzing information necessary to identify issues that may potentially impact the safety of a child, as well as assuring a child's service needs are appropriately assessed. The SRA is conceptualized as providing guidance to assure children are assessed throughout the continuum of care and supervision provided by a CWS agency. As a primary goal of CWS agencies is to safely reunify a child with their family, the assessments may also include other relevant family members in relation to the child's safety and service needs.
Salt	Random bits used as one of the inputs to a key derivation function. A salt and a password may be inputs to a key derivation function generating an encrypted version of the password. The additional salt data makes it more difficult for attackers to decrypt the passwords.
Schedule (SP)	The component of the Project Management Plan that sets forth the time frames, resources and dependencies for all facets of Project activity, including the performance of Services, the delivery or submission of Products, the occurrence of milestones and the periods allowed for review, correction and retesting.
Security Function	Service and Support function responsible for maintaining and managing the mechanisms that safeguard the CWS/Web Solution information assets housed in its technology environments to ensure data confidentiality, integrity and availability are maintained.
Senate Bill 370	Chapter 1294, Statutes of 1989, Senate Bill 370 authorized the State by statute to implement a comprehensive automated child welfare data system. The Child Welfare Services/Case Management System (CWS/CMS) provides CWS workers, State and county administrators with immediate access to child, family and case specific information along with a common database and definition of information from which to evaluate CWS.
Servers (Hosting) & Storage Function	Service and Support function responsible for maintaining and managing the mechanisms that ensure all CWS/Web Solution server and storage environments (i.e. production, testing, and training) are available for their intended use.
Service and Support (SP)	Generally, the Services that will be performed by Contractor as described in RFP Section VI.6, Service and Support Requirements, to support the CWS/Web Solution during the Production Phase, including but not limited to operations and maintenance of the CWS/Web System and Support Systems, knowledge transfer and Transition Out activities. However, Service and Support can also be provided during the latter part of the Solution Development and Transition Phase, in which case it can be referred to as "SD&T Service and Support."

Term	Description
Service and Support Model	The Service and Support Model is a process oriented framework organized into three dimensions that work together to meet service level requirements.
Service Continuity Management Function	Service and Support function responsible for maintaining and managing those mechanisms that enable the CWS/Web Solution production and training environments to be restored within agreed upon recovery time and point objectives and available to CWS/Web Solution stakeholders.
Service Delivery Partnership	Those organizational entities external to the OSI CWS/Web Division Office that provide direct or indirect assistance to making the CWS/Web Application Solution available to the end-user.
Service Desk Function	Service and Support function responsible for maintaining and managing the mechanisms through which requests for CWS/Web Solution services are received, recorded and tracked for resolution, service disruptions are reported, logged and tracked for resolution and service disruption events or requests for CWS/Web Solution services are resolved at initial point of contact if possible.
service level	A metric pertaining to operational characteristics of a system or service (system availability or response time).
Service Level Agreement	An agreement between a service provider and service recipient that specifies the Performance Measures or Performance Standards to be used in assessing the service provider's achievement of specified business objectives of the service recipient.
Service Level Management Function	The Service and Support function that is responsible for maintaining the CWS/Web Solution Service Level Agreement between the CWS/Web Division Office and the CWS Program and reporting on CWS/Web Solution Service Level Agreement between the CWS/Web Division Office and the CWS Program.
Service Oriented Architecture	Service Oriented Architecture (SOA) is a set of components, design patterns, guidelines and principles for execution of business processes as a continuously evolving network of value added services. SOA relies on an integrated framework that includes a repeatable modeling and development methodology, open standards, best practices, a reference architecture and a configurable run-time architecture to provide semantically reconciled model time and run time environments for an agile enterprise. SOA advocates use of a loosely coupled architecture that does not require procedural coding to "compose" applications and transform business objects. Technical components of a SOA include use of a multi-Layer, multi-tier distributed architecture, and XML format for messages and objects.
service partner	An organization that provides a service in support of the CWS/Web Solution.

Term	Description
Service Partner Performance Agreement	The performance agreements between the Contractor and other service partners or among service providers.
Service Provider	A company, organization, administration, business, etc., that sells, administers, maintains, or charges for, a service. The contractor in an outsourced services model.
Services (SP)	The tasks and services to be performed by Contractor, as described in the Contract, including without limitation: solution design and development, solution testing and implementation, integration of solution activities, project management, training, Service and Support, knowledge transfer, Warranty Services and the production and delivery of Products.
Set Aside	In rare cases, it's possible a Superior Court will "set aside" (reverse) an adoption that has already been finalized. This will "reactivate" the original birth certificate, which was previously sealed and replaced as a result of the adoption.
Severity Levels (SP)	The three categories of Deficiency level (Severity Levels 1, 2 and 3) that will be used in the Incident Management Function to determine the appropriate service response.
Shared Responsibility Plan	The Shared Responsibility Plan helps develop the parent-child bond, assists the teen parent in her/his transition to independence, and creates a successful, supportive and nurturing placement for both the teen and the child. The infant supplement payment in a Whole Family Foster Home where the caregiver and the minor dependent parent have developed a Shared Responsibility Plan (SRP) in cooperation with the county social worker.
Site License (GP)	For each product, the term "Site License" shall mean the license established upon acquisition of the applicable number of copies of such product and payment of the applicable license fees as set forth in the Statement of Work
Site(s) (SP)	The location(s) for the State and Contractor Equipment and Software, as agreed to by State.
Software (SP)dc	The Licensed Software, Custom Software and all modifications or enhancements thereto, all in Source Code and executable code formats. Modifications or enhancements provided by the Contractor during the term of the Contract shall be included as part of the Software.
Software Deliverable (SP)	A Deliverable that is comprised of Software.
Software Failure (GP)	A malfunction in the Contractor-supplied Software, other than Operating Software, which prevents the accomplishment of work, even though the Equipment (including its Operating Software) may still be capable of operating properly. For Operating Software failure, see definition of Equipment Failure.
Sole Delivery	In Service and Support, this level of responsibility has the State fully responsible for delivery of a service and support function with State personnel.

Term	Description
Solution Architecture Function	The Service and Support function that maintains and manages the mechanisms necessary to ensure the production CWS/Web Solution meets CWS Program requirements while being in alignment with State, CDSS and OSI enterprise architecture policies, frameworks and standards.
Solution Development and Transition (SP)	The Services associated with system software development that are typically referred to as "design, development and implementation" as supplemented by other tasks and activities to be performed or coordinated by Contractor during the Solution Development and Transition periods as described in RFP Sections VI.3 (Solution Development Requirements) and VI.4 (Solution Transition Requirements)
Source Code (SP)	The series of instructions to the computer for carrying out the various tasks that are performed by a computer software program, expressed in a programming language that is easily comprehensible to appropriately trained persons. Source code is used as the input and is either interpreted or compiled to produce a program executed by the computer.
Specifications (SP)	The technical and other written specifications and objectives that define the requirements and/or Acceptance Criteria, as described in RFP, the Final Proposal, Performance Standards, Documentation and subsequent Products which have received Acceptance including but not limited to any and all Project Plans and the Schedule. Such Specifications shall include and be in compliance as of the Effective Date and at any later date as agreed to in writing in any Contract Document with all applicable state and federal policies, laws, regulations, usability standards, e.g., the American Disabilities Act (ADA), Older Americans Act, and the Rehabilitation Act. The Specifications are, by this reference, made a part of this Contract, as though completely set forth herein.
State (GP)	The government of the State of California, its employees and authorized representatives, including without limitation any department, agency, or other unit of the government of the State of California.
State Functional Manager (SP)dc	For purposes of the Contract's dispute resolution process, the State staff who manages the operation of the particular service or business function generating or underlying a dispute.
State Project Director (SP)	The person designated by State to be responsible for financial and contractual matters regarding the Contract. The term includes, except as otherwise provided herein, an authorized representative of the State Project Director acting within the limits of his/her authority.

Term	Description
State Project Manager (SP)	The person designated by State to be responsible for day-to-day management of State resources for the Project and monitoring the status of Contractor's performance under the Contract.
Subcontractor (SP)	A person, partnership, or company not in the employment of or owned by Contractor, which is performing Services under this Contract under a separate contract with or on behalf of Contractor.
subject matter expert	Professionals with a specific knowledge and experience able to provide a better understanding of technical, financial, legal, contractual, project or program issues.
Subject Matter Expert Content Review	This level of responsibility has the State possessing the resources with the appropriate skill sets to do CWS/Web Solution content review, as well as those responsibilities associated with the Oversight Only level.
Surrender	In the context of an adoption, this is a term that is used to refer to a voluntary, as opposed to an involuntary, termination of parental rights by a biological parent of a child that is to be adopted, when the parent signs a formal written Relinquishment or a Consent to Adoption document, which usually takes place in the presence of witnesses and/or a Notary Public. See also Relinquishment.
System (SP)	See "CWS/Web System."
System Acceptance Review (SP)	A type of Acceptance Test; usually conducted after a system is in Productive Use.
system availability	The result of the available time divided by the scheduled time reflects the percentage of the scheduled time the system was available for use.
System Change	Work done under Special Provisions Section 3.2 (System Change Authorizations) for the purpose of modifying the CWS/Web Solution, or any component thereof after Initial Release Implementation Acceptance.
System Change Authorization (SP)	An authorization by the State for the Contactor to perform Services during the Production Phase of CWS/Web Solution in accordance with RFP Appendix A, Contract Special Provisions Section 3.2 (System Change Authorizations).
System Integrator Service Level Agreement	The contractual agreement between the Contractor and State regarding definition, reporting, and management of CWS/Web Solution service levels.
system performance	The measurement and analysis of specific system areas (such as user response times, system capacity, availability/uptime, communication line capacities, etc.) as they relate to a system. These measurements and analysis often result in recommendations for "tuning" the system.
System Qualification Test (SP)	A type of Acceptance Test; usually conducted before a system is in Productive Use.

Term	Description
System Testing (SP)	Functional and integration testing performed on the CWS/Web Solution by Contractor so that Contractor can provide Certification of each Release and the CWS/Web Solution's readiness for User Acceptance Tests by State on each Release of the CWS/Web Solution and after Contractor has: completed design and development of the Custom Software; and integrated the Licensed Software, Custom Software, Data and Equipment as the CWS/Web Solution.
task	In project management, the smallest unit of work subject to management accountability. A task must be small enough to allow adequate planning and control.
Technical Reviews	Derived from IEEE STD 1028-1997, a systematic evaluation of a product by a team of qualified personnel that examines the suitability of the product for its intended use and identifies discrepancies from specifications and standards. Technical Reviews may also provide recommendations of alternatives and examination of various alternatives.
Technical Services (SP)	The category of Services that the Contractor may provide during the Production Phase pursuant to RFP Appendix A, Contract Special Provisions Section 14 (Technical Services) that relate to the operations and support of the CWS/Web Solution.
Technical Services Request (SP)	The form by which the State will authorize the Contractor to perform Technical Services referenced in RFP Appendix A, Contract Special Provisions Section 14 (Technical Services).
Technical Writing Function	The Service and Support function that is responsible for providing guidance and assistance in the creation of all CWS/Web Solution service and support documents. For example, this function assists with the creation and maintenance of such items as: • User Reference Guides, • Training materials • Quick reference material • Function procedures • Technical documentation
Temporary Assistance To Needy Families	Also referred to as TANF, changed the eligibility requirements for receiving public assistance and set a five-year adult lifetime limit on receiving cash assistance. TANF is a federal program and is authorized under titles IV-A and XVI of the Social Security Act. In California, TANF is implemented as CalWORKS and provides temporary financial assistance, employment and training programs. See Aid to Families with Dependent Children and Personal Responsibility and Work Opportunity Reconciliation Act

Term	Description
Termination of Parental Rights	This is the process of involuntarily taking away the parental rights of a parent that has abandoned a child, has without just cause failed to support a child, has neglected or abused a child, has stood by and allowed others to neglect or abuse a child, or who because of extended incarceration in prison, will be unavailable to properly parent or nurture the child during its formative years. Once the parental rights of both parents of a child have been severed, the child will become available for adoption by another family. See California W&IC 366.26
Testing Function	Service and Support function responsible for maintaining and managing the mechanisms by which any proposed change to the CWS/Web Solution is tested through the various testing phases (unit to performance) prior to being passed to the Quality Assurance function for final acceptance testing. This includes such activities as, test case scenario creation and maintenance, test data creation and maintenance, validating test results to ensure expected outcomes are achieved, managing supporting test libraries and test environments and testing impact of change on all affected service and support functions.
Third Party Software (SP)	Software which is developed by third parties (not including Subcontractors) and generally distributed for commercial use, and not specifically designed or developed for State, including without limitation operating system software, tools, utilities, and commercial off the shelf software.
Tier 1	The first level of contact for people calling the service desk. Tier 1 technicians open a service desk ticket for each call, resolve simple and/or common problems, and escalate/transfer the ticket for Tier 2 or Tier 3 support, as needed.
Tier 2	Tier 2 is the second level of the service desk. Technicians have the technical experience and support they need to perform in-depth problem determination, root cause analyses and problem resolution. Tickets are escalated/transferred from Tier 1.
Tier 3	Tier 3 service desk is the 3rd level of the service desk. Technicians have the greatest technical experience and support they need to provide final resolution. Tickets are escalated/transferred from Tier 1 or Tier 2.
Title IV-A	Title IV Part A of the Social Security Act (Aid to Families with Dependent Children)
Title IV-B	Title IV Part B of the Social Security Act (Child Welfare Services)
Title IV-D	Title IV Part D of the Social Security Act (Child Support Enforcement)
Title IV-E	Title IV Part E of the Social Security Act (Federal Payments for Foster Care and Adoption Assistance)
Title XIX	Title XIX of the Social Security Act (Grants for States for Medical Assistance)

Term	Description
Total Bid Amount	The Total Bid Amount is the total price of the Bidder's proposed solution including: the Total Contract Amount, OTech costs, and other State costs (e.g., software and hardware costs of the development/test environment after Initial Release Implementation Acceptance). The State will use the Total Bid Amount to score the Bidder's proposed cost during RFP evaluations as described in the RFP, Section IX, Evaluation.
Total Contract Amount	The total price of the Bidder's proposed Contract amount. The Total Contract Amount excludes OTech and certain State costs (e.g., software and hardware costs of the development/test environment after Initial Release Implementation Acceptance) related to the CWS/Web Solution. The Total Contract Amount is the total dollar amount that the State will compensate the winning Bidder for the proposed solution including two one-year optional years earmarked for Service and Support. The spending approval of the dollar amounts for these optional years requires the execution of a contract amendment.
Training (Internal) Function	Service and Support function responsible for maintaining and managing the mechanisms through which CWS/Web Division Office staff acquire the knowledge and skill sets required to support CWS/Web Solution production environment and any planned enhancement.
Transfer Software (SP)	Software that is transferred by Contractor from another agency for use by State and that is provided by Contractor under this Contract in Source Code form.
Transition Out (SP)	The process by which the Contractor transfers responsibility for certain Services and associated assets to the State or its designee, as described in RFP Section VI.6, Service and Support Requirements.
U.S. Intellectual Property Rights (GP)	Intellectual property rights enforceable in the United State of America, including without limitation rights in trade secrets, copyrights, and U.S. patents.
Unanticipated Tasks	Activities performed pursuant to RFP Appendix A, Section 3.1 (Work Authorizations) involving work which was wholly unanticipated and not specified in the Statement of Work, but which in the opinion of both parties is necessary to the successful accomplishment of the general scope of Work.
Urgent	Application problems and change requests designated as "Major" or "Minor" may, at the State's discretion, be considered "Urgent". This additional designation requires a shorter turnaround time for the Contractor to respond to the request.
User Acceptance Test (SP)	A type of Acceptance Test; usually conducted before a system is in Pilot or Productive Use.
User(s) (SP)	Parties who will have authorized use of and access to the CWS/Web Solution.

Term	Description
validation	Validation is the process of evaluating a system or component during or at the end of the development process to determine whether it satisfies specified requirements.
verification	Verification is the process of evaluating a system or component to determine whether the products of a given development phase satisfy the conditions imposed at the start of that phase.
Warranty Services (SP)	The Services to be provided to State by Contractor during the term of the Contract as described in RFP Appendix A, Contract Special Provisions Section 17 (Warranty Services).
Welfare and Institutions Code Sections 16500 et seq.	The sections of the California Welfare and Institutions Code that establish the Child Welfare Services program and organize it into four components (Emergency Response, Family Maintenance, Family Reunification and Permanent Placement). Each component has the goal of safety, permanence and well-being for children through the provision of time-limited, objective-oriented services.
Whole Family Foster Home and Shared Responsibility Plan	A Whole Family Foster Home (WFFH) can be a family home, approved relative caregiver or non-relative extended family member's home, or a certified home of a foster family agency. The purpose of a WFFH is to provide foster care to teen parents and their infants, as well as to assist teen parents in developing the skills necessary to provide a safe, stable and permanent home for their child.
Work Authorizations (SP)	An authorization by the State for the Contractor to perform Services during the Solution Development and Transition Phase of the CWS/Web Solution in accordance with RFP Appendix A, Contract Special Provisions Section 3.1 (Work Authorizations).
work breakdown structure	A hierarchically structured grouping of project elements that organizes and defines the total scope of the project. Each descending level is an increasing detailed definition of a project component.
work package	In project management, a specification of the work that must be accomplished to complete a work task. A work package should have a unique name and identify preconditions for initiating the work, staffing requirements, other needed resources, work products to be generated, estimated duration, risk factors, predecessor and successor work tasks, any special considerations for the work, identify preconditions and the completion criteria for the work package.
Work Product (GP)	Shall have the meaning described in RFP Appendix A, Contract General Provisions, Section 37 (Rights in Work Product).
Work Request Receipt Function	Service and Support function responsible for maintaining and managing the mechanisms that facilitate a centralized reception point for all CWS/Web Solution work requests so they can be logged, tracked and reported through closure.

Term	Description
Workflow & Business Rules Management Function	Service and Support function that provides assistance to CWS/Web Solution stakeholders in the use of this functionality provided by the CWS/Web Solution. Additionally it maintains and manages the mechanisms that identify and support common usage patterns that are made available to all CWS/Web Solution stakeholders.

H. BIDDER'S LIBRARY TABLE OF CONTENTS

Revision History

Revision History			
Date	**Owner**	**iManage Ref #**	**Rev #**
10/30/2009	Christine Ali	3916v1	Initial version
Summary of Changes – Revision 1			
Summary of Changes- Revision 2			
Summary of Changes- Revision 3			

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APPENDIX H – BIDDER'S LIBRARY TABLE OF CONTENTS

H.1 INTRODUCTION

The Child Welfare Services Web Project (CWS/Web) Systems Integrator Request for Proposal (RFP) Bidder's Library provides information on existing CWS/CMS policies, procedures, operations and other information related to this RFP. Because the CWS/CMS is a dynamic system, some documents in the Bidder's Library may not reflect the most up-to-date CWS/CMS environment and technical infrastructure. However, the Bidder's Library contains sufficient types and quantities of data and information to enable Bidders to create Final Proposals that are both responsive and competitive. The State does not warrant the accuracy, currency and breadth of the information contained in the Bidder's Library, but will consider making additions to the Bidder's Library during the procurement process, as needs arise. Additionally, the Bidder's Library documentation will be actively maintained throughout the procurement process. Some documents/links may be modified and new documents/links may be added in the future.

Bidder's Library documentation is available for viewing from the Office of Systems Integration Interwoven Worksite Web at the following link:

https://www.cwscmsnewsystem.ca.gov/worksite/

Bidders will need to obtain a user ID and password from the Procurement Division Official Contact listed in RFP Section I.7, State Procurement Official to access the online Bidder's Library. Bidders will also need the following applications to view the Bidder's Library and documents:

- Internet Explorer 6.0
- Microsoft Office Suite 97, 2000 or XP
- Adobe Acrobat Reader

Bidders who have approved access to the Bidder's Library will be notified by the State Procurement Official when updates have been made to the Bidder's Library.

If you have questions regarding the Bidder's Library or how to obtain access, you may contact the State Procurement Official.

H.2 LIST OF DOCUMENTS

Artifact #	Document Title	Source Doc# / Link
1	Interfaces	#2886
2	Use Cases	#2896
3	Administrative Policy on Encryption on Portable Computing Devices - 20060627	#2537
4	CWS/CMS Release History - 2005 thru 2008	#2530
5	User Interface (UI) MODEL	#3115
6	CWS/CMS Entity Relationship Diagram	#3116
7	Entity Relationship Diagram Index	#3117
8	Foldkeys Entity Relationship Diagram Through R62	#3118
9	DocTool User Guide Version 1	#3192
10	xTools User Guide Version 1	#3193
11	Juvenile Justice Information System (JJIS) External Interface Design Specifications	#3194
12	CWS/CMS Disaster Recovery Plan 2009	#3488
13	CWS/CMS Amendment 21 Re-Hosting Deliverables	#3632
14	OSI Solution Architecture Framework	#3520
15	OSI Solution Architecture Framework Toolkit	#3521
16	CWS/CMS Release Process (WinZip File)	#3523
17	CWS/CMS Dial-up & ASA Architecture v6.0	#3524
18	CWS/CMS Infrastructure Architecture v8.0	#3525
19	CWS/CMS Server Architecture v8.0	#3527
20	CWS/CMS Workstation Architecture v10.0	#3528
21	CWS/CMS County Access to Data (CAD) Architecture v6.0	#3529
22	OSI Acceptable Use Security Policy	#3532
23	CWS/Web Forms List	#1071
24	CWS/Web Report List	#1044
25	Classroom Training Contract	#3541

Artifact #	Document Title	Source Doc# / Link
26	County Specific SCR Process	#3542
27	CDSS Interagency Contract #04-4022 A-2 with CWS/CMS for Project Management and M&O Management	#3543
28	Customer Relations Unit Procedural Guide	#3544
29	CWS/CMS Application Architecture v5.1	#3545
30	CWS/CMS Architecture Documentation Roadmap	#3546
31	CWS/CMS Communication Management Plan	#3547
32	CWS/CMS Project Governance Structure	#3548
33	DTS Change Management Process	#3556
34	Implementation Exit Report	#3557
35	Implementation Exit Report - Acceptance	#3558
36	CDSS-CWS/CMS Strategic Plan June 2002	#3559
37	OSI Document Standards	#3560
38	OSI IT Workstation Refresh and Single Workstation Refresh Policy	#3561
39	Project Office Change Review (POCR) Roles & Responsibilities	#3562
40	xTools (WinZip File)	#3563
41	Scenario Manager (WinZip File)	#3564
42	CWS/CMS Technical Architecture Alternatives Analysis (TAAA) Report Final Version 3.0 (WinZip File)	#9
43	CWS/Web Training and Knowledge Management Strategy	#3424
44	New Users Statistical Data	#3204
45	Current Interface Design Specifications (WinZip File)	#3572
46	Overall Master Configuration Document	#3622
47	CWS/CMS New User Curriculum (WinZip File)	#3627
48	CWS/CMS Report Templates	#3891
49	CWS/CMS NavTool Application Process Flows (WinZip File)	#3647

Artifact #	Document Title	Source Doc# / Link
50	CWS/CMS NavTool Application Process Maps (WinZip File)	#3648
51	CWS/Web As Needed Planning APD Update March 2009 (PAPDU)	#2889
52	CWS/Web Annual PAPDU Final 2008/07/30	#3164
53	CWS/Web Document Management Plan 20090128	#607
54	OSI Project Management Policies and Guidelines (WinZip File)	#3704
55	Data Archive Policy	#3816
56	California Health and Human Services Agency (CHHSA) Enterprise Architecture Standards (WinZip File)	#3908

H.3 LIST OF URL LINKS

Document Title	Source Doc# / Link
Adoption and Foster Care Analysis and Reporting System	http://www.acf.hhs.gov/programs/cb/systems/index.htm#afcars
Adoptions and Safe Families Act (Public Law 105-89)	http://www.acf.hhs.gov/programs/cb/laws_policies/cblaws/public_law/pl105_89/pl105_89.htm
Adoptions Manual (Title 22, Div 2)	http://www.cdss.ca.gov/ord/PG308.htm
All County Information Notices – By Year	http://www.dss.cahwnet.gov/lettersnotices/PG1011.htm
All County Letters – By Year	http://www.dss.cahwnet.gov/lettersnotices/PG931.htm
Administrative Office of the Courts Use Cases	http://www2.courtinfo.ca.gov/justicepartners/data_exchanges.htm
California's eServices Office (internet standards)	http://www.eservices.ca.gov/standards.htm
California Department of Education - Foster Youth Services	www.cde.ca.gov/ls/pf/fy
California Office of the Attorney General - Child Protection Program - Child Abuse Central Index (CACI)	http://www.ag.ca.gov/childabuse/
California Welfare and Institutions Code (W&IC)	http://www.leginfo.ca.gov/cgi-bin/calawquery?codesection=wic&codebody=&hits=20
Child and Family Service Reviews	http://www.acf.hhs.gov/programs/cb/cwmonitoring/index.htm#cfsr
Child Welfare Services Manual (Division 31)	http://www.cdss.ca.gov/ord/PG309.htm
Community Care Licensing Manual Letters	http://www.cdss.ca.gov/ord/PG613.htm
Comprehensive Family Assessment Guidelines	http://www.acf.hhs.gov/programs/cb/pubs/family_assessment/intro.htm
County Welfare Directors Association	www.cwda.org
Court Appointed Special Advocates	http://www.nationalcasa.org/
DGS IT MSA Staff Descriptions	http://www.documents.dgs.ca.gov/pd/masters/itconsult/SecIII.doc
CWS/CMS DocTool	http://158.96.34.207/default.asp
Eligibility and Assistance Standards	http://www.cdss.ca.gov/ord/PG302.htm
Fair Political Practices Commission - Form 700 - Statement of Economic Interests	http://www.fppc.ca.gov/index.html?ID=500

Document Title	Source Doc# / Link
Fair Political Practices Commission - Instructions for Form 700	http://www.fppc.ca.gov/index.html?id=234
Foster Care - Rates, Services, 1996 AFDC Regulations	http://www.cdss.ca.gov/ord/PG242.htm
General Licensing Requirements (Title 22, Div 6)	http://www.cdss.ca.gov/ord/PG295.htm
International Organization for Standardization ISO/IEC 27002 2005	http://www.iso.org/iso/iso_catalogue.htm
Judicial Council of California	http://www.courtinfo.ca.gov/jc/index.htm
List of Translated CDSS Forms and Messages	http://www.dss.cahwnet.gov/cdssweb/entres/pdf/DSSFormsList.pdf
National Child Abuse and Neglect Data System (NCANDS)	http://www.acf.hhs.gov/programs/cb/systems/index.htm#ncands
National Institute of Standards and Technology (NIST) Special Publication (SP) 800 series	http://csrc.nist.gov/publications/PubsSPs.html
National Youth in Transition Database	http://www.acf.hhs.gov/programs/cb/systems/index.htm
Office of Management and Budget (OMB) Circular A 130	http://www.whitehouse.gov/omb/circulars/a130/a130.html
SACWIS Assessment Reviews (Process and Guide)	http://www.acf.hhs.gov/programs/cb/cwmonitoring/index.htm#sacwis
Statewide Information Management Manual (SIMM)	http://www.cio.ca.gov/Government/IT_Policy/SIMM.html
State Administrative Manual (SAM)	http://sam.dgs.ca.gov/default.htm
Statewide Automated Child Welfare Information System (SACWIS)	http://www.acf.hhs.gov/programs/cb/systems/index.htm#sacwis
Systems Integrator RFP Bidder Library URL	https://www.cwscmsnewsystem.ca.gov/worksite/
CWS/CMS Training Facilities	http://www.hwcws.cahwnet.gov/training/applications/sotrs_pub/locations.asp
Office of Systems Integration Strategic Plan	http://www.osi.ca.gov/OSIStrategicPlan.pdf
Office of Technology Services (OTech) Strategic Plan	http://www.dts.ca.gov/about/Strategic_Plan.asp
Office of Technology Services (OTech) Published Rates	http://www.servicecatalog.dts.ca.gov/ or http://www.dts.ca.gov/customers/rates.asp
California Enterprise Architectural Framework(CIO architectural strategy)	http://www.cio.ca.gov/Publications/pubs/Appendix_A.pdf
OCIO Statewide Data Strategy Report	http://cio.ca.gov/Public/Tech_Blog/081209_lmosbrucker.html

Question and Answers for Bid #RFP OSI 0530-208 - Child Welfare Services Web Solution (CWS/Web)

OVERALL BID QUESTIONS

There are no questions associated with this bid. If you would like to submit a question, please click on the "Create New Question" button below.