VI. SYSTEM REQUIREMENTS

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VI.1 INTRODUCTION

This section contains the detailed system requirements pertaining to the proposed Health Care Scheduling System (HCSS) as described in RFP Section IV, Proposed Future Environment. In addition, this section contains mandatory scorable requirements to understand the Bidder's experience and project staff qualifications as well its proposed approaches for HCSS technical, functional, implementation, and support requirements. See RFP Section II, Rules Governing Competition, RFP Section V, Administrative Requirements, and RFP Section VIII, Proposal Format, for other requirements that must be met in order to be considered responsive to this RFP.

The California Department of Corrections and Rehabilitation (CDCR) has determined that it is best able to define its own needs and desired operating objectives. The CDCR will not tailor these needs to fit a solution a Bidder may have available; rather, the Bidder shall submit a proposal to meet the CDCR's needs as defined in this RFP. Bidders are to propose solutions for developing application and program software, deploying hardware, and providing program and technical support as described in this RFP.

Responses to requirements in this section must be stated in terms of the total system. Responses must not include descriptions of features and capabilities not available in the proposed system due to limitations imposed on one system component by another component. Proposed equipment and systems must be compatible for use with each other as well as the systems with which they must interface.

VI.2 SYSTEM REQUIREMENTS

The HCSS Requirements include a mixture of functional, technical, implementation, and service support requirements. System Requirements are organized into the following sections:

a) Functional requirements
b) Implementation requirements
c) Technical requirements

The system requirements can be found in "RFP Appendix B, System Requirements".

This section serves as explanatory text only. **Bidders must state compliance with each requirement by completing RFP Appendix B, System Requirements, and include it in their Proposal. The selected response will become part of the contract with the selected Bidder through inclusion of the Requirements Response Matrix into the Statement of Work.** Bidders must use one of the response codes shown below in RFP Section VI.2.1.4 for each requirement.

The Proposal evaluation team will score the responses to these requirements in accordance with the proposal evaluation methodology identified in RFP Section IX, Proposal Evaluation. Any material deviation from the requirements in RFP Section VI.2 may be cause for rejection of the Proposal as non-responsive.

VI.2.1 Requirements Response Matrices

The Bidder must complete, and include in their Final Proposals, the Requirements Response Matrices included in Appendix B, System Requirements. A description of each column and Bidder responsibilities for the Requirements Response Matrices are detailed in this section.

VI.2.1.1 Requirement Number

Each system requirement has been provided a unique "Requirement Number." When referring to a specific requirement in proposal materials, Bidders should use the appropriate requirement number. Bidders may not alter this column.

VI.2.1.2 Requirement

Each system requirement is fully described in the "Requirement" column. Bidders may not alter this column.

VI.2.1.3 Optional/Mandatory

For each functional requirement, it is indicated whether the CDCR considers this an optional or mandatory requirement.

VI.2.1.4 Response Code

The Requirements Response Matrices must be completed indicating the status of the requirement(s) at the time of submission of the Final Proposal, using a single response code that best describes how the Bidder's solution meets the requirement. Permissible response codes are listed in Tables VI-1 and VI-2 below:

Table VI-1. Permissible Response Codes for System Requirements (Functional)

Response Code	Definition
Y – **Y**es	Requirement will be met.
N – **N**o	The functionality identified in the requirement will not be provided.
T – **T**ransfer System	The requirement will be met through an existing system that Bidder has implemented at another site or CDCR.
G - Confi**G**uration	The requirement will be met through changes to setting of tables, switches, workflow rules and rules without modification to the source code. Include any changes to the existing or 'out of the box' rules or workflow functionality.
C - **C**ustomization	The requirement will be met through changes to the existing reports or programs. This would include custom code developed to perform specific functions or validations outside the standard code. Include the creation of a new report, query or workflow that does not exist within the current application.
M – **M**odification	The requirement will be met through changes to the source code which would require analysis and re-application during updates, upgrades, or when applying software patches.
D - **D**eveloped	The requirement will be met by developing new functionality and software code.
3 (Supplied by Third Party)	Requirement will be met by third-party software package and is included in this proposal. Note: In the Comments column, indicate the name of the proposed third-party software package and indicate the interface/integration services being proposed.
F (Future)	Requirement will be met by packaged software that is currently under development, in beta test, or not yet released. Note: In the Comments column next to this response, indicate the date when requirement will be available for implementation. If possible, also indicate any additional costs.

Table VI-2. Permissible Response Codes for System Requirements (Technical and Implementation)

Response Code	Definition
Y – **Y**es	Requirement will be met.
N – **N**o	The functionality identified in the requirement will not be provided.

VI.2.1.5 Comments

Any system requirement may be explained by the Bidder, at the Bidder's option, and must include a cross reference from the Proposal Reference Section column back to the Proposal section where the requirement is addressed. Bidders are encouraged to take time to explain features and functions of their proposed solutions that provide additional value to the CDCR. However, the vendor should refrain from comments that could be considered conditional.

Bidders shall provide a response code for all System Requirements listed in RFP Appendix B, System Requirements, in the “Response Code” column on the matrices. No other response codes are allowed. Failure to provide a code may be cause for rejection of the proposal.

VI.2.2 Functional Requirements

This section describes the functional requirements that pertain to the HCSS. Bidders should review RFP Section IV Proposed Future Environment as well as RFP Appendix E, Use Cases, for the HCSS concept of the future system. The specific functional requirements for which the Bidder must indicate a response of compliance can be found in RFP Appendix B, System Requirements.

VI.2.3 Implementation Requirements

This section describes the implementation requirements that pertain to the overall HCSS. The requirements in this section are further subdivided into the following implementation service components:

- Project Management
- Procurement
- Knowledge Transfer and Training
- System Design, Development and Customization
- Implementation
- Quality Management
- Product Support and Transition

The specific implementation requirements for which the Bidder must indicate a response of compliance can be found in RFP Appendix B, System Requirements.

VI.2.4 Technical Requirements

This section describes the technical requirements that pertain to the overall HCSS. The requirements in this section are further subdivided into the following components:

- Regulations
- Hardware / Software
- Database
- Housing the Solution
- Network Support
- Workstation Software
- System Administration
- User Interface
- Error and Exception Handling
- Interfaces
- System Security Management
- Availability
- Performance
- Capacity
- Data Retention and Archive
- Audits
- Reporting Requirements

The specific non-functional requirements for which the Bidder must indicate a response of compliance can be found in RFP Appendix B, System Requirements.

VI.3 BIDDER EXPERIENCE AND PROJECT STAFF ORGANIZATION RESPONSE REQUIREMENTS

The Bidder will be responsible for providing all staff persons required to design, develop and implement the HCSS, and must possess the relevant background and experience to undertake this effort. Notwithstanding the physical hosting location of the development environment, CDCR requires that all contractor activities be performed at the following sites for each area:

- Design – CDCR offices in Sacramento, CA
- Development – Within the Continental United States
- Testing – CDCR offices in Sacramento, CA
- Training – CDCR offices in Sacramento, CA and CDCR Institutions

VI.3.1 Bidder Experience

Within the proposal, the Bidder (or Bidder consortium) must provide at least one (1) reference for each project, as described below, that was implemented and accepted by the client prior to submitting the proposal response. The Bidder shall complete the Minimum Qualification Matrix (Form 6.1, Appendix C, Bid Response Forms). For each project reference, the Bidder must complete a Bidder Experience Reference Form (Form 6.2, Appendix C, Bid Response Forms). The references that the Bidder provides should be those that best match the Bidder Experience Requirement areas listed below. For each reference, the Bidder shall identify in Form 6.2 which of the Bidder Experience Requirements (one or more) the reference covers.

- The Bidder must supply one (1) reference that verifies that the Bidder (Prime Contractor or Subcontractor) has designed, developed, tested, and successfully implemented a complete, integrated scheduling solution within the last five (5) years for a paying customer external to the Bidder's organization.
- The Bidder must supply one (1) reference that verifies that the Bidder (Prime Contractor or Subcontractor) has designed, developed, tested, and successfully implemented a similar size health care solution within the last five (5) years for a paying customer external to the Bidder's organization.
- While optional, the Bidder is encouraged to supply one (1) reference that verifies that the Bidder (Prime Contractor) has designed, developed, tested, and successfully implemented a solution of similar size and complexity to the HCSS Project within a correctional environment within the last five (5) years for a paying customer external to the Bidder's organization .
- The Bidder must supply one (1) reference that verifies that the Bidder (Prime Contractor) has designed, developed, tested, and successfully implemented a solution of similar size and complexity to the HCSS Project within the last five (5) years with a contract value over $10 million in one-time total project costs for a paying customer external to the Bidder's organization.

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. Additionally, in a format of its choosing, the Bidder shall provide a listing of additional public sector clients that would assist the CDCR’s understanding of relevant Bidder experience.

VI.3.2 Project Staff and Project Organization

VI.3.2.1 Project Staff

Within the proposal, the Bidder must complete the Staff Experience Reference Form (Form 6.3, Appendix C, Bid Response Forms) for each proposed staff person for this project. At a minimum, the Bidder must identify and complete the form for those individuals who will be performing specific key roles shown below.

Table VI-3. Key Project Positions

Key Positions	Description / Minimum Functions
Project Manager	The Project Manager must lead the Bidder's project team. This individual reports directly to the HCSS Project Manager and HCSS Project Director. The Project Manager must be committed to the project, full-time from the contract origination date through the beginning of the Support and Transition activity of Initial Release. Key responsibilities include but are not limited to: • Provide Project Management Plan • Acting as the primary interface with the CDCR HCSS Project Manager • Providing day-to-day management of the Project including overall performance and Contract compliance • Providing day-to-day management and direction of Contractor resources assigned to the Project • Managing the Project to the current work plans and coordinating the availability of scheduled resources to the Project • Managing all Project resources and ensuring that appropriate resources are available throughout the life of the Contract • Establishing and maintaining regular communications with the CDCR HCSS Project Office • Maintaining reporting, budget/cost reporting, and issue reporting • Practicing change management controls and procedures in coordination with the CDCR • Monitoring and maintaining the development and implementation schedules • Developing and implementing a quality assurance process to ensure all objectives are met, milestones are achieved, and stakeholders are satisfied Key minimum mandatory qualifications include: • PMP or equivalent certification • Experience in both health care project management and scheduling (or logistical) systems • Lead project manager for system integration project with a one time cost of $10 (ten) million dollars or more • A minimum of five (5) years experience as lead project manager for software implementation projects Key desirable qualifications include: • Experience with correctional projects or knowledge of the correctional environment and processes • Experience with scheduling projects

Key Positions	Description / Minimum Functions
Technical Lead	The Bidder's Technical Lead manages all aspects of technical and system architecture development, transfer and modification. Key responsibilities include but are not limited to: • Presenting design/ functionality based on supplied functional and technical requirements, and architectural description • Interfacing primarily with the CDCR architect representative(s) • Designing secure, reliable, scalable, performance-driven solutions for high-throughput, database-driven CDCR software applications • Designing customer-driven software solutions with re-use, security, extensibility, and scalability in mind • Providing accurate estimates for development of features and functionality • Planning and prioritizing software functionality within the realm of business and customer requirements • Presenting design and functionality based on supplied functional and technical specification or requirements • Creating web services and methods • Designing database structures and high-level algorithms • Maintaining necessary documentation to ensure the consistency of applications and components with respect to the organization's architectural direction • Ensuring code meets development standards, functional specifications, and is easily maintainable • Managing integration test and verifying functionality when developers deliver code • Leading the set up and utilization of tools that support the development and deployment processes Key minimum mandatory qualifications include: • Ten (10) years of experience with multi-tiered, distributed system architecture solutions • Must have been responsible for architecture and design of at least one high transaction (200,000+ per month) system. • A minimum of three (3) years experience in the development and/or implementation of scheduling systems.

Key Positions	Description / Minimum Functions
Functional Lead	The Functional Lead must manage the analysis, design and testing activities of the project. The Functional Lead is responsible for achieving the incremental objectives, or milestones, and delivering the project's work products and deliverables associated with the functional tasks. The Functional Lead must manage software testing and evaluation tasks, including the review of work products for correctness, and adherence to the design concept and user standards as indicated in the RFP. This person will be responsible for achieving application certification prior to commencing Pilot activities. Key minimum mandatory qualifications include: • A minimum of five (5) years experience in a health care environment • A minimum of five (5) years experience responsible for managing teams of business analysts, systems analysts, developers, test staff and quality assurance staff • Three (3) years experience leading large multi-disciplinary business requirements efforts involving a diverse group of stakeholders
Transition/Deployment Lead	The Bidder's Transition/Deployment Lead must manage all aspects of project implementation as identified in this RFP. The Transition / Deployment Lead must manage the process of assisting CDCR staff with the business process and cultural changes that will result from the implementation of the HCSS. This person must work with CDCR staff to address both organizational and individual change management issues. Key responsibilities include but are not limited to: • Overseeing the deployment to all institutions and the CDCR headquarters. • Managing sub-contractors, interact with the Quality and Testing teams, and manage the hardware and software build and configuration management processes • Tracking project plans and lead the deployment team to meet delivery dates • Providing accurate estimates for development of features and functionality Key minimum mandatory qualifications include: • A minimum of three (3) years experience in a health care environment • Must have prior experience in deploying at least two enterprise technology solutions within a health care or correctional environment.

Key Positions	Description / Minimum Functions
Training Lead	The Bidder's Training Lead shall effectively lead the training team. The Training Lead must understand the discipline of training and effectively implement, manage and maintain an effective training process while fulfilling the traditional roles of a manager. Key responsibilities include but are not limited to: • Develop training agenda and training reference materials • Overseeing the training team • Coordinating training of CDCR staff with implementation of the HCSS • Conducting required training and tasks and develop training deliverables • Developing the end-user training strategy and plans • Identifying and manages the resolution of and training issues Key minimum mandatory qualifications include: • A minimum of three (3) years experience in system training
Change Management Lead	The Bidder's Change Management Lead shall effectively lead the change management team and master the proposed methods for readiness assessment and implementation. The Change Management Lead must manage the process of assisting CDCR staff with the business process and cultural changes that will result from the implementation of the HCSS. This person must work with CDCR staff to address both organizational and individual change management issues. Key responsibilities include but are not limited to: • Overseeing the change management team • Conducting a readiness assessment for each institution • Managing the change management process • Participating in the visioning and process design activities • Leading the planning, strategy and development of communications to key stakeholders external to the project • Identifies and manages the resolution of change management issues • Providing the change leadership approach and strategy including workforce transition • Assisting with the development of stakeholder communication for functional teams • Assessing impact of to-be process designs on as-is organization and provides transition plans Key minimum mandatory qualifications include: • A minimum of three (3) years experience in business process change management

Within Form 6.3, the Bidder should describe its proposed staff and should highlight relevant areas of experience for each person/role. Regardless of the position, the CDCR believes that prior successful system design and implementation experience in the health care and/or correctional environment is important for the project team. In the form, the Bidder must provide at least two (2) customer references for each staff member proposed for a key position.

VI.3.2.2 Project Organization

Within the proposal, the Bidder shall provide a project organizational chart, with proposed Bidder and subcontractor staff that will be assigned to this project. In addition, the Bidder shall provide a high-level narrative description of the project team organization, teams and roles, and the integration with the CDCR project team. In this narrative, the Bidder shall also clearly document its resource plan, denoting the percentage of time that each of the Bidder's proposed staff (whether key role or not) will be on-site and dedicated to the HCSS Project.

VI.3.3 Project Team Changes

The CDCR recognizes that an unusual circumstance may result in the change of a proposed staff person identified in the Contractor's proposal. Before the start of the project, a Contractor may substitute staff personnel at the time of contract implementation who are different from those offered at the time of bid submission ONLY if such substitution personnel have equivalent or better skills and experience. Such skills must be identified on a Staff Experience Reference Form and the staff's resume must be submitted to the CDCR for consideration and approval prior to the start date for such personnel. If the Contractor must substitute Key Position Staff, the Contractor must submit to the CDCR, in writing, the reason for the change and provide a completed Staff Experience Reference Form and resume for the substitute personnel. The CDCR will either approve or reject the substitution. If the Contractor is unable to provide a suitable substitution within ten (10) business days, the CDCR reserves the right to consider the contractor in default and terminate the contract in whole or in part for cause.

VI.4 BUSINESS SOLUTION RESPONSE REQUIREMENTS

In this section, the Bidder must provide a detailed description of the future operating environment and infrastructure, and describe the Bidder's approach to functional, technical, implementation, and service support components of the proposed HCSS solution. The detailed descriptions of the Bidder's approach in this section are scorable elements of the RFP – see Section IX, Proposal Evaluation, for further information about evaluation and scoring of the Bidder's proposal.

VI.4.1 Functional Solution

This section defines Bidder requirements regarding the functional solution of the proposed system. The Bidder should ensure that their proposed solution to each functional component is consistent with the related HCSS business requirements. The CDCR is interested in Bidders providing information about how their specific software components and customization will be used to meet the CDCR' needs as expressed in Appendix B, System Requirements, Appendix E, Use Cases and Appendix F, Interface Requirements. The Bidder shall also refer to Section IV, Proposed Future Environment for the CDCR' vision of the HCSS functionality.

For a discussion of the response format for the Functional Solution Response, refer to RFP Section VIII, Proposal Format.

VI.4.1.1 Intake and Screening

The Bidder must provide their proposed solution for the Intake and Screening functionality. This information must include at least the following:

a) How the Bidder meets or exceeds the Intake and Screening requirements
b) How the system will import offender information from SOMS and/or CDR and assure that all offenders receive initial screenings.
c) How the system will track the status of screenings and track mandated timelines to assure that all screenings have been given to offenders within the mandated timelines.

The Bidder should refer to Section IV, Proposed Future Environment, Appendix B, System Requirements, and Appendix E, Use Cases, for the expectations and requirements for intake and investigation functionality.

VI.4.1.2 Request for Care

The Bidder must provide their proposed solution for Request for Care functionality. This information must include at least the following:

a) How the Bidder meets or exceeds the Request for Care requirements.
b) How the system will allow entering requests for care and route them to the appropriate person for review, triage and scheduling.
c) How the system will generate request queues and assist the scheduler in sorting and prioritizing requests for care.
d) New requests for appointments are constantly being generated by care providers and by the offender. Describe the approach for how the proposed solution will assist in managing these requests, route the requests to the most appropriate scheduler, tracking deadlines, and the actual scheduling of the appointment.

The Bidder should refer to Section IV, Proposed Future Environment, Appendix B, System Requirements, and Appendix E, Use Cases, for the expectations and requirements for case management functionality.

VI.4.1.3 Appointment Scheduling

The Bidder must provide their proposed solution for Appointment Scheduling functionality. This information must include at least the following:

a) How the Bidder meets or exceeds the Appointment Scheduling requirements.

b) At a conceptual level, describe how the proposed solution will assist the CDCR in scheduling health care appointments at an institutional and an enterprise wide level.

c) The CDCR has requirements for mandatory and routine check-ups and associated deadlines, e.g., annual check ups. In addition, many of the offenders request to see a healthcare professional have regulatory constraints and deadlines. It is important for the health care staff to have visibility of upcoming deadlines to plan the future workload. Provide a description of how the proposed solution offers the capability to visualize future (e.g. 10 day out) demand based on mandatory deadlines and known capacity of the clinics at a particular institution.

d) The HCSS shall be able to provide a single view of all offenders' appointments (or scheduled events) even though some are scheduled and initiated in SOMS and other external systems. These appointments are typically viewed as constraints and HCSS will schedule the offender healthcare appointments around these constraints. Describe how the proposed solution would address the integration of custody and health care schedules to provide a single offender calendar that shows all scheduled events for an offender.

e) In some scenarios, the responsibility for scheduling may fall on a dedicated person or a case manager (by housing unit, by type of prisoners, etc.). Describe how the solution will manage these relationships.

f) As mandatory deadlines for seeing a healthcare provider are nearing, describe how the proposed solution will display and notify staff that the institution may have compliance issues and/or may have a need to drive up capacity.

g) Approach to scheduling and managing appointments that require pre-requisite treatments (lab report, x-rays, MRI scans, etc.). Describe how the proposed solution will treat dependencies and assure that linkages are not broken.

VI.4.1.4 Resource Planning

The Bidder must provide their proposed solution for Resource Planning functionality. This information must include at least the following:

a) How the Bidder meets or exceeds the Resource Planning requirements.

b) Describe your approach to long term resource planning and how the proposed solution will support what-if scenarios to project future tentative schedules, project overtime, and staffing resources.

c) Describe the proposed approach for daily, weekly, and monthly steps in preparing for the actual scheduling. Specifically, how does the proposed solution suggest tentative schedules in advance of actually scheduling the appointment? Describe the scheduling algorithms – if any – the proposed solution is using.

The Bidder should refer to Section IV, Proposed Future Environment, Appendix B, System Requirements, and Appendix E, Use Cases, for the expectations and requirements for adoption functionality.

VI.4.1.5 Encounter Tracking

The Bidder must provide their proposed solution for encounter tracking functionality. This information must include at least the following:

a) How the Bidder meets or exceeds the Encounter Tracking requirements.
b) Description of the capability of the system to track encounters.
c) Description of how the proposed solution would assist in tracking elapsed time between requests and actual encounters.

The Bidder should refer to Section IV, Proposed Future Environment, Appendix B, System Requirements, and Appendix E, Use Cases, for the expectations and requirements for eligibility functionality.

VI.4.2 Technical Solution

This section defines Bidder requirements regarding the technical solution of the proposed system. The Bidder should ensure that their proposed solution to each technical component is consistent with the related HCSS technical requirements. The Bidder shall also refer to Section IV, Proposed Future Environment for the CDCR' vision of the HCSS.

VI.4.2.1 Architectural Solution

The Bidder must provide their proposed architectural solution for HCSS. High-level diagrams showing major system components, their interrelationships, and supporting diagrams and materials, should be included to provide the CDCR a visual, as well as narrative, representation of the future operating environment. The following information must be provided:

a) The proposed hardware and operating system platform that will be included in the HCSS solution. The Bidder shall identify the respective hardware and OS components required during the project and post-implementation.
b) The proposed software components that are included in the HCSS to satisfy system requirements, including software development tools, language, and technology, software version(s), relational Database Management System (DBMS), COTS software product(s) (as applicable), middleware, other software modules, standard and ad hoc reporting software, and planned number of installations.
c) Preferably the solution should contain no plug-ins. Bidder should specify any plugs-ins that may be required for their solution.
d) The proposed network infrastructure that will be utilized in the HCSS solution. The Bidder shall identify the respective network components required during development, implementation, and follow-on maintenance and operations of the project.
e) The proposed application architecture that will be utilized in the HCSS including a component model and distribution of the application across an n-tier architecture.
f) The approach for changing business rules (e.g., adding new encounter types and codes, change routing of requests, changes to regulatory deadlines, etc.).

The Bidder should refer to Appendix B, System Requirements, for specific requirements of the architectural solution.

VI.4.2.2 Information Management

The Bidder must provide their proposed information management strategy for HCSS. The Bidder's proposal must provide enough detail so the CDCR can evaluate the Bidder's knowledge of, and intended approach to, information management. This information must include at least the following:

a) Types and Standards for Database Management Systems
b) Tools and Techniques to support System Archiving requirements
c) Tools and approach to support Business Intelligence and Reporting requirements

The Bidder should refer to Appendix B, System Requirements, for specific information management requirements.

VI.4.2.3 System Security

The Bidder must provide their proposed security strategy for HCSS. The Bidder's proposal must provide enough detail so the CDCR can evaluate the Bidder's knowledge of, and intended approach to, security. This information must include at least the following:

a) Identification and description of the proposed security architecture including each proposed level of security (e.g., application, database, network, server, etc.)
b) Proposed approach for managing security levels (e.g., defining and maintaining security levels, CDCR and Program Participant role, etc.)
c) Proposed security procedures and associated documentation for the CDCR

The Bidder should refer to Appendix B, System Requirements, for specific security requirements.

VI.4.2.4 Interface Approach

It is anticipated that CDCR will need to interface extensively with external systems. CDCR is expected to participate in the state-level Service Oriented Architecture efforts. The Bidder shall describe the approach and methodology from discovery to deployment of the system interfaces such as the interface(s) with the Strategic Offender Management System (SOMS), the CDCR Business Information System (BIS) and the CDCR Clinical Data Repository (CDR). Discussion points for this topic must include:

a) Description of the general approach and technology for system integration including any use of Oracle HTB as well as Bidder capability to interface with the BIS SAP HR module
b) Approach to building interfaces with other systems, and where this approach has been used.
c) How the Bidder will work with other entities that are in control of the other systems, and where this has been done.
d) How the Bidder will deal with laws and policies that impact the ability to interface with other systems, and where this has been done.
e) Approach to the design for each system interface as identified in Appendix B, System Requirements, and Appendix F, Interface Requirements

The Bidder should refer to Appendix B, System Requirements, and Appendix F, Interface Requirements, for specific interface requirements.

VI.4.2.5 Reporting Approach

CDCR has 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.

a) Describe how the proposed solution will provide the required reports by type of encounter, encounter disposition, location, patient classification, care provider etc. as described in the reporting requirements.
b) Describe the methodologies and tools that the proposed solution will use to develop the court mandated reports.
c) Describe the approach and tools to be provided to generate historical snapshots to allow monitoring ongoing performance improvements and report trends over time.

The Bidder should refer to Section IV, Proposed Future Environment and Appendix B, System Requirements, for specific reporting requirements.

VI.4.3 Implementation Approach

This section defines Bidder requirements regarding the implementation approach of the proposed system. The weights for implementation approach components below are defined in RFP Section IX, Proposal Evaluation. The Bidder should ensure that their proposed approach to each implementation component is consistent with the related HCSS requirements.

VI.4.3.1 Project Management

The Bidder must provide their proposed project management plan for HCSS. The Bidder's proposal must provide information that can be used by the CDCR to evaluate the Bidder's knowledge of, and intended approach to, project management. This information must include at least the following:

a) Description of the project management methodology to be employed in the HCSS Project
b) High-level project schedule, including overall timeline, high-level tasks, durations, key deliverables, key milestones
c) Approach to communications and the methodology to be employed in the HCSS Project
d) Approach to issue resolution and the methodology to be employed in the HCSS Project
e) Approach to quality management and the methodology to be employed in the HCSS Project
f) Approach to configuration management and the methodology to be employed in the HCSS Project
g) Approach to project change control and the methodology to be employed in the HCSS Project
h) Approach to cost and risk management and the methodology to be employed in the HCSS Project

The Bidder should refer to Appendix B, System Requirements, for specific project management requirements.

VI.4.3.2 Implementation, Knowledge Transfer and Training

The Bidder must provide their proposed knowledge transfer and training approach for HCSS. The Bidder's proposal must provide information that can be used by the CDCR to evaluate the Bidder's knowledge of, and intended approach to, knowledge transfer and training. CDCR would like to know how the Bidder proposes to identify the type of training that would be the most effective, and to implement the training necessary for all CDCR staff. Discussion points for this topic must include:

a) The procedures the Bidder will use for training, stating the critical steps employed in evaluating a training program, and where these procedures have been used.
b) How the Bidder will use their experience specific to training to co-ordinate training of CDCR staff with implementation of the health care scheduling solution.
c) The rationale the Bidder will use for the selection of training processes and example(s) of a project or projects on which the Bidder has used this rationale.
d) What "innovative techniques" or other concepts the Bidder will use for HCSS, and projects in which those techniques or concepts have been implemented.
e) Approach to pilot of solution
f) Approach to deployment across the 33 CDCR Institutions and proposed 7 additional health care facilities plus headquarters

The Bidder should refer to Appendix B, System Requirements, for specific knowledge transfer and training requirements.

VI.4.3.3 Requirements Development, System Design, Development Customization and Testing

The Bidder must provide their proposed system design, development and testing approach for HCSS. The Bidder's proposal must provide information that can be used by the CDCR to evaluate the Bidder's knowledge of, and intended approach to, system design, development and testing. This information must include at least the following:

a) A narrative describing the design and development approach and methodology and estimated timeframe.
b) An overview of the standard software process architecture that describes, at a minimum, the sequence, interfaces, interdependencies, and other relationships between the software process elements of the Bidder's standard software process
c) The software lifecycle approach that the Bidder will apply to the HCSS Project (appropriate to the scope, magnitude, and complexity of the solution) that includes, at a minimum, the concept stage, requirements stage, design stage, development stage, test stage, and installation stage
d) Description of the testing approach that includes unit testing, systems and integration testing, and acceptance testing (functional, performance and reliability testing)
e) Provide a detailed description of the methods, tools, and metrics to conduct functional, performance, and reliability testing for the HCSS

The Bidder should refer to Appendix B, System Requirements, for specific system design, development and testing requirements.

VI.4.3.4 Quality Management

The Bidder must provide their proposed quality management approach for HCSS. The Bidder's proposal must provide information that can be used by the CDCR to evaluate the Bidder's knowledge of, and intended approach to, quality management. This information must include at least the following:

a) Description of the quality management approach and methodology used for the HCSS Project.
b) Proposed metrics for reporting on quality.

The Bidder should refer to Appendix B, System Requirements, for specific quality management requirements.

VI.4.3.5 Production Support and Transition

The Bidder must provide their proposed production support and transition approach for HCSS. The Bidder's proposal must provide information that can be used by the CDCR to evaluate the Bidder's knowledge of, and intended approach to, production support and transition.

a) Description of the production support and transition approach and methodology used for the HCSS Project.

The Bidder should refer to Appendix B, System Requirements, for specific production support and transition requirements.

VI.4.4 Service Support Approach

This section defines Bidder requirements regarding the service support approach of the proposed system after acceptance of the HCSS by CDCR. The weighting for the service support approach component below is defined in RFP Section IX, Proposal Evaluation. The Bidder's approach to each service support component must be consistent with the related HCSS requirements.

VI.4.4.1 Maintenance and Operations (M&O)

The Bidder shall include in the proposal the effort and cost for M&O services for the first year of full system maintenance and operations. For year two and beyond, CDCR will assume all production support and operations for the HCSS. For year two and beyond, the Bidder is expected to provide application upgrades and maintenance for the licensed term of the contract, including rates associated with enhancements to the application requested by the CDCR.

VI.4.4.1.1 Year 1 M&O Support

Application maintenance and software upgrades (core and third party software components) shall be included as part of the fixed price contract between CDCR and Contractor. Application enhancements shall be structured in terms of a fixed rate for optional consulting support that CDCR can use to support application change requests and unanticipated application enhancements that result from legislative and/or program changes.

For Operations Support for the HCSS in year 1, the Bidder shall provide rates for staff support to augment CDCR's capacity to provide ongoing operations for the HCSS. The number of staff and the duration of the required support are unknown at this time. CDCR has defined the roles that may be required in Section VII, Pricing Proposal. The role of the staff in the HCSS operations may include the following:

a) Performance and availability monitoring of the servers and applications
b) System and user administration
c) Software release management (including testing)
d) Database management
e) Lead and manage disaster recovery testing at alternate site
f) Interface management
g) Incident and problem management
h) Training

CDCR may, at its own discretion, extend the M&O contract beyond the initial one year period.

VI.4.4.1.2 Year 2 and beyond Maintenance Support

Application maintenance and software upgrades (core and third party software components) shall be included as part of the fixed price contract between CDCR and Contractor. Application enhancements should be structured in terms of a fixed rate for optional consulting support that CDCR can use to support application change requests and unanticipated application modifications that result from legislative and/or program changes.

VI.4.4.2 Enhancements

Application enhancements shall be structured in terms of a fixed rate for optional consulting support that CDCR can use to support application change requests and unanticipated application modifications that result from legislative and/or program changes. Within the proposal, the Bidder must provide their proposed approach for enhancement for the HCSS. The Bidder's proposal must provide information that can be used by the CDCR to evaluate the Bidder's knowledge of, and intended approach to, application enhancement activities. This information must include at least the following:

a) Description of the management approach to application enhancements, such as assessment of change impact, estimation of required effort to implement the change, and change approval requirements.
b) Description of the technical approach to enhancements, such as configuration management, documentation requirements, integration testing, regression testing, acceptance testing, and deployment.
c) The Bidder shall describe their approach to process future enhancement requests, including methodology for pricing (e.g. function point analysis) and future available resources to fulfill enhancement requests.

VI.4.4.3 Help Desk Support

CDCR has an internal help desk, staff and tools for Tier 1 and 2 support. The Bidder is responsible for providing Tier 3 integrated help desk services to CDCR Tier 1 and 2 help desk and developing procedures for interoperation with the CDCR help desk and technical support staff.

The Bidder's proposal must provide information that can be used by the CDCR to evaluate the Bidder's knowledge of and intended approach to, help desk support. This information must include at least the following:

a) A description of Bidder and CDCR help desk roles and responsibilities, including, but not limited to, initial call intake, 1st level support, 2nd level support, business-oriented problems, application-oriented problems, and infrastructure-related problems.

b) A description of Bidder provided Tier 3 help desk services and operations, including, but not limited to, problem initiation, problem escalation, and problem resolution procedures.

c) An estimation of the number of Bidder and CDCR staff necessary to support help desk operations.

d) A description of how Tier 3 help desk effectiveness will be measured.

e) A description of how Tier 3 help desk support will be provided on a 24/7 basis.

The Bidder should refer to Appendix B, System Requirements, for specific help desk requirements.