HCSS Level of Effort

Description of Deliverable	Bidder Total Level of Effort (hours)	CDCR Total Level of Effort (hours)
Project Management		
Project Management Plan		
Communications Management Plan		
Project Charter		
Change Management Plan		
Weekly Written Progress Reports		
Monthly Status Reports		
Contract Close-out Action List and Deliverables		
Total Project Management Deliverables	0	0
Environment Installation and Configuration		
Specifications for all necessary hardware, software and tools		
Technical Infrastructure Description (including hardware and system software and tools) for each of the five environments		
Environment Configuration Manual		
Source code and object (executable) code		
Total Environment Installation and Configuration Deliverables	0	0
Business Process Change Management		
Business Process Management Plan		
Business Process Management Activities and Outcomes		
Total Business Process Change Management Deliverables	0	0
Knowledge Transfer and Training		
Knowledge Transfer and Training Plan		
Training Documentation		
Training Course Outline		
Training Packages		
Training Manuals		
Updated Training Documentation		
Knowledge Transfer and Training Activities		
Total Knowledge Transfer and Training Deliverables	0	0
System Design, Development and Customization		
Systems Engineering Management Plan		
Design and Development Plan (Software Development Plan)		
Business Continuity Plan		
Test Plan		
Testing Tools, Test Configurations, and Related Documentation		
Test Scripts, Test Results and Quality Reports		
Problem Resolution Management Plan		
Problem Resolution Tracking System		
Total System Design, Development and Customization Deliverables	0	0
Implementation		
Implementation Plan		
Performance and Capacity Plan		
Operational Recovery Plan		
Interface Management Plan / Design Description		
Interfaces Outcomes		
Software Configuration Management Plan and System		
Requirements Management Plan		

Requirements Traceability Matrix		
On-site Implementation Support Plan		
Pre-Implementation Readiness Assessment		
Production Release Plans		
Pilot Plan		
Lessons Learned Document		
HCSS Deployment at Headquarters		
HCSS Deployment at CDCR Pilot Institution(s)		
HCSS Deployment at CDCR Institution(s) Stage 1		
HCSS Deployment at CDCR Institution(s) Stage 2		
HCSS Deployment at CDCR Institution(s) Stage 3		
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HCSS Deployment at CDCR Institution(s) Stage n		
Total Implementation Deliverables	0	0
Security		
System Security Plan		
Total System Security Deliverables	0	0
Quality Management		
Quality Management Plan		
Total Quality Management Deliverables	0	0
Production Support and Transition		
Production Support and Transition Plan		
Maintenance Activity Report		
System Operation Manual		
System Documentation		
Disaster Recovery Plan		
System Administration Procedures		
Help Desk Plan (Business and technical)		
Help Desk Scripts and Decision Trees		
System Acceptance Document		
Maintenance and Operations (M&O) Plan		
Total Production Support and Transition Deliverables	0	0
Interfaces		
SOMS Interface		
BIS Interface		
CDR Interface		
Interface Deliverables	0	0
Total	**0.00**	**0.00**

NOTES:
1. The Bidder shall identify all proposed deliverables being provided, which must be consistent with the list provided in Form VII-4, Bidder Development, Design and Implementation Costs.
2. All tasks associated with the services proposed for the HCSS shall be included in the total level of effort for that service.

Note: Bidders may insert additional rows as required. It is the responsibility of the Bidder to ensure spreadsheet links and calculations are correct.