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**Appendix D: CAD Services Requirements Response Form**

**RFP** #**354-PD25-34**

**Project Title: Computer Aided Dispatch (CAD) System Replacement**

# INTRODUCTION / DOCUMENT PURPOSE

Cary’s minimum expectations for services to be provided by Bidder are listed in this attachment as ‘Services Requirements’. Cary intends to use this language provided in the future Statement of Work that will be included in the final contract with the selected Bidder.

For each section of this Attachment, the Bidder shall include the following in its proposal:

1. Acceptance of the provided service requirement language, or any proposed changes to the specified text.

Cary prefers conformance with the provided text. Cary is willing to consider revisions to the text provided should it better serve the needs of the project or be more appropriate for the Bidder’s proposed solution.

1. Additional proposal narrative elaborating the Bidder’s approach to the subject area with particular applicability to Cary (optional).

Cary shall use such narrative only for the purpose of assisting in the review of the subject proposal. Such additional proposal narrative shall not be included in the Statement of Work included in the final contract, unless mutually agreed between the Bidder and Cary during the contracting period.

Bidder shall insert additional lines as required when responding to specific instructions in this Attachment.

Note: The description of the required services is **not intended to constrain or infringe upon the Bidder’s own Project Management Methodology, Implementation Methodology or Software Development Lifecycle (SDLC)**.

This Attachment is intended to serve as minimum expected Bidder activities and deliverables that will be employed during the CAD Implementation to ensure the successful delivery of the CAD replacement.

Bidders are expected to integrate these activities and deliverables in their proposed approaches. Bidders proposing agile or iterative approaches may describe incremental approaches to preparing and submitting the described deliverables for review by Cary, however Cary would formally accept such deliverables upon review and approval of the final iteration of said deliverable.

# CAD SERVICE REQUIREMENTS

## Requirement SR-01: General

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| --- | --- |
| Bidder Response (select one) | |
|  | (1) Bidder accepts the *Service Requirement Description* for this section as provided.  (2) Bidder requests alternate language for this SOW section (see below). |
| Bidder’s alternate SOW language (provide if option 2 selected above): | |
| Additional Proposal Narrative: | |

***Requirement Description:***

Bidder shall prepare and submit a Deliverable Expectation Document (DED) for each document-based deliverable specified in this SOW, and/or as identified in the Bidder’s proposal.

***Deliverable: Deliverable Expectations Documents (DEDs)***

Each DED shall include the deliverable purpose, approach, and a proposed table of contents.

Bidder shall provide the DED to Cary for approval prior to providing the subject deliverable.

If any deliverable is to be delivered more than once (i.e. evolving in multiple iterations), the DED shall be updated and provided to Cary for approval prior to completing the next iteration.

## Requirement SR-02: Project Management

|  |  |
| --- | --- |
| Bidder Response (select one) | |
|  | (1) Bidder accepts the *Service Requirement Description* for this section as provided.  (2) Bidder requests alternate language for this SOW section (see below). |
| Bidder’s alternate SOW language (provide if option 2 selected above): | |
| Additional Proposal Narrative: | |

***Requirement Description***

Bidder shall plan the activities to be carried out in the project, the assignment of resources to those activities, the dependencies among those activities, and their timing. Bidder shall establish a project control and reporting system to provide routine and realistic assessments of the project progress through the completion of the project against approved milestones and detailed plans.

Working with the Cary Project Manager, Bidder shall define roles, responsibilities, record-keeping systems, lines of communication, and procedures for managing the project, assuring quality, managing technical configuration, and controlling project changes.

Bidder shall provide on-going project management including regular (weekly) project plan updates, weekly status reports and weekly status meetings. Bidder shall prepare a baseline risk management plan and update the plan regularly (monthly) over the course of the project.

Bidder shall provide the following deliverables:

**Deliverable: *Project Management Plan***

The Deliverable shall include (at a minimum) the following sections and sub-plans:

*1.0*  *Project Management*

*1.1* *Project Organization/Project Charter*

*1.2 Change Management Plan/Integration Management*

*1.3 Roles and Responsibilities*

*1.4 Stakeholder Identification and Engagement*

*1.5 Project Deliverables, Receivables & Scope Management*

*1.6 Supplier/Subcontractor Management*

*1.7 Project Communication (Ongoing/Regular and Event-Based)*

*1.8 Security and Proprietary/Protected Data Considerations*

*1.9 Risks and Issues Management*

*1.10 Knowledge Management*

*1.11 Vendor Resource / Capacity Management & Work Breakdown Structure*

*1.12 Communications Management Plan*

*2.0*  *Solution Approach*

*2.1 Implementation Methodology*

*2.3 Solutions Development Approach*

*2.4 Customization & Configuration*

*2.5 Data Migration*

*2.6 Integration Strategies*

*2.7 Training and Knowledge Transfer*

*2.8*  *Testing & Quality Assurance*

*2.9 Disaster Recovery*

*2.3.1 Agile or other Software Development Lifecycle (SDLC) Methodology to be Utilized*

*3.0*  *Project Tracking and Oversight*

*3.1 Weekly Status Meetings and Communications*

*3.2 Schedule Reports and Updates*

*3.3 Project Reports*

*3.4 Action Item Tracking*

*3.5 Risks, Issues, Dependencies and Assumptions (RIDA) Management / Tracking*

*3.6 Change Management*

**Deliverable: *Weekly Project Status Reports***

Bidder shall prepare and submit Project Status Reports to Cary on a weekly basis.

The Deliverable shall include (at a minimum):

1. Tasks Status (Tasks planned for current period: Tasks completed; Tasks not completed; Tasks planned for next period)
2. Deliverables Summary by Stage/Phase (Due Date, Estimated Delivery Date, Actual Delivery Date, Comments)
3. Project Control KPI Status: Scope, Schedule, Budget, Resources, Quality
4. Upcoming Cary resource needs / requests
5. Issues/Impediments
6. Risks
7. Change Control Summary (Including Scope or Priorities)
8. Actions Summary (Open, In Progress, Late, Closed, etc.)

***Deliverable: Project Schedule (Baseline)***

Bidder shall provide a MS-Project based Schedule / Gantt chart for the CAD Implementation.

The Deliverable shall include (at a minimum):

1. Work Breakdown Structure (WBS)
2. All major tasks, action items, and deliverables to be performed
3. Durations for each task
4. Task interdependencies
5. Principal schedule milestones (Documentation deliverables, software, hardware, and solution-based deliverables)
6. Resource Allocation
7. Critical Path
8. Overall time of completion
9. Change Control Process

***Deliverable: Project Schedule (Monthly Updates)***

Bidder shall provide updates to the CAD Project Schedule monthly. The Deliverable shall include (at a minimum):

1. Percent complete updates for all major tasks and deliverables included within the baseline plan to include variances
2. Inclusion of any new tasks, if necessary / appropriate
3. Inclusion of or adherence to any schedule change/approval processes defined by the Town.
4. Recommendations for any changes to the baseline schedule (Critical Path), with appropriate rationale / justification
   1. Adherence to key project management processes and results
   2. change control items and approvals
   3. schedule variances and adherence to new dates
   4. risks and issues management acceptance/resolution/closures
   5. quality controlled deliverables or tasks/statuses/results
   6. contractual deliverable statuses/target dates vs. actual dates

## Requirement SR-03: Solution Requirements

|  |  |
| --- | --- |
| Bidder Response (select one) | |
|  | (1) Bidder accepts the *Service Requirement Description* for this section as provided.  (2) Bidder requests alternate language for this SOW section (see below). |
| Bidder’s alternate SOW language (provide if option 2 selected above): | |
| Additional Proposal Narrative: | |

***Requirement Description***

Bidder shall review the requirements included in this RFP.

Bidder will work with Cary to validate and elaborate the requirements to be satisfied by the CAD, noting and adding any revisions/enhancements or exceptions; inputs to this review shall include the requirements included in this RFP and capabilities of the out-of-box CAD product.

Bidder will ensure that all confirmed functional and technical requirements are provided by the CAD and document how such requirements are realized in a Requirements Traceability Matrix (RTM). Bidder shall update the RTM as the project proceeds.

Bidder shall review Cary business processes. Bidder shall conduct workshops with Cary SMEs to determine the optimal use of the CAD to achieve Cary business processes. Bidder shall use functional prototypes to demonstrate CAD functionality to Cary SMEs where appropriate. Bidder shall work with Cary to identify business process changes and/or changes to system functionality to address gaps between Cary's business processes and the CAD. Bidder shall document business process flows in the context of the CAD.

The bidder shall review Cary's reporting requirements, identify CAD reporting capabilities, both fixed and ad hoc, and map reporting requirements to CAD capabilities.

Bidder shall provide the following deliverables:

***Deliverable: CAD Elaborated Requirements***

The Deliverable shall present the validated and elaborated inventory of requirements for the CAD project with supporting business processes (e.g., use cases). The deliverable will form the basis for the Requirements Traceability Matrix and subsequent test plans.

***Deliverable: CAD Elaborated Requirements***

The Deliverable shall include (at a minimum):

1. Context diagrams (or similar) to provide an overall functional view of CAD
2. Elaborated functional requirements
3. Use cases, business process flows or a similar mechanism describing how the CAD will be used in the context of each Cary business process
4. CAD reporting requirements
5. CAD security, access management and associated user account management control requirements
6. Key Cary business process and/or policy changes required to conform with new CAD capabilities

***Deliverable: Requirements Traceability Matrix***

For each requirement, the Requirements Matrix shall include:

1. Reference to the detailed CAD Requirements in RFP Attachment #3
2. The specific CAD component (e.g., screen, report, workflow, data field, regulatory compliance, etc.) where the requirement is met
3. Prioritization levels of each requirement
4. Definition of Ready & Definition of Done
5. The test scenario(s) where the requirement is tested
6. The training module where instruction is provided for the requirement (if applicable)

## Requirement SR-04: Solution Design

|  |  |
| --- | --- |
| Bidder Response (select one) | |
|  | (1) Bidder accepts the *Service Requirement Description* for this section as provided.  (2) Bidder requests alternate language for this SOW section (see below). |
| Bidder’s alternate SOW language (provide if option 2 selected above): | |
| Additional Proposal Narrative: | |
| Please describe alternatives, considerations, and recommendations for the successful undertaking of the Solution Design: | |

***Requirement Description***

The Bidder shall elaborate on the proposed architecture for the replacement CAD including each architectural layer (e.g., data, UX, reporting, security, etc.) as appropriate to deliver the functionality described in the CAD Elaborated Requirements deliverable. Bidder shall specify components of the CAD solution including scope and integration methods for each. Bidder shall specify the CAD logical and physical data models leveraging the existing CAD data model where appropriate. Bidder shall provide the following deliverables:

**Deliverable: *Solution Design***

The Deliverable shall include (at a minimum):

1. Solution Architecture (with models and supporting narrative descriptions)
2. Technical Specifications (hardware requirements, software platforms, database technologies, and required network infrastructure
3. Integration Plan
4. Interface Architecture
5. Reporting Architecture and Tools
6. Security and Access Management Design
7. CAD Logical and Physical Data Models
8. Disaster Recovery

## Requirement SR-05: Rollout Strategy

|  |  |
| --- | --- |
| Bidder Response (select one) | |
|  | (1) Bidder accepts the *Service Requirement Description* for this section as provided.  (2) Bidder requests alternate language for this SOW section (see below). |
| Bidder’s alternate SOW language (provide if option 2 selected above): | |
| Additional Proposal Narrative: | |

***Requirement Description***

Bidder shall work with Cary to determine the approach for rolling out the CAD including phasing strategies and site-specific considerations. Bidder shall conduct workshops with Cary stakeholders to determine the deployment strategy and include consideration of the benefits and risks of strategy alternatives.

Bidder shall apply industry best practices and work with Cary to determine recommendations for managing organizational change required for the CAD to meet the project objectives. Such recommendations shall be developed considering the business impact on each of the CAD stakeholder groups.

Bidder shall present the final deployment strategy recommendations to the project Steering Committee.

Bidder shall provide the following deliverables:

**Deliverable: *Rollout Strategy and Plan***

The Deliverable shall include (at a minimum):

1. The approach for rolling out CAD, including dependencies on the CAD project activities and any external constraints or dependencies
2. Implementation Timeline to include phased testing plan
3. Resource Allocation
4. Data Migration Plan
5. Organization change management recommendations
6. Go live / cutover plan

## Requirement SR-06: Application Development and Configuration

|  |  |
| --- | --- |
| Bidder Response (select one) | |
|  | (1) Bidder accepts the *Service Requirement Description* for this section as provided.  (2) Bidder requests alternate language for this SOW section (see below). |
| Bidder’s alternate SOW language (provide if option 2 selected above): | |
| Additional Proposal Narrative: | |

***Requirement Description***

The Bidder shall develop CAD to meet the requirements included in the Requirements Traceability Matrix (RTM) and the specifications contained in the Solution Design. Bidder shall manage all development and system changes per the approved Configuration Management Plan.

The Bidder shall describe its development approach including but not limited to application development environments/platforms and approaches, build and continuous integration (if applicable processes), unit testing, and progress monitoring (e.g., backlog management, sprint planning, burn-down planning, retrospectives, etc.).

The Bidder shall document all as-built components, system configuration values and system changes. Bidder shall update such documentation for all changes performed by the Bidder.

Bidder shall provide the following deliverables:

***Deliverable: Application Development Plan***

The Deliverable shall document the agreed-upon processes and approach for building and configuring the replacement CAD including management and progress reporting approaches.

***Deliverable: Application Completion Report***

The Deliverable shall include the developed and deployed CAD application ready for User Acceptance Testing. The as-built documentation will be provided in the Documentation task.

## Requirement SR-07: System Interfaces

|  |  |
| --- | --- |
| Bidder Response (select one) | |
|  | (1) Bidder accepts the *Service Requirement Description* for this section as provided.  (2) Bidder requests alternate language for this SOW section (see below). |
| Bidder’s alternate SOW language (provide if option 2 selected above): | |
| Additional Proposal Narrative: | |

***Requirement Description***

For purposes of this Systems Interfaces section of the Statement of Work, the term ‘CAD Interfaces’ shall be defined to be the set of all interfaces identified in the Functional and Technical requirements within RFP Attachment #3 and the list of identified interfaces presented in the RFP background section.

Bidder shall review all existing CAD interfaces and provide recommendations for leveraging existing interfaces methods or improving the interface method where appropriate. Bidder shall prepare recommendations for interface methods for any new interfaces included in the requirements but not provided by the current CAD. Bidder shall work with Cary and the respective interfacing agency(s) to finalize the interface method and interface details for each interface included in the requirements.

For each CAD interface, Bidder shall prepare an Interface Control Document (ICD) aligned with the determined interface method and details described in the previous paragraph and aligned with the CAD interface architecture described in the approved Solution Design deliverable. Bidder shall work with each interface partner to walk-through the ICD and obtain written approval of the ICD from the interface partner.

Bidder shall assemble the ICDs in Appendix E CAD Interfaces List for approval by Cary and for inclusion in the Application and Development task.

Bidder shall provide the following deliverables:

***Deliverable: Interface Design***

For each CAD Interface, the Deliverable shall include (at a minimum):

1. Interface design
2. Integration flow
3. Interface method (e.g., web service, file transfer, etc.)
4. Interface content (field level)
5. Interface trigger event or frequency
6. Validations and exception processing
7. Testing considerations (including partner agency test environments as required)

## Requirement SR-08: Technical Architecture

|  |  |
| --- | --- |
| Bidder Response (select one) | |
|  | (1) Bidder accepts the *Service Requirement Description* for this section as provided.  (2) Bidder requests alternate language for this SOW section (see below). |
| Bidder’s alternate SOW language (provide if option 2 selected above): | |
| Additional Proposal Narrative: | |

***Requirement Description***

Bidder shall confirm and update technical environment specifications required to host the CAD.

* For on-premise proposals, Cary shall provide and install specified infrastructure, as appropriate and specified by the Bidder. Bidder shall install, configure, and test the installation of all CAD application components.
* For hosted proposals, the Bidder shall provide and install specified infrastructure, as appropriate. Bidder shall install, configure, and test the installation of all CAD application components.
* For hybrid proposals, the Bidder shall provide and install specified infrastructure, as appropriate. Bidder shall install, configure, and test the installation of all CAD application components.

Bidder shall specify, install, configure and test a minimum of four (4) environments (e.g., development, UAT/Test, training, production, etc.) as appropriate.

Bidder shall provide the following deliverables:

***Deliverable: Technical Architecture***

The Deliverable shall include specifications for all required infrastructure and other third-party components to host the CAD. The Deliverable should include how the Technical Architecture will align with Cary’s environment and how that alignment will be maintained over time. The specifications shall include release levels, capacity, and other relevant criteria as required. The Deliverable shall include a Backup and Disaster Recovery plan. The Deliverable shall include data retention and data destruction considerations. The Deliverable shall include an evaluation of existing Cary infrastructure (e.g., network) CAD to CAD interfaces, and any required remediation activities required to support the successful deployment of CAD. The specifications shall include all required environments.

***Deliverable: Configuration Management Plan***

The Deliverable shall specify all processes required to document the initial configuration of all CAD components (including infrastructure and application components) and manage changes to that configuration. The plan shall detail processes for promoting system components between environments. The plan shall be used to manage change during both the implementation and post-implementation periods.

***Deliverable: Environment Installation Completion Report***

The Deliverable shall document the installation of all required CAD environments, including installation test (i.e., smoke test) results.

## Requirement SR-09: Data Migration and Conversion

|  |  |
| --- | --- |
| Bidder Response (select one) | |
|  | (1) Bidder accepts the *Service Requirement Description* for this section as provided.  (2) Bidder requests alternate language for this SOW section (see below). |
| Bidder’s alternate SOW language (provide if option 2 selected above): | |
| Additional Proposal Narrative: | |

***Requirement Description***

Bidder shall work with Cary to determine data to be migrated and/or converted from legacy CAD / Cary systems. Bidder shall develop and test scripts to extract data from source systems, transform data as required and load data into CAD without system degradation to existing or migrated system. Bidder shall provide exception reporting for all data which fails the conversion process due to source data issues.

Bidder shall perform at a minimum four full test data conversions. After each test data conversion, Bidder shall provide data exception reports with remediation recommendations, including adjustments to the data conversion scripts or source system data corrections. Bidder shall modify and adjust conversion scripts as required before performing the next test data conversion.

Bidder shall perform and confirm the final data conversion as part of User Acceptance Test and at Solution Cutover.

Bidder shall provide the following deliverables:

***Deliverable: Data Migration / Conversion Plan***

The Deliverable shall include (at a minimum):

1. The scope of source data to be migrated and/or converted (e.g., source system/database, date range, case type, etc.)
2. Data inventory and assessment
3. Source to target data mappings and methodology for all fields to be migrated and/or converted
4. Data transformation rules and Technology utilization
5. Data testing, validation, and exception rules
6. Source system data quality remediation recommendations
7. Incremental data conversion approach (if CAD rollout is phased)

***Deliverable: Data Migration / Conversion Completion Report***

The Deliverable shall include (at a minimum):

1. Listing of all test data conversions completed
2. Detailed data mapping and Transformation as a result of conversion
3. Final test data conversion results, including summary and detailed data exception reports
4. Updates to the Data Conversion Plan

## Requirement SR-10: Testing

|  |  |
| --- | --- |
| Bidder Response (select one) | |
|  | (1) Bidder accepts the *Service Requirement Description* for this section as provided.  (2) Bidder requests alternate language for this SOW section (see below). |
| Bidder’s alternate SOW language (provide if option 2 selected above): | |
| Additional Proposal Narrative: | |

***Requirement Description***

Bidder shall prepare test plans and conduct testing needed to ensure that all system components are complete, integrated, defect-free, and meet system requirements and specifications. Testing assumptions should include stakeholders / operations within the testing process.

Progressive test cycles shall be repeated until all bugs and anomalies are resolved and the system components are demonstrated to meet all applicable criteria, specifications, and system requirements.

Bidder shall conduct unit/module and systems integration testing as specified in the Test Plan.

Bidder shall develop test plans and perform tests to ensure that the production system will meet all response-time requirements when deployed to all users and used during peak workloads. Bidder shall tune and otherwise update the production system to resolve noted issues. Bidder shall repeat stress-test cycles until all issues are resolved.

Cary shall conduct User Acceptance Testing (UAT) as specified in the Test Plan. Bidder shall support UAT.

Bidder shall prepare system environments, including configuration and loading of test data, required to support all testing as specified in the Test Plan.

Bidder shall record all tests conducted, defects discovered, defects resolved and retests. Bidder shall provide regular status reporting of all testing.

Bidder shall provide the following deliverables:

***Deliverable: Test Plan***

The Deliverable shall include (at a minimum):

1. Unit/module testing scope approach
2. Resource requirements (personnel, tools, etc.)
3. System integration testing approach
4. User acceptance testing approach
5. Performance and stress testing approach
6. Risk Management
7. Security testing approach
8. Test data creation/validation approach, including data refresh processes
9. Automated test usage (optional)
10. Defect remediation release strategy
11. Defect reporting and tracking

***Deliverable: Test Scenarios and Test Cases***

The Deliverable shall describe the scenarios required to fully test all requirements of the CAD.

For each test scenario, the Deliverable shall include (at a minimum):

1. Traceability requirement references
2. Dependencies and data preconditions
3. Test instructions
4. Expected results
5. Issue Resolution and Action

***Deliverable: Systems Integration Testing Results***

For each test scenario during Systems Integration Testing, the Deliverable shall include (at a minimum):

1. Date scenario was executed
2. Person executing the scenario
3. Test result status (pass/fail)
4. Defects discovered
5. Retest dates and results
6. Issue Resolution and Action

***Deliverable: User Acceptance Testing Results***

For each test scenario during User Acceptance Testing, the Deliverable shall include (at a minimum):

1. Date scenario was executed
2. Person executing the scenario
3. Test result status (pass/fail)
4. Defects discovered (Issues and Resolutions)
5. Retest dates and results

## Requirement SR-11: Training

|  |  |
| --- | --- |
| Bidder Response (select one) | |
|  | (1) Bidder accepts the *Service Requirement Description* for this section as provided.  (2) Bidder requests alternate language for this SOW section (see below). |
| Bidder’s alternate SOW language (provide if option 2 selected above): | |
| Additional Proposal Narrative: | |

***Requirement Description***

Bidder shall provide full on-site training. All training must begin and be completed within a sixty to ninety (60-90) day period prior to system Go-Live. Cary shall employ a “Train-the-Trainer” approach following the initial training and in between the interim refresher training schedules. Bidder shall train at least five (5) staff members in each of the four core CAD agencies who are qualified as “super users”. After training, such super users will be knowledgeable of all modules of the CAD and be able to resolve issues or identify problems regardless of their current position assignment. Super users will train other Cary employees under the Train-the-Trainer approach. Bidder shall provide an online training resource for remedial training or system enhancement training for end users.

Bidder shall provide training for the following roles. Training shall be specific to each listed role:

1. System Administrator
2. Database Administrator
3. Super User – “Train the Trainer”
4. CAD End User
5. Mobile End User (if appropriate)
6. Ad-Hoc Report Writing, including any 3rd party tool training (e.g., analytics software)

Bidder shall provide the following deliverables:

***Deliverable: Training Plan***

The Deliverable shall include (at a minimum):

1. Course list
2. Target audience role descriptions
3. Specific learning objectives for each user and support role, to be used to assess each individual’s readiness to perform their expected roles
4. Lists of materials, facilities, equipment, user profiles, access procedures, work samples, and other items needed for each training session, including items that Cary is to furnish
5. Training calendar indicating the specific attendees and locations for all user training sessions. The calendar shall also indicate any planned phases or iterations in the delivery of training

Bidder shall provide electronic versions of all deliverables. Cary shall retain perpetual ownership of such deliverables with no constraints on modifications or use of such deliverables.

***Deliverable: Training Curriculum***

For each course identified in the Training Plan, the Deliverable shall include (at a minimum):

1. Course presentation materials available in a digital and editable format
2. Student training exercises
3. Pre and post-assessment materials
4. Training data specifications for training exercises (if applicable), including training data initialization procedures

***Deliverable: Training Complete***

The Deliverable shall include:

1. Summary of all training provided including course, date, and attendees
2. Summarized training exercise results
3. General observations of completed training and future training recommendations

## Requirement SR-12: Solution Documentation

|  |  |
| --- | --- |
| Bidder Response (select one) | |
|  | (1) Bidder accepts the *Service Requirement Description* for this section as provided.  (2) Bidder requests alternate language for this SOW section (see below). |
| Bidder’s alternate SOW language (provide if option 2 selected above): | |
| Additional Proposal Narrative: | |

***Requirement Description***

Bidder shall provide user manuals of sufficient depth and clarity to enable users to utilize all relevant system features in the course of their work duties.

Bidder shall provide technical documentation of sufficient depth and clarity to enable Cary technical personnel to understand the underlying structure and function of system components, to troubleshoot the application software and interfaces (including platform, network, and security interfaces), to support users (helpdesk), to perform all system administration and operation duties, and to plan for potential future integration with other applications.

Bidder shall populate on-line help content consistent with documentation provided under this task. Bidder shall provide the capability for Cary to update on-line help content.

Bidder shall provide documentation specific to Cary’s CAD implementation.

Bidder shall provide electronic versions of all deliverables. Cary shall retain perpetual ownership of such deliverables with no constraints on modifications or use of such deliverables.

Bidder shall provide the following deliverables:

***Deliverable: User Manuals and Documentation***

The Deliverable shall include (at a minimum):

1. CAD end-user manual(s)
2. CAD mobility user manual
3. System administration and operations manual(s)
4. Ad-hoc report writing manual

***Deliverable: Technical Documentation***

The Deliverable shall include (at a minimum) as-built versions of each of the following:

1. Detailed solution design document
2. Solution Architecture
3. Data dictionaries
4. Entity relationship diagram(s)
5. Interface specifications

## Requirement SR-13: Release Implementation

|  |  |
| --- | --- |
| Bidder Response (select one) | |
|  | (1) Bidder accepts the *Service Requirement Description* for this section as provided.  (2) Bidder requests alternate language for this SOW section (see below). |
| Bidder’s alternate SOW language (provide if option 2 selected above): | |
| Additional Proposal Narrative: | |

***Requirement Description***

Bidder shall assess the readiness of Cary provided technical infrastructure. Bidder shall provide notice to Cary of any technical infrastructure deficiencies.

Bidder shall plan and conduct activities required to begin production use of the CAD. Bidder shall install all application components, establish the initial system configuration, load initial data per the Data Conversion Plan and perform any other activities required for full production usage of the CAD. Bidder shall support Cary or identified Stakeholders for any cutover activities restricted to identified staff. Bidder shall test the production system prior to system go-live.

Bidder shall provide on-site Release Implementation Support during the cutover. Bidder shall provide on-site support for two weeks (at a minimum) after the cutover. Bidder shall provide on-site support at the four (5) core agency locations during the first week after cutover. Bidder shall provide support travelling between sites for the second week after cutover.

Bidder shall conduct one (at a minimum) Table-Top Rehearsal cutover to confirm the process and to establish the cutover timeline.

Bidder shall provide multiple cutover cycles if specified in the Deployment Strategy deliverable.

Bidder shall update the Configuration Management Plan with the go-live production configuration.

Bidder shall provide the following deliverables:

***Deliverable: Release Implementation (or ‘Cutover’) Plan***

The Deliverable shall include detailed step-by-step activities (both Bidder and Cary activities) and the timeline for the cutover process.

The bidder shall provide a communication bridge throughout the ‘cutover’ for end user validation.

The plan shall define the milestones where readiness to proceed is assessed, go/no-go criteria, and fallback positions to be taken if no-go conditions are encountered. The plan shall describe in detail the incremental deployment approach (if the CAD deployment is phased).

***Deliverable: Cutover for Main Release Report***

The Deliverable shall include (at a minimum):

1. Summary of the completed cutover activity
2. Problems and anomalies encountered during the cutover, along with resolutions for each
3. Lessons learned and recommendations for subsequent cutovers

## Requirement SR-14: Post-Release Implementation Support

|  |  |
| --- | --- |
| Bidder Response (select one) | |
|  | (1) Bidder accepts the *Service Requirement Description* for this section as provided.  (2) Bidder requests alternate language for this SOW section (see below). |
| Bidder’s alternate SOW language (provide if option 2 is selected above): | |
| Additional Proposal Narrative: | |

***Requirement Description***

Bidder shall provide maintenance and support of the production CAD for a period of one year, with 7 additional one-year optional extensions (totaling 8-years post-implementation / go-live / system acceptance).

Bidder’s services shall include (at a minimum):

1. Provision of CAD enhancements and new features
2. Level 1, 2, and 3 help desk support
3. Defect correction
4. Testing and deployment of patches and upgrades in all CAD environments
5. Periodic health checks of the production system
6. Periodic tuning and other required system-level administration
7. Recommendations for infrastructure upgrades
8. On-going security audits and system validations
9. Application modifications required to support scheduled infrastructure upgrades

Bidder shall support Cary to apply maintenance and support activities to components restricted for access to Cary staff.

Bidder shall recommend and support infrastructure (e.g., operating system, database, etc.) upgrades such that the utilized infrastructure is no more than two major releases behind the current release available from the provider of the infrastructure component.

Bidder shall bill Cary for maintenance and support services provided after the acceptance of the final Cutover Completion Report. If the replacement CAD is implemented incrementally as specified in the Deployment Strategy, Bidder shall provide maintenance and support services for the incremental releases at no additional cost to Cary.

Bidder shall be subject to the following response requirements for production issues reported by Cary:

| **Level** | **Level Definition** | **Response Requirement** |
| --- | --- | --- |
| Level 1 | An error, malfunction or other deficiency that meets both of the following criteria:  (i) The deficiency significantly impairs Cary’s normal business operations; diminishes employee safety or well-being; exposes Cary to significant liability or risk; significantly increases the cost, decreases the value, or impedes the efficiency of Cary / CAD resources or operations; or significantly inconveniences Cary constituents (e.g., defendants, victims, witnesses).  (ii) No workaround is currently developed, implemented, and accepted to alleviate the deficiency’s impact. | Bidder shall begin taking action toward a resolution within a time period of one (1) hour. Bidder shall use continuous best effort until the problem is resolved. |
| Level 2 | An error, malfunction or other deficiency that meets both of the following criteria:  (i) The deficiency causes substantial inconsistencies, irregularities, inefficiencies, or potential for mistakes, but does not meet the criteria for a Level I Priority.  (ii) No workaround is currently developed, implemented, and accepted to alleviate the deficiency’s impact. | Bidder shall begin taking action toward a resolution within a time period of two (2) hours. Bidder shall provide ongoing and diligent action to correct the deficiency |
| Level 3 | An error, malfunction or other deficiency that does not meet the criteria for Level I or Level II Priority, but causes system response time to fall below fifty percent (50%) of system response time requirements for more than four (4) hours per month | Bidder shall successfully implement a resolution within a time period of thirty (30) days. |
| Level 4 | An error, malfunction or other deficiency that has little or no immediate impact on Cary business operations, costs, risks, employees, or constituents, but is desirable for the long-term viability and utility of the system | Bidder shall successfully implement a resolution within a time period of thirty (90) days. |

Bidder may provide additional support services at the direction of Cary and at additional cost.