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Department of

Registrar-Recorder/County Clerk

**REQUEST FOR PROPOSALS –**

**L.2 MAINTENANCE AND SUPPORT STATEMENT OF WORK**

**RESPONSE TEMPLATE**

**FOR**

**ELECTION MANAGEMENT SYSTEM IMPLEMENTATION AND SERVICES**

**RFP: #21-006**

**August 16, 2021**

**---------------------------------------------------------------------------------**

**Prepared By**

**County of Los Angeles**

**Registrar-Recorder/County Clerk - Contracts Section Room 7211**

**12400 Imperial Highway Norwalk, CA 90650**

[www.lavote.net](http://www.lavote.net)

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# Introduction

This Statement of Work (SOW) describes the Services and Deliverables [Contractor] will provide related to Warranty Services and Maintenance & Support (M&S) Services of the Election Management System (EMS).

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| **Instructions:** The Proposer must complete the blue response blocks included in the text below followed by detailed responses to confirm the approach it will take in executing the EMS Warranty Services and M&S Services. The Proposer’s response must directly pertain to the tasks and deliverables without including extraneous content such as marketing language related to broad or unrelated capabilities.  Do not change any of the existing text. Any changes to the existing language may result in disqualification of the Proposer. |

* 1. Deliverable Development and Approval Process

This Section specifies a repeating process for developing Deliverables for this SOW. Each deliverable will be developed in accordance with the following [Contractor] obligations:

1. All Deliverables must be developed in the form and format agreed to by the County and [Contractor] using a Deliverable Expectations Document (DED) approved by the County prior to work commencing on the Deliverable. As each Deliverable is submitted, [Contractor] must include a copy of the approved DED as the cover sheet.
2. Develop agendas, coordinate scheduling with the County, and facilitate all necessary sessions (e.g., workshops, meetings, etc.) to develop the Deliverables.
3. Record and analyze the input received from the sessions and distribute results / minutes for review to participants.
4. Prepare drafts of the Deliverables for the County’s review.
5. Provide a structured process for the County to provide feedback on drafts, including sessions, as appropriate.
6. Compile and incorporate the County’s feedback to the draft Deliverables and prepare revised Deliverables.
7. Distribute the revised Deliverables to the County for review. Obtain and analyze the County’s feedback as above and repeat, if necessary.
8. Prepare final versions of the Deliverables including, prior to distribution for approval by the County, validation by [Contractor] that the Deliverables conform to the DED.

After receipt of a Deliverable from [Contractor], the County Project Manager or designee will distribute to the appropriate Project team for review and feedback. The County Project Manager or designee will notify [Contractor] in writing with specific changes requested, including a reasonably detailed explanation of the reason(s) why the Deliverable should be modified, in a mutually agreed upon timeframe based on the nature of the Deliverable and the schedule.

1. Warranty

Warranty Services and M&S Services requirements will be identical except that the County will pay an annual fee for these services during the M&S period. During Warranty, the services will be provided at no additional cost to the County.

* 1. Warranty Terms

The Warranty period for the EMS will be through one federal general election cycle and at least six (6) months after the 2024 General Election.

* + 1. Third-Party Warranty Terms

The Warranty period for third-party hardware (i.e., Automated Signature Recognition) and software provided by [Contractor] will be the duration as provided by the third-party manufacturer.

* 1. Warranty Initiation

The Warranty period will begin once all the following have occurred:

1. The County conducted a full deployment of the EMS in the same Countywide Election and the deployment is deemed successful by the County, and
2. The County has formally accepted the EMS for Production Go-Live.

1. Maintenance and Support

[Contractor] will provide M&S Services after completion of the Warranty period. The County will pay an annual fee for such Services as determined in the Contract.

* 1. Plan and Prepare for Maintenance and Support Services

Team members from [Contractor] and the County will be introduced, and their specific roles described. [Contractor] will provide training, as required, for the County resources related to M&S Services and will introduce its tools, existing M&S-related artifacts, M&S methodologies, and best practices that it will use throughout this SOW.

* + 1. Conduct Kickoff

[Contractor] will conduct a M&S Services Kickoff meeting to introduce the County resources to the services covered by this SOW, including the timelines and nature of the work effort that will be required.

Before the M&S Services Kickoff meeting, [Contractor] will:

* Work with the County to identify all [Contractor] and County resources required to complete the tasks outlined in this SOW
* Develop an agenda, including meeting objectives, for the M&S Services Kickoff meeting
* Complete the transition from [Contractor]’s Implementation Team to [Contractor]’s M&S Team

The M&S Services Kickoff meeting will cover, at minimum, the following topics:

* The catalog of M&S Services including the licensed software modules and third-party products (if applicable) for which M&S Services will be provided
* M&S Services SOW dependencies
* The tasks, deliverables, and milestones for the planning and initiation of M&S Services
* The roles and respective assignments of [Contractor] and County resources needed to complete the tasks outlined in this SOW

After the M&S Services Kickoff meeting, [Contractor] will prepare a M&S Services Kickoff Summary Report including attendance sheet/roster, observations, opportunities, challenges, and any new items identified as part of the Kickoff meeting.

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| Deliverable | MS2.1.1 M&S Services Kickoff and Summary Report |
| Delivery Frequency | Once |

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| **PROPOSER RESPONSE TO: Deliverable MS2.1.1 M&S Services Kickoff and Summary Report**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* 1. Conduct Maintenance and Support Planning

[Contractor] will prepare M&S planning documents, including development of a M&S Plan, definition of M&S Services, communication methods, and delivery of M&S Services.

* + 1. Develop and Maintain Maintenance and Support Plan

[Contractor] will develop a M&S Plan that includes, at minimum, a detailed description of:

* [Contractor]-provided M&S Services as defined in the Contract and this SOW
* M&S delivery model including:
  + - [Contractor] staffing model
    - Roles and responsibilities of the County and [Contractor] personnel
    - Governance process and governance model for interaction with the County
* Approach to ensure continuity and knowledge transfer should [Contractor]’s M&S personnel change
* Approach to provide ongoing training to ensure County users are using the EMS efficiently and effectively
  + - Includes training on new functionality resulting from System enhancements, Releases, and Upgrades
* Service Level Agreements
* Reporting frequency and method, including approach for updating changes as metrics, requirements, and the application evolves
* Maintenance of the System and user documentation
* Maintenance of the M&S Plan

[Contractor] will update the M&S Plan as required to provide for new Releases, Upgrades, and Revisions.

[Contractor] will review the draft M&S Plan with the County and gather feedback. [Contractor] will incorporate the County’s feedback and submit a final version for approval.

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| Deliverable | MS2.2.1 Maintenance and Support Plan |
| Delivery Frequency | Once, and updated as needed |

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| **PROPOSER RESPONSE TO: Deliverable MS2.2.1 Maintenance and Support Plan**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Define Notification Process for Security Issues and Incidents

[Contractor] will define its process to notify the County of security issues and incidences, including:

* Breaches of Licensed Software, and [Contractor] systems and databases
* Unauthorized exposure or transmission of County data
* Unauthorized physical access to [Contractor] facilities where County data is held

[Contractor]’s process to notify the County will include:

* Timeline to notify the County of the security issue or incident
* Method to notify the County
* County recipient(s) of [Contractor] notifications
* [Contractor] personnel responsible for notifying the County

In collaboration with the County, [Contractor] will define levels of severity for security issues and incidents.

[Contractor] will review the draft [Contractor] Notification Process for Security Issues and Incidents with the County and gather feedback. [Contractor] will incorporate the County’s feedback and submit a final version for approval.

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| Deliverable | MS2.2.2 [Contractor] Notification Process for Security Issues and Incidents |
| Delivery Frequency | Once, and updated as needed |

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| **PROPOSER RESPONSE TO: Deliverable MS2.2.2 [Contractor] Notification Process for Security Issues and Incidents**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Define Notification Process for Issues and Events Impacting Operations

[Contractor] will define its processes to notify the County of issues, events, incidents, and problems impact operations, including:

* Issue, event, incident, and problem types and severity definitions
* [Contractor] required maintenance windows and downtimes, including [Contractor]’s scheduled outages

[Contractor]’s processes to notify the County will include:

* Timeline for notifying the County of issues, events, incidents, and problems based on severity
* Method to notify the County
* County recipient(s) of [Contractor] notifications
* [Contractor] personnel responsible for notifying the County

[Contractor] will review the draft [Contractor] Notification Process for Issues and Events Impacting Operations with the County and gather feedback. [Contractor] will incorporate the County’s feedback and submit a final version for approval.

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| Deliverable | MS2.2.3 [Contractor] Notification Process for Issues and Events Impacting Operations |
| Delivery Frequency | Once, and updated as needed |

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| **PROPOSER RESPONSE TO: Deliverable MS2.2.3 [Contractor] Notification Process for Issues and Events Impacting Operations**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* 1. Provide Application Management Services

[Contractor] will provide M&S Services per the Contract, including this SOW. There will be no cap on the County’s use of and requests for M&S.

* + 1. Provide Application Monitoring and Management

[Contractor] will provide application monitoring and management services, including:

* Monitoring and managing all Licensed Software and Third-Party Products used in the System
* Proactively and reactively notifying the County Help Desk of issues, incidents, and problems found by [Contractor] that affect or may affect the Service, and of any required County intervention to avoid or resolve the issue, incident, or problem
* Monitoring and managing the following activities related to interfaces:
  + - Outbound interface queue counts, status, and settings
    - Inbound interface queue counts, status, and settings
* Reviewing and providing feedback on County-proposed changes to County’s integration platform

[Contractor] will conduct calls on a weekly basis, and as needed, with the County to discuss application monitoring and management activities and related issues.

[Contractor] will report monthly, and as needed, on application monitoring and management activities, including the tracking and reporting of any issues.

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| Deliverable | MS2.3.1 Monthly Application Monitoring and Management Report |
| Delivery Frequency | Monthly, and as needed |

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| **PROPOSER RESPONSE TO: Deliverable MS2.3.1 Monthly Application Monitoring and Management Report**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Provide Application Support

[Contractor] will provide application support for all Licensed Software and Third-Party Product issues and County support requests. [Contractor] will:

* Address issues escalated from the County Level 1 Help Desk related to Licensed Software and Third-Party Products
* Provide a single point of contact for application support issues
* Support the County Help Desk incident resolution as needed
* Participate in the process for “hand off” from the County Help Desk to [Contractor]
* Maintain a record of incidents handed off from the County Help Desk
* Monitor County Help Desk tickets to identify patterns and improve services
* Identify recurring issues, conduct root cause analysis, recommend solutions, and implement based on the County’s request / approval
* Support the County in addressing recurring issues as needed and agreed upon
* Troubleshoot and resolve interface errors that originate in [Contractor]’s System
* Maintain a list of outstanding issues with the EMS
  + - The County will have access to the list
    - The County and [Contractor] will jointly prioritize issue resolution (e.g., hot fix)
* Participate in the resolution of interface errors that originate in the County’s or third-party vendor systems
* Develop and maintain workflow documentation
* Review and provide input to Help Desk scripts as necessary to improve the efficiency and effectiveness of the incident resolution processes
* Build and maintain reference database elements
* Provide monthly service reports that include:
  + - Number of service requests
    - Description of issues
    - Root cause analysis
    - Resolutions implemented

[Contractor] will conduct calls on a weekly basis, and as needed, with the County to discuss application support activities and related issues.

[Contractor] will report monthly, and as needed, on application support activities, including the tracking and reporting of any issues.

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| Deliverable | MS2.3.2 Monthly Application Support Report |
| Delivery Frequency | Monthly, and as needed |

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| **PROPOSER RESPONSE TO: Deliverable MS2.3.2 Monthly Application Support Report**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Provide Operations Management

[Contractor] will provide operations management services, including:

* Monitoring scheduled operations jobs to ensure scheduled tasks start and process without error
* Detection of abnormal conditions or alarms
* Logging of failed operations jobs, and corrective action taken
* Restarting operations as required
* Documenting and reporting operations jobs and issues
* Adding and removing operations jobs

[Contractor] will conduct calls on a weekly basis, and as needed, with the County to discuss operations management services activities and related issues.

[Contractor] will report monthly, and as needed, on operations management services activities, including the tracking and reporting of any issues.

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| Deliverable | MS2.3.3 Monthly Operations Management Report |
| Delivery Frequency | Monthly, and as needed |

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| **PROPOSER RESPONSE TO: Deliverable MS2.3.3 Monthly Operations Management Report**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Conduct Maintenance Checks

[Contractor] will conduct maintenance check activities, including:

* Monitor Licensed Software and Third-Party Product notifications (e.g., flashes, advisories, security updates, etc.) and take necessary action
* Perform software update certification as needed, including:
  + - Review of software update guidelines
    - Test software updates and fixed in non-production environment
    - Validate software updates to production
* Implement software updates
* Validate software updates/application enhancements and fixes

[Contractor] will conduct calls on a weekly basis, and as needed, with the County to discuss maintenance check activities and related issues.

[Contractor] will report monthly, and as needed, on maintenance check activities, including the tracking and reporting of any issues.

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| Deliverable | MS2.3.4 Monthly Maintenance Checks Report |
| Delivery Frequency | Monthly, and as needed |

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| **PROPOSER RESPONSE TO: Deliverable MS2.3.4 Monthly Maintenance Checks Report**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Provide Incident / Problem Management and Resolution

[Contractor] will provide incident/problem management and resolution services using a structure IT Service Management methodology, including:

* Response to [Contractor] or County-identified incidents/problems
* Assessment of impact on County operations
* Triaging
* Tracking
* Escalation
* Notification
* Resolution

In providing incident/problem management and resolution services, [Contractor] will:

* Provide a single point of contact for incident reporting, resolution, and escalation
* Provide multiple channels for problem or incident reporting (e.g., chat, email, telephone) to single point of contact
* Maintain ownership of all problems through resolution and closure
* Perform root cause analysis on problems
* Notify the County Help Desk of incidents or problems found by [Contractor]
* Provide on-call incident and problem management and resolution staff 24x7x365
* Ensure notification and escalation of incidents in accordance with the M&S Plan, Service Level Agreements, and applicable sections of the Contract

[Contractor] will provide the County with a monthly report on incident/problem management, including:

* Number of incidents
* List of all open problems
* Priority of problems
* Owner of problems
* Progress on open problems
* Estimate time to resolve open problems
* Root cause analysis for resolved problems as requested by the County

[Contractor] will conduct calls on a weekly basis, and as needed, with the County to discuss incident/problem management activities and related issues.

[Contractor] will report monthly, and as needed, on incident/problem management activities, including the tracking and reporting of any issues.

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| Deliverable | MS2.3.5 Monthly Incident/Problem Management Report |
| Delivery Frequency | Monthly, and as needed |

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| **PROPOSER RESPONSE TO: Deliverable MS2.3.5 Monthly Incident/Problem Management Report**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Implement New Releases and Software Upgrades

[Contractor] will manage and implement Licensed Software and Third-Party Product Releases, Upgrades, and configuration changes. [Contractor] will develop Release and Upgrade Plans, including:

* Release and Upgrade Management Plan
* Technical assessment of affected System areas (e.g., module, etc.)
* Functional assessment of affected System areas
* Impact of the change including required County workflow changes, training needs, and data exchanges with VoteCal
* Test plan
* Backout plan
* Test scripts
* Validation of code packages upon the install of the package

The County expects [Contractor]’s product will continuously evolve and [Contractor] will be transparent about its backlog. New Releases, Upgrades, and configuration changes may be prompted by [Contractor], County and/or CA SOS (VoteCal).

[Contractor] and the County will jointly determine Release and Upgrade schedule and time of implementation. CA SOS may at its sole discretion determine upgrade schedule for changes required to VoteCal.

[Contractor] will conduct required testing such as Regression Testing and Integration Testing including VoteCal.

[Contractor] will resolve problems/incidents found in testing.

[Contractor] will update Training and Knowledge Transfer Materials as well as User Guide and Help Documentation as needed.

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| Deliverable | MS2.3.6.1 Release and Upgrade Plan  MS2.3.6.2 Testing Results Report  MS2.3.6.3 Updated Training and Knowledge Transfer Materials  MS2.3.6.4 Updated User Guide and Help Documentation |
| Delivery Frequency | MS2.3.6.1 Once, and updated as needed  MS2.3.6.2 Once per System testing  MS2.3.6.3 As needed based on impact of Release or Upgrade  MS2.3.6.4 As needed based on impact of Release or Upgrade |

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| **PROPOSER RESPONSE TO: Deliverable MS2.3.6.1 Release and Upgrade Plan, MS2.3.6.2 Testing Results Report, MS2.3.6.3 Updated Training and Knowledge Transfer Materials, and MS2.3.6.4 Updated User Guide and Help Documentation**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Provide Application Change Control

[Contractor] will design and implement a formal process for managing configuration and technology changes made to Licensed Software and Third-Party Products, including:

* Coordination of configuration and technology changes during the Project
* Communication between the Implementation Team and the M&S Team during deployment
* Criteria and processes for “hand off” of configuration and technology change control procedures from [Contractor]’s Implementation Team to [Contractor]’s M&S Team
* Production environment change control process
* Configuration and technology change control procedure including submission, analysis, and prioritization of requests
* Configuration and technology change approval meetings at a frequency agreed upon with the County
* Execution of configuration and technology change
* Validation of configuration and technology change

[Contractor] will assist the County in establishing a Configuration and Technology Change Control Board, including:

* Criteria for identifying representations to comprise the County’s Configuration and Technology Change Control Board and County’s responsibilities
* Recommendations for governance structure and processes to support configuration and technology change control activities and meetings

[Contractor] will work with the County to establish and mutually agree upon configuration and technology change processes.

[Contractor] will provide configuration and technology change control services, including:

* Participating on the Configuration and Technology Change Control Board to provide advice and direction to change requests
* Providing and maintaining an automated change control system to report and track changes made by [Contractor]
* Developing a production change schedule and reviewing with the County
* Providing risk management analysis, mitigation, and remediation
* Testing all changes to Licensed Software prior to moving them to production
* Testing application Enhancements, Upgrades, and other changes
* Developing test scripts and test data
* Developing training materials

[Contractor] will conduct calls on a weekly basis, and as needed, with the County to discuss configuration and technology change activities and related issues.

[Contractor] will report monthly, and as needed, on configuration and technology change activities, including the tracking and reporting of any issues.

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| Deliverable | MS2.3.7 Monthly Configuration and Technology Change Report |
| Delivery Frequency | Monthly, and as needed |

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| **PROPOSER RESPONSE TO: Deliverable MS2.3.7 Monthly Configuration and Technology Change Report**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Provide Configuration Management

[Contractor] will provide configuration management of the System, including:

* Identifying, controlling, maintaining, and verifying installed hardware, Licensed Software, and Third-Party Productions
* Verifying configuration records against the infrastructure and correcting any exceptions
* Providing configuration records in a centralized location
* Developing and maintaining configuration management policies and procedures
* Establishing and maintaining a process to track configuration changes
* Establishing and maintaining guidelines for physical and logical separation between development, test, and production domains
* Establishing and maintaining a process for deploying and backing out of configuration items
* Establishing and maintaining configuration baselines as reference points for rebuilds
* Providing the ability to revert to stable configuration states
* Establishing and maintaining a process for verifying the accuracy of configuration items, adherence to configuration management processes, and identifying process deficiencies

[Contractor] will conduct calls on a weekly basis, and as needed, with the County to discuss configuration management activities and related issues.

[Contractor] will report monthly, and as needed, on configuration management activities, including the tracking and reporting of any issues.

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| Deliverable | MS2.3.8 Monthly Configuration Management Report |
| Delivery Frequency | Monthly, and as needed |

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| **PROPOSER RESPONSE TO: Deliverable MS2.3.8 Monthly Configuration Management Report**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Provide Interface Support

[Contractor] will provide the County with interface support for the System, including:

* Monitoring outbound interface queue counts and status to ensure active outbound interfaces are operational
* Monitoring inbound interface queue counts and status to ensure active inbound interfaces are operational
* Timely notification of unresolved interface errors and remediation of any issues caused by an interface error
* Maintaining and updating interfaces
* Update interface documentation, including diagrams and schematics
* Provide feedback on interface specifications for new interfaces

[Contractor] is responsible for monitoring and managing the EMS and VoteCal integration. The County will submit additional interface requests as needed. [Contractor] and the County will agree on the process by which interface requests are submitted to [Contractor] and prioritized.

[Contractor] will conduct calls on a weekly basis, and as needed, with the County to discuss interface support activities and related issues.

[Contractor] will report monthly, and as needed, on interface support activities, including the tracking and reporting of any issues.

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| Deliverable | MS2.3.9 Monthly Interface Report |
| Delivery Frequency | Monthly, and as needed |

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| **PROPOSER RESPONSE TO: Deliverable MS2.3.9 Monthly Interface Report**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Conduct Training and Provide Metrics

[Contractor] will be responsible for providing ongoing training to impacted County end users and conducting “Train-the-Trainer” trainings where new functionality will be implemented due to System enhancements, Releases, and Upgrades.

Trainings will be of sufficient length to ensure adequate comprehension. [Contractor] will provide training “just in time” prior to go-live of new functionality.

End users will include County Level 1 Help Desk staff that will be tasked with handling EMS-related issues. Training will focus on the process County Help Desk staff will use to support end users in resolving EMS issues that are referred to the Help Desk. For issues that are best addressed by specialists employed by [Contractor], [Contractor] will train the County staff in the manner and means by which such issues to Help Desk Level 2 are to be escalated and the resolution communicated back to the Help Desk Level 1.

After each training, [Contractor] will provide the County with documented evidence of each trainee’s competence to use the EMS to conduct their duties. The Reporting of Training Metrics will include training metrics and progress towards achieving training objectives. Metrics may include the number of participants registered to be trained, number of participants trained, and number of participants receiving training certification.

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| Deliverable | MS2.3.10 Report of Training Metrics |
| Delivery Frequency | Once after each training |

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| **PROPOSER RESPONSE TO: Deliverable MS2.3.10 Report of Training Metrics**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Maintain Reports and Provide Support

[Contractor] will maintain reports developed during Implementation per Section 9.0 Reporting of the Implementation SOW. The County will submit additional report (including self-service reporting capabilities) or dashboard requests as needed. [Contractor] and the County will agree on the process by which report requests are submitted to [Contractor] and prioritized.

For reports and dashboards agreed to be developed, [Contractor] will complete the requirements and produce the Deliverables in accordance with Task 9.2 Develop Reports Specifications, Task 9.3 Design, Build and Test Reports, Task 9.4 Provide Self-Service Reporting Capability, and Task 9.5 Provide Dashboards of the Implementation SOW.

[Contractor] will conduct calls on a weekly basis, and as needed, with the County to discuss reporting development and support activities and related issues.

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| Deliverable | MS2.3.11.1 Report Specifications  MS2.3.11.2 Reports  MS2.3.11.3 Self-Service Reporting Capability  MS2.3.11.4 Dashboards |
| Delivery Frequency | MS2.3.11.1 Ongoing, as needed  MS2.3.11.2 Ongoing, as needed  MS2.3.11.3 Ongoing, as needed  MS2.3.11.4 Ongoing, as needed |

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| **PROPOSER RESPONSE TO: Deliverable MS2.3.11.1 Report Specifications, MS2.3.11.2 Reports, MS2.3.11.3 Self-Service Reporting Capability, and MS2.3.11.4 Dashboards**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* + 1. Maintain Security and Manage Authorization Controls and Processes

[Contractor] will provide application specific security services based on County guidelines, including:

* Provide and maintain virus and malware protection
* Monitor for System security errors, exceptions, and attempted violations
* Report security violations to the County per County policies

[Contractor] will provide System security services in compliance with applicable Federal, State, and County requirements including those provided in Exhibit J (Information Security and Privacy Requirements) to the Sample Contract.

[Contractor] will manage and implement authorization controls and processes, including:

* Maintaining and updating security technology architecture
* Providing and maintaining a user database for application-specific security including task access, positions, and roles
* Conducting batch user account provisioning for Licensed Software accounts as requested by the County
* Creating and managing [Contractor]’s user accounts

[Contractor] will develop a change control process for the creation and modification of [Contractor] user accounts and submit for County approval.

[Contractor] will conduct calls on a weekly basis, and as needed, with the County to discuss security and authorization management activities and related issues.

[Contractor] will report monthly, and as needed, on security and authorization management activities, including the tracking and reporting of any issues.

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| Deliverable | MS2.3.12 Monthly Security and Authorization Management Report |
| Delivery Frequency | Monthly, and as needed |

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| **PROPOSER RESPONSE TO: Deliverable MS2.3.12 Monthly Security and Authorization Management Report**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* 1. Provide Internal Product Roadmap Presentations

[Contractor] will provide the County a presentation of its internal product Roadmap for the EMS and other products that are of interest to the County for no additional charge. Each Product Roadmap Presentation will be provided to the County whenever [Contractor] makes any significant change to its product Roadmap.

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| Deliverable | MS2.4 Product Roadmap Presentation |
| Delivery Frequency | As needed based on significant changes to product Roadmap |

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| **PROPOSER RESPONSE TO: Deliverable MS2.4 Product Roadmap Presentation**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

* 1. Provide Transition Services

[Contractor] will provide transition services to either transition the County’s data to another product, or the hosting platform to a new provider, in the event:

1. Contract term has ended.
2. [Contractor] is in default of any obligation and requirement or [Contractor]’s work or performance is determined by the County to be defective, substandard, or if the County finds [Contractor] in breach of Contract.
3. [Contractor] can no longer provide support for the Software due to divestiture, insolvency, or other business reason.

[Contractor] will provide the transition services, including:

* Completing a thorough assessment of the status and priority of all:
  + - Current work activities
    - Risks and issues
    - Deliverables
    - Configurations
    - Integrations
    - Development items
    - Environments
    - Personnel
* Conducting a review with the Program Manager to identify any documentation that must be updated because of changes during the Warranty or M&S periods
  + - [Contractor] will update the documentation and provide it to the County for review and final acceptance
* Transferring the Project Information Library and all contents within to the County
* Identifying any County proprietary documentation and returning it to the County
  + - Any electronic copies of County proprietary information stored on [Contractor]’s equipment must be destroyed and/or transferred back to the County
* Identifying any required tools, data, scripts, configuration items, source code assets, or other resources required for transition.

In collaboration with the County, [Contractor] will develop the Transition Plan that will guide the transfer of responsibilities and work activities. The Transition Plan will include, at minimum, the following elements:

* Schedule
* Milestones
* Cost impacts
* Work activities
* Assigned personnel
* Completion criteria for all items in the assessment

To the extent that transition services are required for any mandatory or optional hosting elements, [Contractor] will provide relevant transition services to support the move from the existing hosting environment to another hosting environment or County facility, as appropriate.

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| Deliverable | MS2.5 Transition Plan |
| Delivery Frequency | Once |

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| **PROPOSER RESPONSE TO: Deliverable MS2.5 Transition Plan**  **Will the Proposer complete the deliverable(s) and related task(s) as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the deliverable(s) and related task(s) as described above:** |

<Response>

1. Additional Services
   1. Provide Additional Goods and Services (Based on a Negotiated Work Order)

Additional Goods and Services will allow the County flexibility to use the Contract to have [Contractor] perform tasks not anticipated at the time of contract execution but identified later. A pool of dollars will be set aside in the Contract and used via fee-based negotiated work orders.

The Deliverable(s) will be determined based on a negotiated work order.

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| **PROPOSER RESPONSE TO: Task 3.1 Provide Additional Goods and Services**  **Will the Proposer complete the task as described above?**  **Yes**  **Yes, with modifications**  **No**  **Explain your approach to completing the task as described above:** |

<Response>