

APPENDIX E
PROPOSED STATEMENT OF WORK (SOW) LANGUAGE

The Puerto Rico Police Bureau (PRPB) has provided language describing services to be provided by Applicant. PRPB intends to use this provided language in the Statement of Work that will be included in the final contract with the selected Applicant.

For each section of this Appendix, Applicant shall include the following in its proposal:

- A. Acceptance of the provided SOW text, or any proposed changes to the specified text.

PRPB prefers conformance with the provided SOW text and proposed changes by Applicant may impact evaluation scoring of the subject proposal.

However, PRPB is willing to consider any revisions to the provided SOW text should it better serve the needs of the project or be more appropriate for the Applicant's proposed solution (e.g., Cloud-based solutions may require different approaches than assumed, etc.).

- B. Additional proposal narrative elaborating the Applicant's approach to the subject area with applicability to PRPB (optional).

PRPB shall use such narrative only for the purpose of assisting in the evaluation 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 Applicant and PRPB during the contracting period.

Applicant shall insert additional lines as required when responding to specific instructions in this Appendix.

Note: The proposed SOW is not intended to constrain or infringe upon the Applicant's own Project Management Methodology or Implementation Methodology. This Appendix is intended establish a minimum baseline of expected activities and deliverables that will help Applicants scope their proposals and that will be employed during the RMS Implementation to ensure the successful delivery of the RMS. Applicants are expected to integrate these activities and deliverables into their proposed approaches.

General

Applicant Response (select one) <input type="checkbox"/> (1) Applicant accepts the <i>SOW Text</i> for this section as provided. <input type="checkbox"/> (2) Applicant requests alternate language for this SOW section (see below).
Applicant's alternate SOW language (provide if option 2 selected above):
Additional Proposal Narrative:

SOW Text

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

Deliverable: Deliverable Expectations Documents (DEDs)

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

Applicant shall provide the DED to PRPB 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 PRPB for approval prior to completing the next iteration.

Project Management

Applicant Response (select one) <input type="checkbox"/> (1) Applicant accepts the <i>SOW Text</i> for this section as provided. <input type="checkbox"/> (2) Applicant requests alternate language for this SOW section (see below).
Applicant's alternate SOW language (provide if option 2 selected above):
Additional Proposal Narrative:

SOW Text

Applicant 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. Applicant 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 PRPB Project Manager, Applicant shall set up roles, responsibilities, record-keeping systems, lines of communication, and procedures for managing the project, assuring quality, managing technical configuration, and controlling project changes.

In conjunction with the PRPB PMs, the applicant shall provide on-going project management including regular (weekly) project plan updates, weekly status reports and weekly status meetings. Applicant shall prepare a baseline risk management plan and update the plan regularly (monthly) over the course of the project.

Applicant 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*
- 1.2 Roles and Responsibilities*
- 1.3 Stakeholder Identification and Engagement*
- 1.4 Project Deliverables & Receivables*
- 1.5 Customer Furnished Equipment*
- 1.6 HW/SW Purchase Inventory*
- 1.7 Supplier/Subcontractor Management*

- 1.8 *Project Communication (Ongoing/Regular and Event Based)*
- 1.9 *Security and Proprietary/Protected Data Considerations*
- 1.10 *Risks and Issues Management*
- 1.11 *Knowledge Management*
- 2.0 *Technical Approach*
 - 2.1 *Implementation Methodology*
 - 2.2 *Technical Plan and Documentation Summary*
 - 2.2.1 *Quality Management Plan (including Quality Planning, Control and Assurance activities and artifacts)*
 - 2.2.2 *Configuration Management Plan*
 - 2.2.3 *System Administration Manual*
 - 2.2.4 *Software Test Plan*
 - 2.2.5 *User Manuals*
 - 2.3 *Systems Development Approach*
 - 2.3.1 *Agile/SDLC Model*
 - 2.3.2 *COTS Configuration Disciplines*
 - 2.3.3 *Custom Development Disciplines (by exception)*
 - 2.3.4 *Technical Computing Environments (Dev., Test, Stage, Prod)*
 - 2.4 *Technical Management Activities*
 - 2.4.1 *Design and Solution Configuration Artifacts*
 - 2.4.2 *Requirements Traceability Matrix*
 - 2.4.3 *Interface Design and Management*
 - 2.4.4 *Data Migration Management*
 - 2.4.5 *Formal Technical Reviews and Control Gates*
 - 2.4.5.1 *System Requirements Review (SRR)*
 - 2.4.5.2 *Preliminary Design Review (PDR)*
 - 2.4.5.3 *Critical Design Review (CDR)*
 - 2.4.5.4 *Test Readiness Review (TRR)*
 - 2.4.5.5 *User Acceptance Test (UAT)*
 - 2.5 *Proof of Concept (POC)*
 - 2.6 *Training*
 - 2.6.1 *Training Plan*
 - 2.6.2 *User Training*
 - 2.6.3 *Administrative User Training*
 - 2.6.4 *Technical Support Training*
- 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*

Deliverable: Weekly Project Status Reports (WPSR)

WPSRs will be submitted to PRPB by the Applicant on a weekly basis.

The Deliverable shall include (at a minimum):

- A. Tasks Status (Tasks planned for current period: Tasks completed; Tasks not completed; Tasks planned for next period)
- B. Deliverables Summary by Stage/Phase (Due Date, Estimated Delivery Date, Actual Delivery Date, Comments)
- C. Project Control KPI Status: Scope, Schedule, Budget, Resources, Quality
- D. Upcoming PRPB resource needs / requests
- E. Issues
- F. Risks
- G. Change Control Summary
- H. Actions Summary (Open, In Progress, Late, Closed, etc.)

Deliverable: Project Schedule (Baseline)

Applicant will provide a MS-Project based Schedule / Gantt chart for the RMS Implementation.

The Deliverable shall include (at a minimum):

- A. All major tasks and deliverables to be performed
- B. Durations for each task
- C. Task interdependencies
- D. Principal schedule milestones (Documentation deliverables, software, hardware and solution-based deliverables)
- E. Overall time of completion

Deliverable: Project Schedule (Monthly Updates)

Applicant will provide updates to the RMS Project Schedule on a monthly basis.

The Deliverable shall include (at a minimum):

- A. Percentage Complete updates for all major tasks and deliverables included within the baseline plan
- B. Inclusion of any new tasks, if necessary / appropriate
- C. Recommendations for any changes to the baseline schedule, with appropriate rationale / justification

System Requirements and Design

Applicant Response (select one) <input type="checkbox"/> (1) Applicant accepts the <i>SOW Text</i> for this section as provided. <input type="checkbox"/> (2) Applicant requests alternate language for this SOW section (see below).
Applicant's alternate SOW language (provide if option 2 selected above):
Additional Proposal Narrative:

SOW Text

Applicant shall review the requirements included in this RFP.

Applicant will work with PRPB to validate the requirements to be satisfied by the RMS, 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 RMS product.

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

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

Applicant shall review PRPB reporting requirements. Applicant shall identify RMS reporting capabilities, both fixed and ad hoc, and map reporting requirements to RMS capabilities.

Applicant shall provide the following deliverables:

Deliverable: RMS Fit / Gap Analysis

The Deliverable shall describe the alignment of the RMS with business processes intended at the PRPB after system deployment. The deliverable shall also document key decisions on how

identified gaps in that alignment will be filled. PRPB must accept this deliverable prior to Applicant commencing with Application Configuration tasks.

Deliverable: RMS Solution Design

The Deliverable shall include (at a minimum):

- A. Solution Architecture (with a model and supporting narrative descriptions)
- B. Interface Control Diagram (or similar model summarizing the output of the Interface Design Document)
- C. Use cases, business process flows or a similar mechanism describing how the RMS will be used to in the context of each PRPB business process
- D. RMS reporting capabilities in the context of PRPB business processes
- E. RMS security, access management and associated user account management controls
- F. Key PRPB business process and/or policy changes required to conform with RMS capabilities
- G. Summary level descriptions of RMS changes needed to meet PRPB's requirements

Deliverable: Requirements Traceability Matrix

For each requirement, the Requirements Matrix shall include:

- A. Reference to the detailed RMS Requirements in RFP Appendix B, C & D
- B. The specific RMS component (e.g., screen, report, workflow, data field, etc.) where the requirement is met
- C. The test scenario(s) where the requirement is tested
- D. The training module where instruction is provided for the requirement (if applicable)

Proof of Concept

<p>Applicant Response (select one)</p> <p><input type="checkbox"/> (1) Applicant accepts the <i>SOW Text</i> for this section as provided.</p> <p><input type="checkbox"/> (2) Applicant requests alternate language for this SOW section (see below).</p>
<p>Applicant's alternate SOW language (provide if option 2 selected above):</p>
<p>Additional Proposal Narrative:</p>
<p>Please describe alternatives, considerations and recommendations for the successful undertaking of an RMS Proof of Concept:</p>

SOW Text

The Applicant will develop a limited “proof of concept” (POC) in a “sand-box” or other suitable non-production environment.

The POC will include of a subset of specific RMS functionality, during the initial stage of the RMS Implementation, in order to demonstrate the viability of the solution and its compliance with PRPB requirements. The POC will be required early in the project, and successful completion of the POC, or adjustment of the proposed solution and/or implementation plan to address, to PRPB’s satisfaction, any deficiencies revealed by the POC, will be a condition of the project proceeding beyond the POC.

The scope of the POC will be determined based on the Proposal and final scope of work, but PRPB anticipates that will include the implementation of RMS Arrest and Incident capabilities; and include at least the following:

- Functionality associated with the Arrest and Incident workflow described in the Arrest and Incident Use Cases (Appendix F – Sample Forms and Artifacts) and relevant Detailed Functional Requirements
- User Account Creation and Access Management using Active Directory
- Migration of a subset of appropriate / relevant PRPB data, to demonstrate and validate the data migration approach and capabilities of the solution

PRPB reserves the right to forego the POC implementation if, in PRPB's sole judgment, the solution contained in the successful Proposal and final scope of work does not require a proof of concept.

Applicant shall provide the following deliverables:

Deliverable: POC Execution Plan

The Deliverable shall include (at a minimum):

- A. POC charter stating specific the specific objectives, scope and intended outcomes.
- B. The approach for conducting the RMS POC including the major tasks, durations, roles and responsibilities and overall schedule.
- C. Assumptions.
- D. POC solution summary describing the target "sandbox" environment and any required resources (software, hardware, infrastructure, other).
- E. POC Stage Gate Approval Plan
- F. POC Acceptance Criteria

Deliverable: POC Test Plan

The Deliverable shall include (at a minimum):

- A. Testing approach
- B. User acceptance testing approach
- C. Security testing approach
- D. Test data creation approach, including data refresh processes
- E. Automated test usage (optional)
- F. Defect remediation release strategy
- G. Defect reporting and tracking

Deliverable: POC Test Scenarios and Test Cases

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

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

- A. Traceability requirement references
- B. Dependencies and data preconditions
- C. Test instructions
- D. Expected results

Deliverable: POC User Acceptance Testing Results

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

- A. Date scenario was executed
- B. Person executing the scenario

- C. Test result status (pass/fail)
- D. Defects discovered
- E. Retest dates and results

Deliverable: *POC Report*

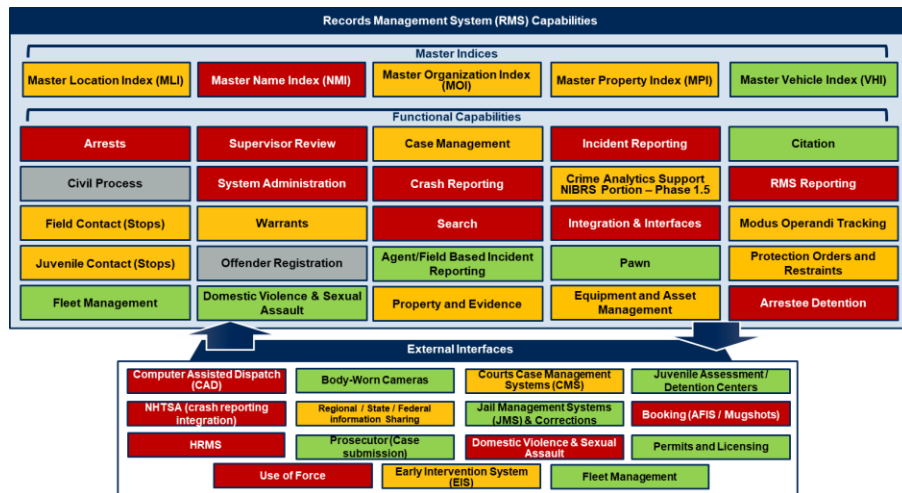
The Deliverable shall include (at a minimum):

- A. Executive summary of the results of the POC in terms of the successes, challenges and any failures.
- B. POC Objectives / Results Assessment Summary
- C. POC Stage Gate Approval
- D. POC Acceptance Criteria Results

Deployment Strategy

Applicant Response (select one) <input type="checkbox"/> (1) Applicant accepts the <i>SOW Text</i> for this section as provided. <input type="checkbox"/> (2) Applicant requests alternate language for this SOW section (see below).
Applicant's alternate SOW language (provide if option 2 selected above):
Additional Proposal Narrative:
Please describe alternatives, considerations, and recommendations for an incremental deployment of the RMS:

Applicant shall work with PRPB to determine the approach rolling out the RMS including phasing strategies and site-specific considerations. PRPB prefers an iterative rollout strategy if possible. Applicant shall conduct workshops with PRPB stakeholders to determine the deployment strategy and include consideration of benefits and risks of strategy alternatives.



The legend below indicates how PRPB wishes to sequence the implementation of specific RMS capabilities to prioritize capabilities to establish core records capture and management that will further the PRPB NIBRS certification. While this desired phased implementation is not mandatory, Vendors should take this into consideration in terms of their technical approach,

implementation plan and cost proposals. Validation of the implementation sequencing shall occur within the first 60 days of project planning.



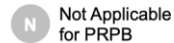
Initial Release



Mid-Term Release



Long-Term Release



Not Applicable for PRPB

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

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

Applicant shall provide the following deliverable:

Deliverable: *Deployment Strategy and Plan*

The Deliverable shall include (at a minimum):

- E. The approach for rolling out RMS, including dependencies on the RMS project activities and any external constraints or dependencies
- F. Organization change management recommendations

Application Configuration

Applicant Response (select one) <input type="checkbox"/> (1) Applicant accepts the <i>SOW Text</i> for this section as provided. <input type="checkbox"/> (2) Applicant requests alternate language for this SOW section (see below).
Applicant's alternate SOW language (provide if option 2 selected above):
Additional Proposal Narrative:

SOW Text

Applicant shall configure the RMS and provide any specified customizations to meet the requirements included in the RTM and the specifications contained in the Solution Design. Applicant shall apply all configuration updates and system changes per the approved Configuration Management Plan.

Applicant shall document all system configuration values and system changes. Applicant shall update such documentation for all changes performed by the Applicant.

Applicant shall provide the following deliverable:

Deliverable: Configuration Management Plan

The Deliverable shall document the agreed-upon system configuration, including references to system tables where appropriate.

The Deliverable shall include a summary of all planned configurations required to enable RMS to meet PRPB's requirements, including references to system provided change logs if available.

The Deliverable shall also include detail specifications for all system changes and any customizations.

Deliverable: Application Configuration Report

The Deliverable shall document the finalized system configuration, including references to system tables where appropriate, including a summary of all configurations actually performed to RMS that enabled RMS to meet PRPB's requirements and including references to system

provided change logs if available. This is the realized version of the plan in the previous deliverable.

System Interfaces

Applicant Response (select one) <input type="checkbox"/> (1) Applicant accepts the <i>SOW Text</i> for this section as provided. <input type="checkbox"/> (2) Applicant requests alternate language for this SOW section (see below).
Applicant's alternate SOW language (provide if option 2 selected above):
Additional Proposal Narrative:

SOW Text

For purposes of this Systems Interfaces section of the Statement of Work, the term 'RMS Interfaces' shall be defined to be the set of all interfaces identified in within the Functional and Technical requirements within RFP Appendix B, C & D.

Applicant shall provide an overview of interface capability and inventory of interfaces available with the out-of-box RMS. Applicant shall work with PRPB to identify existing APIs or other methods for the RMS to receive or provide data for each RMS Interface.

For each RMS Interface, if existing RMS functionality cannot provide data from the RMS or receive data into the RMS required for a particular interface, Applicant shall extend the base RMS to provide the required functionality.

For the identified RMS interfaces in RFP Appendix B,C & D, the Applicant shall work directly with the interfacing application to design, develop and test direct point-to-point interfaces. PRPB shall provision services from third party providers of the interfacing systems if support activities or third-party system modifications are required.

For RMS Interfaces, Applicant shall also provide API(s) or other method(s) for the RMS to provide data to or receive data from the RMS. Applicant shall repurpose RMS APIs utilized in point-to-point interfaces for use in data exchanges where practical. PRPB shall use these APIs or other methods to include data from RMS Interfaces in other data exchanges as required. PRPB shall design and implement data transformations and data transport mechanisms for such

exchanges. PRPB shall provide modifications to external systems as required to support such exchanges. Applicant shall support integration and testing of such data exchanges by PRPB.

After acceptance of the Interface Design Deliverable, PRPB may request Applicant provide additional interface implementation services. Authorization for such additional services will be at PRPB's sole discretion and subject to the change order process.

Applicant shall provide the following deliverables:

Deliverable: Interface Design Document

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

- A. Interface design
- B. Integration flow
- C. RMS adapter/connector type (e.g., web service, file, etc.)
- D. Interface content (field level)
- E. Interface trigger event or frequency
- F. Validations and exception processing
- G. Testing considerations

Deliverable: Interface Complete Acceptance Form

For each RMS Interface, the Deliverable shall include required interface components developed and tested as specified in the Interface Design Document.

Successfully implemented and tested interfaces require an Interface Complete Acceptance Form.

Technical Architecture

Applicant Response (select one) <input type="checkbox"/> (1) Applicant accepts the <i>SOW Text</i> for this section as provided. <input type="checkbox"/> (2) Applicant requests alternate language for this SOW section (see below).
Applicant's alternate SOW language (provide if option 2 selected above):
Additional Proposal Narrative:

SOW Text

Applicant shall confirm and update technical environment specifications required to host the RMS. PRPB shall provide and install specified infrastructure, as appropriate. Applicant shall install, configure, and test the installation of all RMS components. Applicant shall specify, install, configure, and test a minimum of four (4) environments (e.g., development, test, training, production, etc.) as appropriate.

Applicant shall provide the following deliverables:

Deliverable: Technical Architecture Plan

The Deliverable shall include specifications for all required infrastructure and other third-party components to host the RMS. 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 specifications shall include all required environments.

Deliverable: Configuration Management Plan

The Deliverable shall specify all processes required to document the system configuration and to manage change to that configuration. The plan shall detail processes for promotion of 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 RMS environments, including installation test (e.g., smoke test) results.

Data Conversion

Applicant Response (select one) <input type="checkbox"/> (1) Applicant accepts the <i>SOW Text</i> for this section as provided. <input type="checkbox"/> (2) Applicant requests alternate language for this SOW section (see below).
Applicant's alternate SOW language (provide if option 2 selected above):
Additional Proposal Narrative:

SOW Text

Applicant shall work with PRPB to determine data to be converted from legacy PRPB systems. Applicant shall develop and test scripts to extract data from source systems, transform data as required and load data into RMS. Applicant shall provide exception reporting for all data which fails the conversion process due to source data issues.

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

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

Applicant shall provide the following deliverables:

Deliverable: Data Conversion Plan

The Deliverable shall include (at a minimum):

- A. The scope of source data to be converted (e.g., source system/database, date range, case type, etc.)
- B. Source to target data mappings for all fields to be converted
- C. Data transformation rules
- D. Data validation and exception rules
- E. Incremental data conversion approach (assuming RMS deployment is phased)

Deliverable: Data Conversion Completion Report

The Deliverable shall include (at a minimum):

- A. Listing of all test data conversions completed
- B. Final test data conversion results, including summary and detail data exception reports
- C. Updates to the Data Conversion Plan

Testing

Applicant Response (select one) <input type="checkbox"/> (1) Applicant accepts the <i>SOW Text</i> for this section as provided. <input type="checkbox"/> (2) Applicant requests alternate language for this SOW section (see below).
Applicant's alternate SOW language (provide if option 2 selected above):
Additional Proposal Narrative:

SOW Text

Applicant shall prepare test plans and conduct testing needed to ensure that all system components are complete, integrated, and error free, and meet system requirements and specifications. 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.

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

Applicant 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. Applicant shall tune and otherwise update the production system to resolve noted issues. Applicant shall repeat stress-test cycles until all issues are resolved.

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

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

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

Applicant shall provide the following deliverables:

Deliverable: Test Plan

The Deliverable shall include (at a minimum):

- H. Unit/module testing approach
- I. Systems integration testing approach
- J. User acceptance testing approach
- K. Performance and stress testing approach
- L. Security testing approach
- M. Test data creation approach, including data refresh processes
- N. Automated test usage (optional)
- O. Defect remediation release strategy
- P. Defect reporting and tracking

Deliverable: Test Scenarios and Test Cases

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

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

- A. Traceability requirement references
- B. Dependencies and data preconditions
- C. Test instructions
- D. Expected results

Deliverable: Systems Integration Testing Results

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

- A. Date scenario was executed
- B. Person executing the scenario
- C. Test result status (pass/fail)
- D. Defects discovered
- E. Retest dates and results

Deliverable: User Acceptance Testing Results

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

- A. Date scenario was executed
- B. Person executing the scenario
- C. Test result status (pass/fail)
- D. Defects discovered
- E. Retest dates and results

Training

Applicant Response (select one) <input type="checkbox"/> (1) Applicant accepts the <i>SOW Text</i> for this section as provided. <input type="checkbox"/> (2) Applicant requests alternate language for this SOW section (see below).
Applicant's alternate SOW language (provide if option 2 selected above):
Additional Proposal Narrative:

SOW Text

Applicant shall provide full on-site training through coordination with the PRPB Police Academy. All training must begin and be completed within a sixty to ninety (60-90) day period prior to system Go-Live. PRPB shall employ a "Train-the-Trainer" approach following the initial training and in-between the interim refresher training schedules. Applicant shall train at least five (5) Police staff members per team who are qualified as "super users". PRPB shall designate between twelve (12) and sixteen (16) teams for such training. After training, such super users will be knowledgeable of all modules of the RMS and be able to resolve issues or identify problems regardless of their current position assignment. Super users will train other PRPB employees under the Train-the-Trainer approach.

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

- A. System Administrator
- B. Database Administrator
- C. Super User – "Train the Trainer"
- D. RMS End User
- E. Mobile End User
- F. Ad-Hoc Report Writing, including any 3rd party tool training (e.g., analytics software)

Applicant shall provide the following deliverables:

Deliverable: Training Plan

The Deliverable shall include (at a minimum):

- A. Course list
- B. Target audience role descriptions

- C. Specific learning objectives for each user and support role, to be used to assess each individual's readiness to perform their expected roles
- D. Lists of materials, facilities, equipment, user profiles, access procedures, work samples, and other items needed for each training session, including items that PRPB is to furnish
- E. 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

Deliverable: Training Curriculum

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

- A. Course presentation materials
- B. Student training exercises
- C. Pre and post assessment materials
- D. Training data specifications for training exercises (if applicable), including training data initialization procedures

Deliverable: Training Complete

The Deliverable shall include:

- A. Summary of all training provided including course, date and attendees
- B. Summarized training exercise results
- C. General observations of completed training and future training recommendations

System Documentation

Applicant Response (select one) <input type="checkbox"/> (1) Applicant accepts the <i>SOW Text</i> for this section as provided. <input type="checkbox"/> (2) Applicant requests alternate language for this SOW section (see below).
Applicant's alternate SOW language (provide if option 2 selected above):
Additional Proposal Narrative:

SOW Text

Applicant 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. Applicant shall provide all user documentation in Puerto Rican Spanish (listed as a separate cost line item in Appendix G – Application Cost Proposal Template).

Applicant shall provide technical documentation of sufficient depth and clarity to enable PRPB technical personnel to understand the underlying structure and function of system components, to troubleshoot the application software and interfaces (including platform, network, cyber 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.

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

Applicant shall provide documentation specific to PRPB's RMS implementation.

Applicant shall provide the following deliverables:

Deliverable: User Manual and Documentation

The Deliverable shall include (at a minimum):

- A. RMS end-user manual(s)
- B. RMS mobility user manual
- C. System administration and operations manual
- D. Ad hoc report writing manual

Deliverable: Technical Documentation

The Deliverable shall include (at a minimum):

- A. System architecture overview
- B. Data dictionaries
- C. Entity relationship diagrams
- D. Interface configurations

Release Implementation

Applicant Response (select one) <input type="checkbox"/> (1) Applicant accepts the <i>SOW Text</i> for this section as provided. <input type="checkbox"/> (2) Applicant requests alternate language for this SOW section (see below).
Applicant's alternate SOW language (provide if option 2 selected above):
Additional Proposal Narrative:

SOW Text

Applicant shall assess the readiness of PRPB provided technical infrastructure. Applicant shall provide notice to PRPB of any technical infrastructure deficiencies.

Applicant shall plan and conduct activities required to begin production use of the RMS. Applicant 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 production usage of the RMS. Applicant shall support PRPB for any cutover activities restricted to PRPB staff. Applicant shall test the production system prior to system go-live.

Applicant shall provide on-site Release Implementation Support during the cutover. Applicant shall provide on-site support for one month (at a minimum) after the cutover. Applicant shall provide on-site support at the three (3) locations during the first week after cutover. Applicant shall provide support travelling between sites for the additional weeks after cutover.

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

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

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

Applicant shall provide the following deliverables:

Deliverable: Release Implementation (or 'Cutover') Plan

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

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 (assuming the RMS deployment is phased).

Deliverable: Cutover for Main Release Report

The Deliverable shall include (at a minimum):

- A. Summary of the completed cutover activity
- B. Problems and anomalies encountered during the cutover, along with resolutions for each
- C. Lessons learned and recommendations for subsequent cutovers

Post Release Implementation Support

Applicant Response (select one) <input type="checkbox"/> (1) Applicant accepts the <i>SOW Text</i> for this section as provided. <input type="checkbox"/> (2) Applicant requests alternate language for this SOW section (see below).
Applicant's alternate SOW language (provide if option 2 selected above):
Additional Proposal Narrative:

SOW Text

Applicant shall provide maintenance and support of the production RMS for a period of one year, with four additional one-year optional extensions. Applicant's services shall include (at a minimum):

- A. Provision of core RMS upgrades, including enhancements and new features
- B. Level 1 help desk support (listed as an optional separate cost line item in Appendix G – Applicant Cost Proposal Template)
- C. Level 2 help desk support
- D. Defect correction
- E. Impact analysis of upcoming patches and upgrades
- F. Modifications to Applicant provided components and configurations to support upcoming patches and upgrades
- G. Testing and deployment of patches and upgrades in all PRPB environments
- H. Periodic health checks of the production system
- I. Periodic tuning and other required system level administration
- J. Recommendations for infrastructure upgrades
- K. Application modifications required to support scheduled infrastructure upgrades

Applicant shall support PRPB to apply maintenance and support activities to components restricted for access to PRPB staff.

Applicant 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.

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

Applicant shall be subject to the following response requirements for production issues reported by PRPB:

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 PRPB’s normal business operations; diminishes employee safety or well-being; exposes PRPB to significant liability or risk; significantly increases the cost, decreases the value, or impedes the efficiency of PRPB resources or operations; or significantly inconveniences PRPB’s customers. (ii) No workaround is currently developed, implemented, and accepted to alleviate the deficiency’s impact.	Applicant shall begin taking action toward a resolution within a time period of one (1) hour. Contractor 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.	Applicant shall begin taking action toward a resolution within a time period of two (2) hours. Contractor 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	Applicant 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 PRPB’s business operations, costs, risks, employees, or customers, but is desirable for the long-term viability and utility of the system	Applicant shall successfully implement a resolution within a time period of thirty (90) days.

Applicant shall provide additional support services at the direction of PRPB and at additional cost.