

FLAIR and CMS Replacement Project

BAFO SOLUTION DEFINITION OUTLINE

- I. Overview
 - A. Executive Summary
 - B. Description of Approach to Solution Definition
 - 1. By Four Work Streams (see below) by Phase (Application Contractor defines phases)
 - 2. Roles and Responsibilities (State and Application Contractor)
 - 3. Assumptions / Open Questions
 - C. Key Strategies
 - 1. Project Management
 - 2. Organizational Change Management
 - 3. Agency Implementation Support
 - 4. Application Software
 - 5. Technical
 - 6. Post Implementation Support
 - D. Work Stream Integration
 - 1. Process
 - 2. Quality Assurance Approach
 - 3. Cutover Planning
 - 4. Testing Approach
- II. Project Management Work Stream
 - A. Project Plan and Implementation Schedule
 - B. Roles, Responsibilities, and Resources
 - 1. Project Organization Chart
 - 2. Project Organization Description
 - 3. Application Contractor
 - a. Roles and Responsibilities
 - b. Designation of Key Personnel down to the Team Lead Level
 - c. Other Resource Commitments
 - 4. State
 - a. Roles and Responsibilities
 - b. Other Resource Commitments
 - 5. Permanent State Staffing Model
 - 6. Facilities
 - C. Activities by Phase
 - 1. Description
 - 2. Roles and Responsibilities (State and Application Contractor)
 - 3. Application Contractor Process Integration with State
 - D. Deliverables

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- E. Tools
- F. Risks
- G. Assumptions / Open Questions
- III. Organizational Change Management Work Stream
 - A. Overview of Work Stream Plan
 - B. Approach (including mapping of lexicon)
 - C. Solution Description
 - D. Activities by Phase
 - 1. Description
 - 2. Roles and Responsibilities (State and Application Contractor)
 - E. Deliverables
 - 1. Change Management Plan
 - 2. Communication Plan
 - 3. Change Readiness Assessment
 - 4. Agency Implementation Support Plan
 - 5. Knowledge Transfer Plan
 - 6. Comprehensive Training Plan and Curriculum
 - 7. Agency Implementation Guide
 - 8. Training Course Materials
 - 9. Help Desk Plan and Design
 - F. Tools
 - G. Risks
 - H. Assumptions / Open Questions
- IV. Application Software Work Stream
 - A. Overview of Work Stream Plan
 - B. Approach (including mapping of lexicon)
 - C. Solution Description
 - 1. Installation Services
 - 2. Software Module List
 - 3. Processes (includes details like work flows, user exits, modifications, etc.)
 - 4. Reporting
 - 5. Requirements to Processes Crosswalk
 - 6. Information Warehouse (including pros and cons of proposed solution)
 - D. Activities by Phase
 - 1. Description
 - a. Business Process Improvement
 - b. Solution Design
 - c. Configuration
 - d. Exits and Modifications

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- 2. Roles and Responsibilities (State and Application Contractor)
- E. Deliverables
- F. Tools
- G. Risks
- H. Assumptions / Open Questions
- V. Technical Work Stream
 - A. Overview of Work Stream Plan
 - B. Approach (including mapping of lexicon)
 - 1. Technical Architecture
 - 2. Database Environments
 - 3. Technical Configuration Management Processes and Procedures
 - 4. Technical Skills Development
 - 5. Application Development
 - 6. Security
 - 7. Production Control
 - C. Solution Description
 - 1. System Landscape
 - 2. Hardware
 - 3. Systems Software
 - a. Integration Architecture Framework
 - b. DBMS (including backup and recovery)
 - c. Configuration Management Software
 - d. System Monitoring and Tuning
 - 4. Interfaces
 - 5. Conversions
 - a. Recovery during conversion
 - D. Activities by Phase
 - 1. Description
 - 2. Roles and Responsibilities (State and Application Contractor)
 - E. Deliverables
 - F. Tools
 - G. Risks
 - H. Assumptions / Open Questions
- VI. Appendices
 - A. Updated Responses to Detailed Requirements (Microsoft Access)
 - B. MS-Project Plan (Microsoft Project)
 - C. Deliverables Summary Tables
 - D. Options (other alternatives offered by Finalist on any Solution Definition topic)
 - E. Feedback Points BAFO Cross Reference
 - F. Cost Worksheets

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- G. Application Contractor Contract
- H. ERP Software License Agreement