

Appendix K: Implementation and Services Requirements

GENERAL QUESTIONS *(If possible, please limit responses to one page or less.)*

- A. Expand on your project management methodology outlined in L1. How do you approach issue management and resolution? Do you leverage automated tools?
- B. Describe your change control processes during and post implementation for version releases, patches and upgrades.
- C. Expand on your training methodology outlined in L1. Discuss options for training technical staff, project team members and end users. Also address availability of train the trainer courses, documentation, online training and user help. Do user groups exist for your software package? How do you educate customers on new features and functions?
- D. Please describe your levels of technical support, both during and post-implementation. If 3rd party software/partnerships will be leveraged to meet some of the agency's requirements, will the technical support extend to cover those areas?
- E. What tools or methodologies do you employ to facilitate transition and ease of use amongst users of varied technical ability and knowledge? Do you provide wizards or development tools? Please provide detail.
- F. Describe your process for working with an organization with a number of component parts, each of which might have different needs and priorities with respect to organization of documents? (e.g. back office staff versus court staff)?

DETAILED REQUIREMENTS

Please comment on the following requirements. Provide a brief explanation of how you meet the need expressed in each statement.

<i>Item</i>	<i>Requirement</i>	<i>Response/Comment</i>
K3.1	Vendor shall have an established, proven implementation methodology.	
K3.2	Vendor shall provide documentation within the system of all customization, version control changes or	

<u>Item</u>	<u>Requirement</u>	<u>Response/Comment</u>
	additional development of the system.	
K3.3	Vendor shall provide online contextual help available within the system.	
K3.4	Vendor shall provide soft and/or hard copy user and technical documentation with the system, including training manuals and quick reference cards.	
K3.5	Vendor shall provide system support options that meet AOC business needs. Support options may include a comprehensive phone and online help desk service 12x5, emergency support available 24x7 and service level agreements.	
K3.6	Vendor shall provide multiple training options for staff in technical and specialist areas such as site management, creating templates and workflows.	
K3.7	Vendor shall provide training options for staff to become proficient in the content creation, content maintenance, review and approval processes.	
K3.8	Vendor shall provide train-the-trainer options	
K3.9	Vendor shall provide end user and administrator training	
K3.10	Vendor shall provide wizards or walk-throughs to guide users through complex tasks or when first using the Web CMS. This is optional for the user.	
K3.11	The system shall be supported by user groups and	

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	other non-official channels that the AOC can access to provide additional support for the system.	

END OF APPENDIX