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A.A SECTION A – INTRODUCTION AND INSTRUCTIONS

A.A.1 Statement of Work Overview

As described in RFP Section VIII, Proposal Format, the Bidder must submit the required number of copies of the completed Statement of Work (SOW). The table below presents the sections of the Phoenix Program SOW to be incorporated from the Bidder's Proposal. This SOW will be incorporated as Exhibit A into the Phoenix Program Agreement.

Table A-1. Statement of Work

Section	Description
A	Introduction and Instructions
B	Project Deliverables
C	Requirements and Business Solution Response Documentation
D	Phoenix Program Glossary

A.A.2 Instructions

The Statement of Work is not a stand-alone document, but complemented by other requirements and results in the completed Agreement. The following sections are descriptions of goods/services to be provided and are defined herein. Instructions to complete each section of the SOW are detailed in the following pages.

- **Section A – Introduction and Instructions**
No further input is required from the Bidder.
- **Section B – Project Deliverables**
This element of the Statement of Work shall reflect a deliverables-based, phased approach to the Phoenix Program Solution.
- **Section C – Requirements Documents**
This element of the Statement of Work shall contain all Requirements Documents required by the AOC for the Phoenix Program Solution. The Bidder must insert the specified requirement documents following the title pages provided in Section C.
- **Section D – Phoenix Program Glossary**
The Bidder must insert RFP Appendix G, Glossary into Section D.

A.B SECTION B – PROJECT DELIVERABLES

A.B.1 Project Deliverables Overview

This section of the Statement of Work consists of all Project Deliverables for the Phoenix Program Solution.

A.B.2 Instructions

The Bidder shall identify the individual Project Deliverables, as well as supporting information (e.g. frequency, review period) in Table A-2, Phoenix Program Deliverables.

The deliverables identified in Table A-2 shall be the same deliverable items identified by the AOC in RFP Appendix B-02, Implementation and Support Requirements, as well as additional deliverables proposed by Bidders.

Table A-2. Phoenix Program Deliverables

Deliv. #	Name of Deliverable	Proposal Reference	Acceptance Criteria	ASAP Phase	Upgrade Project	Optional New Functionality Projects	Optional Existing Functionality Projects
Required Deliverables							
1	Program Plan (consolidation of individual project plans)		<ul style="list-style-type: none"> ▪SOW Requirements ▪DED Content and Format Descriptions ▪AOC Approval in writing 	All Phases	Yes	Yes	Yes
2	Project Plan			All Phases	Yes	Yes	Yes
3	Project Status Reports (including deliverable status reports, issues, risks, plan vs. actual status, etc.)			All Phases	Yes	Yes	Yes
4	Global Blueprint			Project Preparation	Yes	No	No
5	Communication Strategy			Project Preparation	Yes	No	No
6	Configured Hardware Environments (sandbox and development)			Project Preparation	Yes	Yes	Yes
7	End-User Training Strategy			Project Preparation	Yes	No	No
8	Issue Management and Resolution Strategy			Project Preparation	Yes	No	No
9	Project Charter			Project Preparation	Yes	Yes	Yes
10	Project Management Plan			Project Preparation	Yes	Yes	Yes
11	Project Scope Change Plan			Project Preparation	Yes	Yes	Yes
12	Quality Management Plan			Project Preparation	Yes	Yes	Yes
13	Business Process			Project	Yes	No	No

Deliv. #	Name of Deliverable	Proposal Reference	Acceptance Criteria	ASAP Phase	Upgrade Project	Optional New Functionality Projects	Optional Existing Functionality Projects
	Organizational Change Management Strategy			Preparation			
14	Risk Management Plan			Project Preparation	Yes	Yes	Yes
15	Master Test Strategy			Project Preparation	Yes	No	No
16	Training and Knowledge Transfer Strategy			Project Preparation	Yes	No	No
17	Business Intelligence Strategy			Business Blueprint	Yes	No	No
18	Business Process Fit/Gap Analysis			Business Blueprint	Yes	Yes	Yes
19	Business Process Organizational Change Management Plan			Business Blueprint	Yes	Yes	Yes
20	Data Conversion Strategy			Business Blueprint	Yes	No	No
21	Detailed Design Standards and Design Documents			Business Blueprint	Yes	Yes	No
22	Detailed Functional and Technical Specifications, including requirements documents, use cases, and logical, data flow diagrams, architecture documents and physical data models			Business Blueprint	Yes	Yes	Yes
23	Detailed Reports, Interfaces, Conversions, Enhancements, and Forms (RICEF) Development Schedule			Business Blueprint	Yes	Yes	Yes
24	Blueprint			Business Blueprint	Yes	Yes	Yes
25	End-User Training Plans			Business Blueprint	Yes	Yes	Yes

Deliv. #	Name of Deliverable	Proposal Reference	Acceptance Criteria	ASAP Phase	Upgrade Project	Optional New Functionality Projects	Optional Existing Functionality Projects
26	Integration, User Acceptance, Regression, and Security Test Plans			Business Blueprint	Yes	Yes	Yes
27	Operational and Technical Assessment and Current Environment Analysis Results (including Capacity Plan)			Business Blueprint	Yes	Yes	Yes
28	Software Configuration Management Policies and Procedures			Business Blueprint	Yes	Yes	Yes
29	Stress Testing Strategy			Business Blueprint	Yes	No	No
30	System Landscape, Technical and Business Design Strategy			Business Blueprint	Yes	No	No
31	System Security Strategy			Business Blueprint	Yes	No	No
32	Technical System Design Document			Business Blueprint	Yes	Yes	Yes
33	Test Cases and Test Data			Business Blueprint	Yes	Yes	Yes
34	Integration, Parallel and User Acceptance Test Plans			Business Blueprint	Yes	Yes	Yes
35	Test Scripts			Business Blueprint	Yes	Yes	Yes
36	Training and Knowledge Transfer Plans			Business Blueprint	Yes	Yes	Yes
37	Vendor Response to SAP QA Review			Business Blueprint	Yes	Yes	Yes
38	Training Curriculum Document			Business Blueprint	Yes	Yes	Yes
39	Business Continuity Strategy			Realization	Yes	No	No
40	Business Intelligence Plan			Realization	Yes	Yes	Yes
41	Communication Plan			Realization	Yes	Yes	Yes
42	Data Conversion Plan			Realization	Yes	Yes	Yes

Deliv. #	Name of Deliverable	Proposal Reference	Acceptance Criteria	ASAP Phase	Upgrade Project	Optional New Functionality Projects	Optional Existing Functionality Projects
43	Documented Successful Testing Results			Realization	Yes	Yes	Yes
44	Draft Training Materials			Realization	Yes	Yes	Yes
45	Organizational Readiness Assessment			Realization	Yes	Yes	Yes
46	Stress Test Plan			Realization	Yes	Yes	Yes
47	System and User Documentation			Realization	Yes	Yes	Yes
48	System Security Plan			Realization	Yes	Yes	Yes
49	Training and Knowledge Transfer Effectiveness Reports			Realization	Yes	No	Yes
50	Vendor Response to SAP QA Review			Business Blueprint	Yes	Yes	Yes
51	Batch Schedule			Final Preparation	Yes	Yes	Yes
52	Business Contingency Plan			Final Preparation	Yes	Yes	Yes
53	Business Continuity Plan			Final Preparation	Yes	Yes	Yes
54	Final Training Materials			Final Preparation	Yes	Yes	Yes
55	Go Live Checklist			Final Preparation	Yes	No	Yes
56	Initial Detailed Deployment Plan			Final Preparation	Yes	Yes	Yes
57	Maintenance Repair Policies and Procedures			Final Preparation	Yes	No	No
59	Post Production Support Strategy			Final Preparation	Yes	No	Yes
60	Recommended Operations and Administration Procedures			Final Preparation	Yes	Yes	Yes
61	Role to Position Mapping			Final Preparation	Yes	Yes	Yes

Deliv. #	Name of Deliverable	Proposal Reference	Acceptance Criteria	ASAP Phase	Upgrade Project	Optional New Functionality Projects	Optional Existing Functionality Projects
62	Site-specific Training Materials			Final Preparation	Yes	Yes	Yes
63	Site-specific Transition Plans			Final Preparation	Yes	Yes	Yes
64	Systems Maintenance Plan			Final Preparation	Yes	Yes	No
65	Technical Documentation (including technical and architectural specifications, etc.)			Final Preparation	Yes	Yes	Yes
66	Training (includes support staff training and knowledge transfer)			Final Preparation	Yes	Yes	Yes
67	Training (includes user training and knowledge transfer)			Final Preparation	Yes	Yes	Yes
68	Go/No-go Meeting and Go/No-go Documentation			Final Preparation	Yes	Yes	Yes
69	Vendor Response to SAP QA Review			Final Preparation	Yes	Yes	Yes
70	Deployment Roadmaps			Go Live & Deployment Support	Yes	Yes	Yes
71	Final Detailed Deployment Plan			Go Live & Deployment Support	Yes	No	Yes
72	Maintenance Production Release Plans			Go Live & Deployment Support	Yes	No	Yes
73	Organizational Change Management Effectiveness Assessment			Go Live & Deployment Support	Yes	No	Yes

Deliv. #	Name of Deliverable	Proposal Reference	Acceptance Criteria	ASAP Phase	Upgrade Project	Optional New Functionality Projects	Optional Existing Functionality Projects
74	Phase Closeout (to include System Tuning, Knowledge Transfer Assessment, Project Artifacts in Repository, Lessons Learned, Update Blueprint, and Transition Support to COE and Shared Services)			Go Live & Deployment Support	Yes	No	Yes
75	Service Level Performance Reports			Go Live & Deployment Support	Yes	No	Yes
76	Successful Deployment Documented			Go Live & Deployment Support	Yes	No	Yes
Additional Deliverables Proposed by Bidders							
77							
78							
79							

Per RFP requirements (see RFP Appendix B-02, Implementation and Support Requirements), the Contractor must develop Project Deliverables in the form and format agreed to by the AOC and Contractor using the Deliverables Expectations Document (DED), and approved by the AOC. No work will be performed on any deliverable associated with a payment milestone until the DED has been approved in writing by the AOC. As each Project Deliverable is submitted, the Contractor must include a copy of the Project Deliverable’s Expectation Document as the cover sheet. See Figure A-1 below for a template to be used for Deliverable Expectations Document during projects.

As part of their Proposals, Bidders must provide DED for following “Project Preparation Phase” deliverables defined within the RFP, using the DED template in Figure A-2. Submission of DEDs for these deliverables will be evaluated as part of the Bidder Solution.

Table A-1. Deliverables for which the Bidder has to complete a DED within Proposal

Deliverable #	Name of Deliverable
4	Global Blueprint
5	Communication Strategy
7	End-User Training Strategy
10	Project Management Plan
12	Quality Management Plan
13	Business Process Organizational Change Management Strategy
14	Risk Management Plan
15	Master Test Strategy
16	Training and Knowledge Transfer Strategy
22	Detailed Functional and Technical Specifications, including requirements documents, use cases, and logical, data flow diagrams, architecture documents and physical data models
24	Blueprint

Figure A - 1. Template of Project Deliverable Expectation Document (Bidder to Repeat for Each Required DED Above)

Project Deliverable Expectations Document	
Project Deliverable Number:	Title of Deliverable: <Insert>
Proposal Reference: <Insert>	Contract Reference:
Frequency: <Insert>	Draft Submission Due: <Insert>
State's Draft Review and Comment Period: XX Days	Final Submission Due: XX Days after receipt of draft comments
Approval Required: Yes/No	Distribution: AOC PM – one hard copy and one soft copy Project Oversight Contractor – one soft copy
Contractor: Complete shaded area below	
Prepared by (please print):	Date Submitted:
Date Submitted 2:	Date Submitted 3:
Phone Number:	FAX:
E-mail:	
<p>Deliverable Acceptance Criteria (include SOW requirements (and or requirement modifications agreed to by AOC through operational change processes), format and content description provided by Contractor related to deliverable as agreed to by AOC).</p> <p style="text-align: center; color: red;"><Insert Proposed Format and Content Description for Each Required DED></p>	
AOC Approval/Comments	
Approved by:	Date:
Signature:	
Comments:	

A.C SECTION C – REQUIREMENTS AND BUSINESS SOLUTION RESPONSE DOCUMENTATION

A.C.1 Requirements Overview

This section of the Statement of Work consists of all Requirements and Bidder Approach Documentation for the Phoenix Program.

A.C.2 Instructions

The Bidder *must* insert the following specified Requirements and Business Solution Response Documentation following the title pages provided in Section C below. Each of the title pages refers to the specific requirement for that document as specified in the RFP and provided in the Bidder's Final Proposal.

- (1) **Administrative Requirements** - Responses to every requirement in RFP Section V, Administrative Requirements, including all completed forms contained in RFP Appendix C, Bid Response Forms.
- (2) **Non-Functional and Functional Requirements** - Responses to every requirement in RFP Section VI.2, Non-Functional and Functional Requirements, and RFP Appendix B, Requirements Response Matrices.
- (3) **Project Staff and Project Organization Bidder Responses** - Responses to every Bidder experience and project staff organization response requirements in RFP Section VI.3, Project Staff and Project Organization Response Requirements.
- (4) **Business Solution Bidder Responses** - Responses to every functional, technical, implementation and maintenance and support approach response requirements in RFP Section VI.4, Business Solution Response Requirements.

Administrative Requirements

Nonfunctional and Functional Requirements

Project Staff and Project Organization Response

Business Solution Response Requirements

A.D SECTION D – PHOENIX PROGRAM GLOSSARY

A.D.1 General

This section of the Statement of Work contains the Phoenix Program Glossary defined in Appendix G, Glossary, of the RFP.

A.D.2 Project Glossary Instructions

The Bidder *must* insert the Phoenix Program Glossary as defined in RFP Appendix H, Glossary.

Phoenix Program Glossary