

Attachment 5 – Implementation Approach

200 Points

The Proposer must provide a narrative description of the techniques used to implement the project from the detailed design requirements through to finished deliverables—including the deployment of the new System, project management, and periodic status reporting. The Proposer is encouraged to review *Section 2 Scope of Work* for additional information regarding each response item in this Template.

Note: Responses to individual questions in this response template should be clear and concise and, when combined, should not exceed 5 pages in total. Marketing and sales-type information should be excluded. All parts, pages, figures, and tables should be numbered and clearly labeled with references to the appropriate section of the RFP.

1. Project Plan – 100 Points

Instructions The Proposer must submit a Project Plan that will demonstrate that the Proposer has a thorough understanding for the scope of work and what must be done to satisfy the project requirements.

The Project Plan must include sufficient detail, including a timeline for deployment of the system, to give the City an understanding of how the Proposer will manage the project. The development of the user experience process must be explained. The descriptions of functionality are in **RFP Section 2: Scope of Work, Process Maps A, B, C, and D.**

<Response>

2. System Design, Implementation, and User Experience– 50 Points

Instructions: Describe the Proposer’s approach to design and implementation. For example, will the Proposer be using a waterfall or agile approach; phase in implementation or change systems at once? Also, the Proposer should explain how the user experience will be customized for City Staff at different levels (OLSE, Awarding Body) and the process that the Proposer will use.

<Response>

3. Data Conversion and Testing Plan – 30 Points

Instructions: Describe the Proposer’s Data Conversion and Synchronization Plan approach and methodology to successfully move projects and data into new system.

<Response>

4. Operations Plans and System Support 20 - Points

Instructions: Explain the Proposer’s operations and maintenance support plan that addresses any software warranty, uptime, disaster recovery, and version release management and notification.

<Response>