6.0Project Implementation Information

This section of the Response Template should be a narrative description that supports the Vendor’s implementation methodology and Project Plan. A Gantt chart representative of the implementation plan schedule along with the MS project plan must be provided as an attachment (Attachment L – Implementation Schedule – Project Plan).

A EMWD-specific Project Plan shall be provided in an electronic version using Microsoft Project. This Project Plan should reflect the implementation methodology described in Vendor’s Proposal to this RFP. The Project Plan should outline the activities, project schedule, Vendor resources, EMWD’s resource requirements, interdependencies, and critical milestones for the project. The submitted Project Plan must contain a detailed System Acceptance Plan, including the phase entry and exit criteria that will lead to system final acceptance. Vendor shall provide the following in their Project Plan:

* A two-month System Acceptance Period included in the Post Go-Live timeframe (See RFP Section 7.4.10)
* Four months of Post Go-Live On-site Services (See RFP Section 7.4.11)

6.1 Implementation Overview

1. Clearly identify and lay out the software implementation and support strategy being proposed. (Software as a Service, Platform as a Service, Managed Services, etc.)

**RESPONSE FROM OPEN:**

PMO

1. Explain why the Vendor believes they can provide the best service to EMWD during implementation, post go-live through post-final acceptance and support services long term.

**RESPONSE FROM OPEN:**

PMO

1. Describe the implementation strategy that has been proposed and why.

**RESPONSE FROM OPEN:**

PMO

1. Explain the training methodology that will be utilized and the advantages.

**RESPONSE FROM OPEN:**

PMO

1. Provide a description of the process that will be utilized by the implementation team in developing custom ad-hoc reports. Provide a summary of typical hours required to develop the reports while cross-training the EMWD team.

**RESPONSE FROM OPEN:**

PMO

1. Describe your quality control methodology used throughout the project.

**RESPONSE FROM OPEN:**

PMO

1. How does the Vendor assist the utility in preparing for and implementing organizational change based on the new software?

**RESPONSE FROM OPEN:**

PMO

6.2 Project Management

The Vendor, as prime contractor, will be responsible for providing professional project management of the entire project, which includes managing the cost, schedule, quality, and scope. The Vendor’s Project Manager (PM) should be 100% assigned to EMWD. Based on this requirement, provide the following information:

1. Please describe the overall project management methodology. Describe how the project management function will be executed and what to expect from the Project Manager.

**RESPONSE FROM OPEN:**

PMO

1. Describe what makes your Project Management Office unique, different, and competitive.

**RESPONSE FROM OPEN:**

PMO

1. Describe how the Project Manager will manage the scope to ensure the Project remains on time and on budget.

**RESPONSE FROM OPEN:**

PMO

1. Discuss your proposed change control process. Describe how the Vendor identifies business requirements and manages the change of business requirements.

**RESPONSE FROM OPEN:**

PMO

1. Describe the estimated amount of time the Project Manager and other staff resources will be on-site at EMWD’s in support of the project.

**RESPONSE FROM OPEN:**

PMO

1. Describe how the Vendor will communicate the project status to the Project Team and the various levels of EMWD’s management.

**RESPONSE FROM OPEN:**

PMO

1. If the project begins falling behind schedule, how would the Vendor regain lost time and complete the project on time?

**RESPONSE FROM OPEN:**

PMO

1. Describe the process for tracking deficiencies and managing the correction of those deficiencies.

**RESPONSE FROM OPEN:**

PMO

1. EMWD will contract for a full-time client side project management services. Explain how you have successfully worked with such a structure.

**RESPONSE FROM OPEN:**

PMO

1. Describe the process for conflict resolutions, both internally and externally.

**RESPONSE FROM OPEN:**

PMO

6.3 Risk Management

1. Explain how the Vendor tracks potential project risks.

**RESPONSE FROM OPEN:**

PMO

1. Explain how the Vendor identifies, communicates and determines, with the client, an acceptable level of risk.

**RESPONSE FROM OPEN:**

PMO

1. Describe risk-sharing strategies employed by the Vendor.

**RESPONSE FROM OPEN:**

PMO

1. Describe the detailed risk management plan, tracking and mitigation process to be included as part of this implementation.

**RESPONSE FROM OPEN:**

PMO

6.4 Project Tools

1. Describe which tools the Project Manager and Project Team utilizes to assist with the management of the project.

**RESPONSE FROM OPEN:**

PMO

1. Are these tools provided to the team as part of the implementation project?

**RESPONSE FROM OPEN:**

PMO

1. Are the tools provided online? If so, please provide screen shots of some of the primary screens.

**RESPONSE FROM OPEN:**

PMO

1. Can EMWD retain the project information and the tools after the project has been completed? If yes, describe how the data will be accessed. Does Vendor license these tools as part of its normal licensing procedure?

**RESPONSE FROM OPEN:**

PMO

1. Are there any additional costs, fees, and/or subscriptions to utilize these tools?

**RESPONSE FROM OPEN:**

PMO

1. Please describe the maintenance effort required to support the toolset and identify who will perform the required support and maintenance.

**RESPONSE FROM OPEN:**

PMO

1. Discuss and describe your familiarity with the HP ALM Testing and Defect Management Tool.

**RESPONSE FROM OPEN:**

PMO

6.5 Staffing Plans

1. Provide the staffing requirements for the proposed implementation plan. Based on the proposed plan, identify the staffing requirements for EMWD, the Vendor, and any Third-party by using RFP Attachment D – Staffing Matrix.

**RESPONSE FROM OPEN:**

PMO

1. Describe where EMWD’s resources do not meet (if any) the necessary staffing levels to facilitate a successful project. Discuss Vendor’s approach to solving the resource constraints as evidenced in the Project Plan and Project Staffing.

**RESPONSE FROM OPEN:**

PMO

1. Describe how EMWD’s resources will be used during the implementation.

**RESPONSE FROM OPEN:**

PMO

1. Describe what EMWD resources will be needed to support the system long-term following the implementation. Describe your best practices in managing the system post go-live.

**RESPONSE FROM OPEN:**

PMO

6.6 Core Implementation Services & Methodology

The following section of the proposal should address the Vendor’s implementation methodology as per the project plan provided in Attachment L. Please return an electronic copy of this information along with the hardcopy. As described in Section 7 of the RFP, we have identified typical project phases; **please modify these topics to correspond with the Vendor’s specific methodology**.

**For each of the specific project phases** as recommended by Vendor, identify the Vendor’s approach to implement the solution. Describe the methodology for the major activities of the implementation. For each phase, discuss the following and any other information necessary to communicate the process: Phase description

* Phase dependencies
* Duration
* Responsible lead
* Tools utilized to support this phase
* Quality Control process
* Vendor staffing for this phase
* EMWD staffing for this phase
* Deliverables from Vendor to EMWD
* Deliverables from EMWD to Vendor

**RESPONSE FROM OPEN:**

PMO

6.7 Implementation of Other Services

6.7.1 Data Conversion

Provide a thorough description of the different options for Data Conversion that includes processes, responsibilities and time required to convert EMWD’s Data. Please be specific.

**RESPONSE FROM OPEN:**

PMO

6.7.2 Custom Documentation

The Vendor will be responsible for the complete delivery of all documentation related to any custom modifications or interfaces developed for EMWD. Describe the process and costs for the development of custom documentation that describes the base system technology as configured for EMWD. Please identify these costs in the Cost Matrix and return as Attachment C.

**RESPONSE FROM OPEN:**

PMO

6.8 Required Training Courses

1. Please outline the courses that EMWD’s technical staff will be required to take in order to provide the necessary support needed to maintain the system(s) and hardware through implementation, final acceptance, and the maintenance and support periods.

**RESPONSE FROM OPEN:**

PMO

1. Please outline the courses that EMWD’s non-technical staff will be required to take in order to provide the necessary support needed to maintain or operate the system(s). Explain the functional responsibilities covered in each course and the expected audience member’s roles and positions at EMWD’s.

**RESPONSE FROM OPEN:**

PMO

1. Provide a list of optional courses including duration, availability, locations, and costs.

**RESPONSE FROM OPEN:**

PMO

1. The Vendor will be required to train a core group (up to 20) technical and non-technical EMWD staff. In turn, EMWD will provide training to primary, secondary, and casual system users (“Train-the-Trainer” approach). Vendor will be responsible for the overall training plan and materials. Discuss the timing of the courses. For example, what courses should be conducted before or during the implementation?

**RESPONSE FROM OPEN:**

PMO