



Proposal to the Office of Systems Integration (OSI)

Request for Information (RFI) #75001

For Agile Development Pre-Qualified (ADPQ) Vendor Pool

Project Charter

May 14, 2016



Strategy! Innovation! Transformation!

Revision History

| Version | Date | Description of Updates | Author |
|---------|------------|-----------------------------|---------|
| 1 | 05/14/2016 | Created the Initial Version | xFusion |
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1. Project Information

| | |
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| Project Name | SafeKids |
| Customer | Office of Systems Integration California Health and Human Services Agency |
| Charge Activity | Bid and Proposal (B&P) |
| Sponsor | xFusion Technologies |
| Government Program Manager | N/A |
| Government Project Manager | N/A |
| xFusion Product Owner | Sanjib Nayak |
| xFusion Scrum Master | Ashok Rout |

2. Background

This project is related to a Request for Information (RFI) released by the Office of Systems Integration (OSI) where the California Health and Human Services (CHHS) Agency seeks to establish a pre-qualified vendor pool of up to 15 vendors that will provide the Agency with user-centered design and agile software development services. To facilitate that process, the Agency will establish the pre-qualified vendor pool using a process similar to the federal General Services Agency (GSA) Blanket Purchasing Agreement (BPA) model.

3. Requirements

The requirements for this RFI entail submitting a working prototype that demonstrates its agile software development capabilities and including a publicly-available URL to the prototype at the top of a README.md file located in the root directory of the repository.

The working prototype will be an application that will allow parents of foster kids to establish and manage their profile, view children's residential facilities within their zip code, and communicate with the case worker via a private inbox. The working prototype will access open data through the HHS API to retrieve data about foster family agency locations that are nearby. The working prototype does not need to implement any authentication or authorization against an external directory or authentication mechanism.

4. Scope

The scope of this project includes:

- Setting up a web site for the prototype
- Hosting the web site in a IaaS provider hosting site
- Building a prototype that demonstrates:
 - Register and sign up a parent
 - Establish and maintain parent and child(ren) profiles
 - Search for Foster Care facilities within a specific zip code
 - Communicate with the case worker and the foster parent through a private inbox
- Providing documentations to support the SDLC process for the project

5. Vision Statement

| | |
|--------------|---|
| For: | Parents of foster children. |
| Who: | Are looking to establish their and their child(ren) profiles online, lookup facilities in a specific area, and communicate with the case worker and the foster parent |
| The: | Child(ren) information |
| Is an: | Initiative to allow the parents of the foster children to manage their information and maintain their child(ren)'s profile efficiently |
| That: | Provides users with a prototype to achieve their goals |
| Our Product: | <ul style="list-style-type: none">• Provides an online portal for the parents to register and manage their and their child(ren) profiles• Provides a facility lookup feature that allows the user to search facilities in a zip code• Search Foster Care Facilities within a zip code using <i>Community Care Licensing Division (CCLD) Facility Search API</i> provided by CHHS• Displays the facility search results in both tabular format and on a Google map• Allows the user to communicate with the case worker and foster parents through a private mailbox |

6. Agile Project Team Roles

xFusion assembled a project team that collaborated to deliver a working prototype called SafeKids. Our team includes the labor categories from the Development Pool labor categories to design and develop the prototype. The table below provides the list of Roles/Labor Categories that are used for this project.

Please note that this table does not define the project Team Organization. The Agile Project Team Organization is defined in *ADPQ-SafeKids Scrum Team Organization* document.

| Role / Labor Category | Responsibilities |
|-----------------------|---|
| Product Owner | <p>Assigned as the leader and has authority, responsibility and is accountable for the quality of the product submitted.</p> <ul style="list-style-type: none">• Lead one or more multi-disciplinary agile delivery teams to deliver excellent new products and/or iterations to existing products to meet user needs• Gather user requirements based on an understanding of diverse audience groups• Define and obtain stakeholder buy-in for product definition and delivery approach• Create effective, prioritized product descriptions, and delivery plans to meet user needs in a cost-effective way |
| Delivery Manager | <p>Deliver projects and products using the appropriate agile project management methodology, learning & iterating frequently.</p> <ul style="list-style-type: none">• Work with the Product Manager to define the roadmap for any given product and translate this into user stories• Lead the collaborative, dynamic planning process – prioritizing the work that needs to be done against the capacity and capability of the team• Matrix-managing a multi-disciplinary team• Ensure all products are built to an appropriate level of quality for the stage (alpha/beta/production)• Actively and openly share knowledge of best practices• Interpret user research in order to make the correct product decisions, noting that users do not always know what they want• Continually keep abreast of changes to user habits, preferences, and behaviors across various digital platforms and their implications for successful delivery of government digital services• Underpin the delivery and iteration of digital services through effective analysis of qualitative and quantitative user data• Communicate credibly with a wide range of digital delivery disciplines and talent |

| Role / Labor Category | Responsibilities |
|---|--|
| Technical Architect | <p>Architect the overall system using prototyping & proof of concepts, which include:</p> <ul style="list-style-type: none"> • Modern programming languages (e.g., AngularJS) and web frameworks (e.g., NET) • Modern front-end web programming techniques (e.g., HTML5, CSS3, RESTful APIs, Microservices) and frameworks (e.g., Bootstrap, jQuery) • Relational databases such as MS SQL Server • Automated configuration management • Continuous integration/deployment, and continuous monitoring solutions • Use of version control systems • Ensuring strategic alignment of technical design and architecture to meet business growth and direction, and stay on top of emerging technologies • Decomposing business and system architecture to support clean-interface multi-team development • Developing product roadmaps, backlogs, and measurable success criteria, and writing user stories (i.e., can establish a path to delivery for breaking down stories) • Clearly communicates and works with stakeholders at every category level |
| Interaction Designer/ User Researcher/ Usability Tester | <p>Conduct stakeholder interviews, user requirements analysis, task analysis, conceptual modeling, information architecture, interaction design, and usability testing</p> <ul style="list-style-type: none"> • Design and specify user interfaces and information architecture • Lead participatory and iterative design activities, including observational studies, customer interviews, usability testing, and other forms of requirements discovery • Produce user requirements specifications & experience goals, personas, storyboards, scenarios, flowcharts, design prototypes, and design specifications • Effectively communicate research findings, conceptual ideas, detailed design, and design rationale and goals both verbally and visually • Plan and facilitate collaborative critiques and analysis & synthesis working sessions • Work closely with visual designers and development teams to ensure that customer goals are met and design specifications are delivered upon • Designs and develops primarily internet/web pages and applications • Develops proof-of-concepts and prototypes of easy-to-navigate user interfaces (UIs) that consists of web pages with graphics, icons, and color schemes that are visually appealing • Researches user needs as well as potential system enhancements • Has familiarity with, or may actually: code, test, debug documents, and implement web applications using a variety of platforms • Planning, recruiting, and facilitating the usability testing of a system • Analyzing and synthesizing the results of usability testing in order to provide recommendations for change to a system • May create such artifacts as Usability Testing Plan, Testing Scripts, and Usability Testing |

| Role / Labor Category | Responsibilities |
|--|--|
| Visual Designer | <ul style="list-style-type: none"> • Oversees all visual design efforts • Guides, mentors, and coaches team members while leading projects to successful completion Develops and maintains relationships with key peers in Marketing, Branding, UX leaders, IT leaders, and others to identify and plan creative solutions • Manages external service resources and budgets for visual design • Develops, maintains, and ensures compliance of application release management, outage management and change control processes and standards • Defines, creates, communicates, and manages resource plans and other required project documentation such as style guides and provides updates as necessary |
| Writer/ Content Designer/ Content Strategist | <ul style="list-style-type: none"> • Improves content creation efforts by helping to lead the research & development of interactive and experiential storytelling for projects • Advise how to improve the ongoing iteration of content models • Collaborate with designers and other content strategists to improve how the effectiveness of digital, print, and other content is measured • Develop and maintain appropriate voice for produced content • Advise how to streamline content production and management solutions and processes, based on user research • Assign, edit, and produce content for products, services, and various projects • Plan and facilitate content strategy workshops and brainstorming sessions on developing content and content services (including API development) • Collaborate closely with developers and designers to create, test, and deploy effective content marketing experiences using the Agile method of software development • Offer educated recommendations on how to deliver a consistent, sustainable and standards driven execution of content strategy across products, services, and projects • Collaborate with content managers, writers, information architects, interaction designers, developers, and content creators of all types • Participate, as needed, on an Agile software development scrum teams |
| Front End Web Developer | <p>Frontend web development using modern techniques and frameworks (e.g., HTML5, CSS3, CSS frameworks like Responsive Design, Bootstrap)</p> <ul style="list-style-type: none"> • JavaScript development using modern standards, including strict mode compliance, modularization techniques and tools, and frameworks and libraries (e.g., jQuery, MV* frameworks such as AngularJS) • Consuming RESTful APIs • Consuming Microservices • Using and working in team environments that use agile methodologies (e.g., Scrum, Lean) • Use of version control systems • Ensuring Section 508 Compliance • Quickly researching and learning new programming tools and techniques • Using and working with open source solutions and community • Creating web layouts from static images |

| Role / Labor Category | Responsibilities |
|-----------------------|--|
| Backend Web Developer | <p>Web development using open-source web programming languages (e.g., .NET, AngularJS) and frameworks (e.g., SPA)</p> <ul style="list-style-type: none"> • Develop and consume web-based, RESTful APIs • Develop Microservices • Use & work in team environments that use agile methodologies (Scrum, Lean) • Author developer-friendly documentation (API documentation, deployment operations) • Use of Test-Driven Development Approach • Use of version control systems • Research and learn new programming tools and techniques • Relational and non-relational database systems • Handle large data sets and scaling their handling and storage • Use and work with open source solutions and community • Communicate technical concepts to a nontechnical audience |
| Agile Coach | <ul style="list-style-type: none"> • Embed an agile culture using techniques from a wide range of agile and lean methodologies and frameworks, but be methodology agnostic • Help create an open and trust-based environment, which enables focus on delivery and facilitates continuous improvement • Assess the culture of a team/organization and delivery processes in place to identify improvements, facilitate these improvements with the right type of support • Showcase relevant tools and techniques such as coaching, advising, workshops, and mentoring • Engage with stakeholders at all levels of the organization • Develop clear lines of escalation, in agreement with senior managers • Ensure any stakeholder can easily find an accurate and current project or program status, without disruption to delivery • Work effectively with other suppliers and agencies • Apply best tools and techniques to: team roles, behaviors, structure and culture, agile ceremonies and practices, knowledge transfer and sharing, program management, cross team coordination, and overall governance of digital service delivery • Ensure key metrics and requirements that support the team and delivery are well defined and maintained • Equip staff with the ability to coach others |
| Business Analyst | <p>Support agencies by analyzing propositions and assessing decision-making factors such as strategic alignment, cost/benefit, and risk</p> <ul style="list-style-type: none"> • Work closely with the Product Manager to define a product approach to meet the specified user need • Define skill requirements and map internal, agency, and external (partners/specialist contractors) resources • Work with the owning agency to ensure they have the budget to cover the proposed approach and resource requirements during delivery and analyze what provision they have for on-going costs • Analyze and map the risks of this product approach; propose mitigation solutions • Define how the predicted user and financial benefit can be realized, and how channel shift will be measured • Make a recommendation for action |

7. Sprint Length

This project will execute three (3) sprints. The sprints will be five (5) days each for a total of fifteen (15) working days. We conducted one (1) release to production at the end of the third sprint.

8. Project Assumptions and Constraints

Assumptions

- The “*Parent of Foster Kids*” in Attachment B, Section 1 Working Prototype means the Biological/Adoption Parent and is the *only* User/Actor for the SafeKids prototype phase functional scope.
- The Biological/Adoption Parent is already known to the system by their First Name, Last Name, and EMail ID. For online registration, the Biological/Adoption Parent needs to provide First Name, Last Name, and EMail ID that should match with the existing record. The prototype does not perform the validation but assumes that the First Name, Last Name, and EMail ID are already registered with the system.
- Biological Parent/Adoption Parent may need to provide various proofs of the relationship with the child including genogram, etc. For the prototype, we are only asking the Parent to provide Child’s Birth Certificate or Adoption Certificate.
- Biological/Adoption Parent being the *only* User/Actor can send message to the Case Worker or to the Foster Parents but will not receive messages from them in this prototype scope.
- The Foster Care Facility Search will return Facility data only if searched using a zip code supported by the Community Care Licensing – Foster Family Agency Locations List at the following location:
<https://chhs.data.ca.gov/Facilities-and-Services/Community-Care-Licensing-Foster-Family-Agency-Loca/v9bn-m9p9>

Constraints

- The data returned by the HHS API on the facilities depends upon the availability of the API.