

Exhibit R

Service Requirements

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Service Requirements

Contractor must meet or exceed the requirements for Services as specified in Exhibit R, Service Requirements.

General Services

General IV&V Contractor Requirements	
REQ ID	Detailed Requirement
GEN-01	Contractor shall provide Services to include planning, IV&V Project Work Plans and other activities to complete the work described in this SOW. This includes but is not limited to any research, discovery, and other activities to inform and educate the Contractor of DFPS policies, processes, systems, and practices.
GEN-02	Contractor shall create and maintain an updated IV&V Project Work Plan and provide to DFPS throughout the duration of the Project based on the schedule provided by DFPS.
GEN-03	Contractor shall provide Project status updates to DFPS leadership on a schedule agreed upon by Contractor and DFPS, to enable informed decision making and communicate risks, issues, and mitigation efforts.
GEN-04	Contractor shall inform DFPS of any changes to key personnel included in this engagement. The Contractor shall submit additional resumes for DFPS review and approval for replacement of key personnel within three (3) Business Days, where applicable. Contractor shall submit revised organizational chart(s) when any IV&V personnel changes that affect the Project are made by Contractor.
GEN-05	Contractor shall identify points of contact for resolving any key questions or issues that may arise. The Contractor shall be responsible for responses to all requests, regardless of the assigned point of contact, as defined by DFPS.

REQ ID	General IV&V Contractor Requirements Detailed Requirement
GEN-06	Contractor shall provide Deliverables on the dates agreed upon in the IV&V Project schedule. Any changes to the delivery date(s) must have prior written approval by DFPS leadership. DFPS will identify key leadership. The Contractor shall update the IV&V Project schedule to reflect all such changes once approved.
GEN-07	Contractor and DFPS shall agree upon templates, standards and approval requirements for documentation, where applicable.
GEN-08	Contractor shall be responsible for content and quality of work output from its team.
GEN-09	Contractor staff, if working off-site, shall access the repository using DFPS approved tools for remote access and DFPS's equipment, when mandated.

REQ ID	General IV&V Contractor Requirements Detailed Requirement
GEN-10	Contractor shall: 1. Be responsible for Project management responsibilities as outlined in Project management requirements. 2. Review and make recommendations on the management of the Project, DFPS staff, SI and DFPS Vendors, and the technical aspects of the Project. 3. Consult with stakeholders and assess the user involvement and buy-in regarding System functionality and the System's ability to support program business needs. 4. Conduct an analysis of past project performance sufficient to identify and make recommendations for improvement. 5. Provide risk management assessment and capacity planning services. 6. Develop performance metrics which allow tracking Project completion against milestones set by DFPS, SI and DFPS Vendors.
GEN-11	Contractor shall utilize verification and validation procedures for in-depth analysis to ensure the products, services, and system requirements work together to build a System that fulfills its intended purpose.
GEN-12	Contractor and Contractor's staff shall be on-site during applicable phases of the Project. DFPS will provide reasonable accommodation at the designated DFPS location. In the event additional space is required by the awarded Contractor's staff during the applicable phases of work, DFPS and the Contractor shall agree on available options.
GEN-13	Contractor shall review Project documentation and provide defined checklists or similar tools to use in observation, review, analysis, verification, and validation tasks.

REQ ID	General IV&V Contractor Requirements Detailed Requirement
GEN-14	Contractor's staff shall interview and observe project management staff, program staff, SI staff (including any sub-contractors) and other DFPS Vendor staff and observe Project meetings and activities to understand the processes, procedures, and tools used in DFPS project and program environments.
GEN-15	Contractor shall review and analyze these DFPS processes, procedures, and tools and all applicable and available documentation for adherence to accepted industry standards.
GEN-16	Contractor shall produce structured reports that objectively illustrate the strengths and weaknesses of the Project.
GEN-17	Contractor shall provide recommendations for correcting the weaknesses that the report(s) identifies.
GEN-18	Contractor shall provide Services throughout the lifecycle of the Project to ensure DFPS understands the progress, risks, and concerns relating to the Project.
GEN-19	Contractor shall verify that all products and services proposed by SI and other DFPS Vendors meet DFPS requirements and specifications.

REQ ID	General IV&V Contractor Requirements Detailed Requirement
GEN-20	Contractor shall provide the following services that include: 1. Alignment with Project objectives described in the RFO. 2. Ongoing assessments of Project work products and processes and their conformance to DFPS technology standards, CCWIS standards and other applicable standards, including review checklist and deliverable observation review reports, as necessary. 3. Drafting and delivering preliminary and final versions of weekly and monthly review reports. 4. Evaluating the Project's software development activities and artifacts from an application and operational perspective. 5. Conducting enhanced risk mitigation practices, issue tracking, and verification and validation activities including providing actionable recommendations on process enhancements and modifications and the related impacts to DFPS infrastructure. 6. Providing advisory and strategic planning oversight in conformance with the federal regulations located at 45 CFR Section 95.626.

Project Management Services

REQ ID	Project Management Requirements Detailed Requirement
PM-01	Contractor shall provide a detailed IV&V Project Work Plan for IV&V Services within thirty (30) Business Days after Contract award and after access to DFPS systems has been provided. Project Work Plan requires DFPS approval to proceed with implementation of work plan. The plan shall include an outline of approach, methodology, scope, tool(s), software or services, hardware, standards, roles and responsibilities, and communications channels for IV&V activities. It shall also include details of how the IV&V reviews will be conducted and what standard criteria will be used for verification and validation. Additional details related to the contents of the Project Work Plan can be found in <u>Exhibit S, Deliverables, Develop and Maintain Project Work Plan, (DEL-01)</u> and <u>Exhibit T, Key Performance Measures and Liquidated Damages, (KPM-01)</u>.
PM-02	Contractor shall submit an updated IV&V Project Work Plan for IV&V Services annually as required by <u>Exhibit S, Deliverables, Annual Project Work Plan, DEL-037</u> and <u>Exhibit T, Key Performance Measures and Liquidated Damages, (KPM-04)</u>.
PM-03	Contractor shall provide a detailed IV&V Project Schedule for IV&V Services within thirty (30) Business Days after Contract award and after access to DFPS systems has been provided. Contractor shall be responsible for planning and scheduling activities to accomplish work as needed to complete the work described in this RFO. Additional details of the Project schedule can be found in <u>Exhibit S, Deliverables, Develop and Maintain an updated Project Schedule, (DEL-02)</u>.

REQ ID	Project Management Requirements Detailed Requirement
PM-04	Contractor shall review and report on the SLA(s) associated with the Project and their overall performance and progress as described in <u>Exhibit S, Deliverables, Assessment of Project Performance Service Level Agreements (SLAs) and Adherence to SLAs, (DEL-03)</u>. Key areas of focus include but are not limited to the following: 1. Compliance with agreed delivery timelines; 2. Conformance to Project plans and agreements; 3. Adherence to maintenance and release schedules; 4. Timely resolution of identified findings; 5. Other project-related performance indicators as identified.
PM-05	Contractor shall propose a list of key staffing personnel that shall be responsible for the performance of the Services requested under this Solicitation and provide the following information: 1. Staffing type (i.e., Project Manager, Data Manager SME, Security SME, etc.); 2. Resume; and 3. Three (3) external written references that are germane to this scope of work (references may not be Respondent's or subcontractor's employees).

REQ ID	Project Management Requirements Detailed Requirement
PM-06	The key staffing personnel shall serve as part of the full continuum of the Contract phases, beginning on the Contract Effective Date. The Contractor key staffing personnel will be skilled personnel bringing a range of talents to support staffing continuity throughout the Contract. The precise Contract staffing needs beyond the key staffing personnel will be further refined during the Contract kickoff and subsequent project plan development.
PM-07	Contractor will provide the key staffing personnel, Contractor legal representative, Contractor contract manager, and executive authority to support the Contract kickoff, and associated activities within ten (10) Calendar Days of Contract Effective Date.

Reporting Services

REQ ID	Reporting Requirements Detailed Requirement
RPT-01	Contractor shall provide Initial IV&V report as described in <u>Exhibit S, Deliverables, Initial IV & V Report, (DEL-04)</u> and <u>Exhibit T, Key Performance Measures and Liquidated Damages, (KPM-02)</u> .
RPT-02	Contractor shall deliver weekly IV&V reports on the required IV&V activities. The weekly report shall provide updates on the status of each IV&V activity and progress from the previous report. Weekly reports shall include findings, risks and issues tracking, escalations and resolution procedures and recommendations as described in <u>Exhibit S, Deliverables, Weekly IV & V Reports, (DEL-05)</u> .
RPT-03	Contractor shall deliver Ad hoc IV&V reports as identified and requested by DFPS and as described in <u>Exhibit S, Deliverables, Ad-Hoc Reports, (DEL-06)</u> .
RPT-04	Contractor shall provide meeting notes from any IV&V related meetings or sessions scheduled with DFPS staff, SI, or other DFPS Vendors or Project stakeholders as described in <u>Exhibit S, Deliverables, Meeting Notes, (DEL-07)</u> .
RPT-05	Contractor shall provide monthly executive IV&V briefings as described in <u>Exhibit S, Deliverables, Monthly Executive IV&V Briefings, (DEL-08)</u> .
RPT-06	The Contractor shall provide a final IV&V report as described in <u>Exhibit S, Deliverables, Final IV&V Report, (DEL-09)</u> , and <u>Exhibit T, Key Performance Measures and Liquidated Damages, (KPM-03)</u> .

Process Management

REQ ID	Project Wide Process Requirements Detailed Requirement
PWP -01	The Contractor shall assess and provide a report on the Project risk and issue management processes and documentation produced by DFPS, the SI and other DFPS Vendors working on Project, to ensure alignment with standard project management guidelines. The report shall include Contractor's recommendations for the ongoing evaluation and improvement of the risk and issue management processes across all stakeholders supporting the Project, in addition to the details included in <u>Exhibit S, Deliverables, Assessment Report on the Project Risk and Issue Management Plan, (DEL-010)</u>.
PWP-02	Contractor shall assess and provide a report on the Project's Scope Management Plan to determine if it contains defined processes that the DFPS Vendors shall use for managing scope and addressing any out-of-scope tasks that exist or might arise during the Project. The details of the report are included in <u>Exhibit S, Deliverables, Assessment Report on the Scope Management Plan, (DEL-011)</u>.
PWP-03	Contractor shall assess and provide a report on the Project's change management plan and processes. The Contractor shall assess the change management plan to determine if it contains defined processes that the SI shall use for any out-of-scope tasks that exist or might arise for DFPS, SI and DFPS Vendors.

REQ ID	Project Wide Process Requirements Detailed Requirement
PWP-04	The report on change management plan and processes shall include evaluations of: 1. The processes for the submission, prioritization, and dispensation of requests for changes on Project deliverables. 2. The template for Project change requests to ensure it includes: a) Business case for the change. b) Impact on the budget, schedule, or quality. c) Any barriers to processing the change request and possible resolutions. d) Cost-benefit analysis of the change. e) Sections to comment on why the change was approved or denied. Additional details of the report can be found in <u>Exhibit S, Deliverables</u>, Assessment Report on Change Management Plan and Processes, (DEL-012).
PWP-05	Contractor shall assess, and provide a report on, and make recommendations on the Project's Quality Assurance (QA) Plan(s), procedures, and organization, including those of the SI and other DFPS Vendors working on the Project, to verify each vendor is implementing QA according to their plans. Additional details of the report can be found in <u>Exhibit S, Deliverables</u>, Assessment Report on Quality Assurance Plan(s), (DEL-013).
PWP-06	Contractor shall assess and provide a report on the Project's Organizational Change Management (OCM) plan and associated Project communication plans and strategies. Details of the report can be found in <u>Exhibit S, Deliverables</u>, Assessment Report on Organizational Change Management (OCM) Plan, (DEL-014).

REQ ID	Project Wide Process Requirements Detailed Requirement
PWP-07	Contractor shall assess and provide a report on Project Management Plans (PMPs) as detailed in <u>Exhibit S, Deliverables, Assessment Report on Project Management Plan(s) (PMP), (DEL-015).</u>
PWP-08	Contractor shall assess and provide a report on the DFPS Integrated Project Schedule (IPS) associated with the Project as well as the project schedules managed by other DFPS Vendors. The details of the assessment report can be found in <u>Exhibit S, Deliverables, Assessment Report on DFPS Integrated Project Schedule (IPS) and Other DFPS Vendors' Project Schedules, (DEL-016).</u>
PWP-09	Contractor shall assess and provide a report on Project staffing and organizational structure including that of DFPS, SI, and other DFPS Vendors, in support of the Project. The assessment shall assist in ensuring the Project is operating with sufficient efficacy to support successful outcomes. Specific details of the Report related to Project staffing can be found in <u>Exhibit S, Deliverables, Assessment Report on Project Staffing, (DEL-017).</u> Specific details of the assessment report related to organizational structure can be found in <u>Exhibit S, Deliverables, Assessment Report on Project Organizational Structure, (DEL-018).</u>
PWP-10	Contractor shall assess and provide a report on the Project's maintenance and operations plan(s) and processes as described in <u>Exhibit S, Deliverables, Assessment Report on Maintenance and Operations Plan(s) and Processes, (DEL-019).</u>
PWP-11	Contractor shall review and assess all Project documentation to be submitted to federal and state entities and provide feedback and recommendations as described in <u>Exhibit S, Deliverables, Assessment Report on Documentation to be Submitted to Federal and State Entities, (DEL-020).</u>

Solution Management

REQ ID	Environments, Architecture, Processes and Products Requirements Detailed Requirements
EAP-01	Contractor shall assess and provide a report on the Project requirements management plan as described in <u>Exhibit S, Deliverables</u> , Assessment Report on Requirements Management Plan, (DEL-021) .
EAP-02	Contractor shall assess and provide a report on the Project training plan and training documentation as described in <u>Exhibit S, Deliverables</u>, Assessment Report on Training Plan and Training Documentation, (DEL-022). The report shall include any additional findings and recommendations by the Contractor to help ensure the delivery of a quality training experience. Recommendations shall note how to resolve issues identified during each release training. The Contractor shall immediately identify and report issues that present moderate or significant risks to user acceptance or present conflicts with CCWIS compliance requirements.

REQ ID	Environments, Architecture, Processes and Products Requirements Detailed Requirements
EAP-03	Contractor shall assess and provide a report on the Project test plans and results produced iteratively by DFPS, SI and other DFPS Vendors to ensure Project test plans include the following items: 1. Unit testing 2. System testing 3. Integration testing 4. Regression testing 5. Performance testing 6. Load testing 7. Stress testing See <u>Exhibit S, Deliverables</u>, Assessment Report on Test Plans and Results, (DEL-023) for a detailed list of what shall be assessed as well as the detailed list of items to be included in the assessment report.
EAP-04	The Contractor shall assess and provide a report on the Project user acceptance test plans and processes to help ensure clarity, comprehensiveness, usability, and accuracy. See <u>Exhibit S, Deliverables</u>, Assessment Report on User Acceptance Test Plans and Processes, (DEL-024) for report details.
EAP-05	The Contractor shall assess and provide a report on the Project configuration management processes and documentation that includes the details as outlined in <u>Exhibit S, Deliverables</u>, Assessment Report on Configuration Management Processes and Documentation, (DEL-025).

REQ ID	Environments, Architecture, Processes and Products Requirements Detailed Requirements
EAP-06	The Contractor shall assess and provide a report on the Project defect management processes and documentation that includes the details as outlined in <u>Exhibit S, Deliverables</u> , Assessment Report on Project Defect Management Plan and Processes, (DEL-026) .
EAP-07	Contractor shall assess and provide a report with an analysis of the Project coding processes and documentation used by the SI and DFPS to develop the new case management system. See details of report outlined in <u>Exhibit S, Deliverables</u> , Assessment Report on Coding Processes and Documentation, (DEL-027) .
EAP-08	The Contractor shall assess and provide a report on the Project data cleansing processes and documentation, including adherence to CCWIS standards. See details of report outlined in <u>Exhibit S, Deliverables</u> , Assessment Report on Data Cleansing Processes and Documentation, (DEL-028) .
EAP-09	Contractor shall assess and provide a report on the SI's Project data conversion and migration plan and processes. See details of report outlined in <u>Exhibit S, Deliverables</u> , Assessment Report on Data Conversion and Migration Plan and Processes, (DEL-029) .
EAP-10	Contractor shall assess and provide a report on the Project database design and software. See details of report outlined in <u>Exhibit S, Deliverables</u> , Assessment Report on Database Design and Software, (DEL-030) .
EAP-11	Contractor shall assess and provide a report on the SI's detailed design processes, products, and documentation for the Project. See details of report outlined in <u>Exhibit S, Deliverables</u> , Assessment Report on Detailed Design Processes, Products and Documentation, (DEL-031) .

REQ ID	Environments, Architecture, Processes and Products Requirements Detailed Requirements
EAP-12	Contractor shall assess and provide a report on the Project release management processes, plans, and schedules as proposed by SI. See details of report outlined in <u>Exhibit S, Deliverables</u> , Assessment Report on Release Management Plan and Processes, (DEL-032) .
EAP-13	Contractor shall assess and provide a report on System security requirements, policies and procedures. See details of report outlined in <u>Exhibit S, Deliverables</u> , Assessment Report on System Security, (DEL-033) .
EAP-14	Contractor shall assess and provide a report on the processing capacity of the implemented System. See details of report outlined in <u>Exhibit S, Deliverables</u> , Assessment Report on System Capacity and Platform, (DEL-034) .
EAP-15	Contractor shall conduct assessments and provide quarterly reports after implementation of the first System module through final implementation. See details of report outlined in <u>Exhibit S, Deliverables</u> , Assessment Report on System Performance, System Performance SLAs and Adherence to System Performance SLAs, (DEL-035) .

Security Services

REQ ID	Security Requirements Detailed Requirements
SEC-01	Contractor shall comply with all Security requirements and provisions found in Section 2.3 (Data Use Agreement and Security Privacy Inquiry) of the Solicitation.

Additional Services

REQ ID	Additional Services Requirements Detailed Requirements
ADD-01	Contractor may be requested to provide additional Services via the Task Order process, as requested by DFPS as outlined in Section 2.1.4 (Supplemental Services) of the Solicitation and in agreement with details found in <u>Exhibit S, Deliverables</u> , Additional IV & V Tasks and Deliverables, (DEL-036).

Accessibility Services

REQ ID	Accessibility Service Requirements Detailed Requirements
ACC-01	The Contractor must provide the EIR information in an Accessibility Conformance Report (ACR), using VPAT version 2.5 INT or later, submitted in an accessible format to demonstrate compliance with these standards. (Refer to <u>Exhibit L, DFPS Uniform Digital Accessibility Requirements</u>).