# Tab 3 – Project Approach and Implementation Methodology

1. PROJECT APPROACH

Respondent to provide a description of the proposed approach for providing the Scope described in the RFP, including a comprehensive description of the proposed implementation methodology for the Project. The description should include how the Respondent has developed this methodology to both incorporate lessons learned from experiences as well as to meet the needs described in the RFP.

1. Based on information provided in this RFP and experience in working with other localities, what is the Respondent’s perspective on the most significant risks to this Project, and how do you plan to mitigate these risks?

1. With what frequency will Respondent’s Project Team staff be on-site at the LFCHD during implementation? Will staff be on-site for full or partial weeks?

1. Describe in detail the approach to developing interfaces/integrations/data exchanges. What is the division of responsibility between LFCHD and Respondent project teams? What technical skills are required of LFCHD staff for this work?

1. Describe in detail the approach to configuration and set-up activities. Will the Respondent team complete the majority of the configuration based upon information gathered from LFCHD subject matter experts, or will LFCHD be expected to perform much of the configuration?

1. Describe any additional assumptions made in the proposal, not already identified in detail. These should include any assumptions related to the current LFCHD technical environment, staffing, project management approach, and LFCHD resources available during implementation and support phases.

1. DEPLOYMENT

Respondent to provide a detailed narrative description of how the implementation approach will vary between the deployment methods proposed (i.e., a traditional LFCHD-hosted model, a Respondent-hosted and/or a subscription-based solution, etc.)

1. GO-LIVE AND ONGOING SUPPORT

Respondent to describe what level of pre- and post-go-live support is available under the proposed fee structure. If varying levels of support are available, this section of the RFP response should clarify these potential support services and highlight the level of support that has been proposed. Respondent shall use Attachment B, Cost Worksheets, to clearly identify the varying fees based on the varying levels of support that are available.

1. What are the standard hours that support is offered, and through what means (telephone, web ticket submission, etc.)?

1. Are afterhours and weekend support offered, and if so, is this part of the standard support offering or part of a different tier/offering?

1. Is product support offered by Respondent, through the software developer/provider, or sub-contracted?

1. Are there optional, “enhanced” support tiers or offerings above and beyond what has been proposed?

1. How often are releases provided? How is advance notification provided to customers of upcoming releases, and what is the process to test each release?

1. Would LFCHD be able to test releases in a test environment prior to pushing updates to a live environment?

1. Does the system have the ability to roll back updates should challenges or bugs be encountered?

1. Describe how often major and minor software updates are provided, as well as the level of FCHD resources required for a major update and the level of resources required for a minor update.

1. Please describe the major/minor upgrade process that is required if the solution requires a client-based installation.

1. Are there future costs associated with upgrade processes? For example, costs associated with purchasing licensing for upgrades, professional services costs associated with implementing upgrades, etc.? Respondent to describe the frequency of upgrades and any price ranges for anticipated upgrades.

1. What is the role of LFCHD in providing ongoing support and maintenance of the system proposed? How many FTEs are typically required to support the system on the client-side, and what tasks are entailed?

1. STATUS REPORTING

Respondent to detail their approach to providing status reports throughout the course of the project. This section should include an example of the recurring status report and identify the expected delivery mechanism that will be used to provide the report to the Respondent.

1. RESOURCE HOURS

Respondent shall include the proposed resource levels for LFCHD Implementation Project Team and their Project Teams by completing the tables below.

#### Table 3-01: Project Team Resource Hours

| **Project Team Resource Hours** | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Instructions:** The Respondent is asked to provide the number of resources that will be committed to the project in terms of number of hours. These numbers should be based on the functionality LFCHD desires, included in the detailed Functional and Technical Requirements (Attachment A). | | | | | | | | | |
| **Assumptions**: Any assumptions related to the number of Project Team staff for the Respondent or LFCHD teams, roles of staff, and duration of involvement used in the development of the resource hour estimates **should be included here**: | | | | | | | | | |
| **Functional Area** | **Project Team** | **Requirements and Design** | **Data Conversion** | **Configuration and Setup** | **Implementation/Project Management** | **Testing** | **Training** | **Total** |
| Clinical Documentation | LFCHD Team |  |  |  |  |  |  |  |
| Vendor Team |  |  |  |  |  |  |  |
| Medication and Lab Order Management | LFCHD Team |  |  |  |  |  |  |  |
| Vendor Team |  |  |  |  |  |  |  |
| Scheduling | LFCHD Team |  |  |  |  |  |  |  |
| Vendor Team |  |  |  |  |  |  |  |
| Billing and Accounts Receivable (BAR) | LFCHD Team |  |  |  |  |  |  |  |
| Vendor Team |  |  |  |  |  |  |  |
| Registration and Medical Records | LFCHD Team |  |  |  |  |  |  |  |
| Vendor Team |  |  |  |  |  |  |  |
| Immunizations | LFCHD Team |  |  |  |  |  |  |  |
| Vendor Team |  |  |  |  |  |  |  |
| **Total Hours by Project Task:** | LFCHD Team |  |  |  |  |  |  |  |
| Vendor Team |  |  |  |  |  |  |  |

Respondent shall include the anticipated resource hour’s levels for LFCHD Implementation Project Team based on typical project role by completing the tables below. Any comments related to the anticipated hours, any phase-specific involvement, or other assumptions should be noted in the Additional Vendor Comments column.

**Table 3-02: Anticipated Hours by Project Role**

|  |  |  |  |
| --- | --- | --- | --- |
| **Anticipated Hours by Project Role** | | | |
| **LFCHD Project Role**  (e.g. Project Sponsor, Project Manager, Conversion Lead) | **Estimated hours per month (ranges are acceptable)** | **Estimated number of individuals required for role** | **Additional Respondent Comments** |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

Respondent to provide their overall estimated split/division of the work effort as shared between LFCHD and the vendor teams (example: LFCHD owns 20% of the work effort, and the respondent owns 80% of the work effort) along with any narrative to support this estimate.

**Table 3-03: Anticipated Work Effort Division**

| **Anticipated Work Effort Division** | | |
| --- | --- | --- |
|  | **LFCHD Project Team** | **Respondent Project Team** |
| **Estimated number of individuals required for Project Team** |  |  |
| **Approximate Percentage of Work Effort Owned** |  |  |
| **General Comments** |  | |

1. IMPLEMENTATION PLAN

Respondent to provide their overall objectives and approach to LFLCHD’s implementation. Discuss timing as being chronological, in parallel, etc., for all the modules proposed.

Respondent shall submit a Sample Implementation Plan as an Exhibit to Tab 3.

Exhibit submitted Yes       No

1. PROJECT MANAGEMENT PROCESS

Respondent to provide their overall approach for managing LFCHD’s Project, including the following areas:

1. **Scope Management:** approach for managing the Project Scope and the process used to request changes to Project Scope. It is LFCHD’s desire to use the proposed software system “as is” and, as such, any changes (e.g. customizations or modifications to the software) must be reviewed and approved by LFCHD’s Implementation Project Team.
2. **Schedule Management:** approach for managing LFCHD’s Project Schedule and the process used to submit requested changes to the schedule.
3. **Risk Management:** their approach for documenting Project risks, providing recommendations for mitigating the risk, and how this will be communicated to LFCHD’s Implementation Project Team.
4. **Quality Management:** approach/policies to assure that all written deliverables have received appropriate reviews for quality before being submitted to LFCHD.
5. **Communication Management:** approach that will be used to provide LFCHD with a detailed communication plan
6. **Organizational Change Management:** process, tools, and techniques they will use to manage the people side of change.
7. **System Interface Plan:** approach and process that will be used to perform LFCHD desired interfaces.
8. **Resource Management Plan:** approach to resource management and managing resource allocation for LFCHD and respondent teams.