Respond to this section by including the text of each requirement, followed by the Proposer’s response. The response must match the organization of the Attachment, including numbering and headings.

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| --- | --- |
| **#** | **Implementation/Management Approach** |
| 1 | Describe your system’s implementation process, from initial contract through a successful implementation and hand-off to Clark County |
| 2 | How will you manage the working relationship with the County regarding project issues, recommending solutions, assisting with workflow design, system configuration, testing and training? |
| 3 | Describe how you assist the County in controlling scope and cost during implementation. |
| 4 | Provide a sample project schedule (timeline) beginning with initial contract awarded and ending with the turnover to Support. |
| 5 | Provide a sample MS Project plan including tasks, durations, resources, dependencies, etc. It is important for the County to understand how many resources they will need to commit to the project and during each part of the project.  |
| 6 | Describe the contractor’s project management role vs. the County’s project management role. Include what tasks will be done by each. |
| 7 | How long does an implementation take for an organization the size of Clark County? |
| 8 | What percentage of the County’s resources time should be committed to the project and for what duration? |
| 9 | Describe the contractor resources that will be assigned to the project. Identify their role/responsibility, the number of days onsite, etc. |
| **#** | **Training** |
| 10 | List training courses you provide by functional area. For example, for system administrators, data base administrators, end users, etc.  |
| 11 | Describe the training plan you propose for Clark County. |
| 12 | Describe the training materials you provide. Are these materials customizable? |
| 13 | List the resources needed to provide training (number of classrooms, tables, computers, cabling, number of trainers, etc.) |
| 14 | Outline the specific number of hours and classroom size (attendees) to complete your training plan outlined in #11 above. |
| 15 | Describe your involvement in the training process. How many days are you on site? |
| 16 | Does the system have on-line help? If yes, please explain. Is it customizable? |
| **#** | **Testing** |
| 17 | Explain how workflows are set up and tested. |
| 18 | Explain how components are moved from one environment to another. For example, once the County is in Production, if a new workflow is built in the Test environment, how is it tested and moved to Production? |