

**Addendum B**  
**Cost Proposal JFSRFQ2223068210**

**For each stage, please provide an overall cost. As part of the explanation, please indicate how many hours of effort are assumed for each type of staff member. Also indicated what other direct costs are assumed. In addition, please provide an explanation of how cost overruns will be priced if this stage is prolonged due to ODJFS changes to specifications.**

Stage	Contractor Requirements	Description	Proposed Cost
<b>Organizational Experience and Capabilities</b>	<p>Samples of at least two (2), but no more than four (4), similarly sized projects (with 25,000 users or more) completed in the past five (5) years that demonstrate vendor expertise in design, configuration, deployment of LMS platform/solutions, capability to assist customers workforce in administering the system on a day-to-day basis, conduct administration and end user training as well as provide first level technical support.</p> <p>Reference letters from at least three (3) entities for which they have performed similar large scale projects in the past five (5) years.</p> <p>Detail how your product meets an organization of twenty-five thousand (25,000) or more users and meets the functional requirements listed in Appendix A, and give names of (two-four) 2-4 organizations that you helped transition. Please detail how you helped the organization transition from an old LMS to your product</p>		
<b>Staffing Experience &amp; Capabilities</b>	<p>Identify, by position and by name, those staff they consider key to the project's success (at minimum, key staff identified must include a Project Manager); and the required subject matter experts (SME's) on deployment of learning management systems</p> <p>Document that the Project Manager has at least education and experience commensurate of this scope. Include resumes of key staff expected to work on the project, education and experience of staff in key positions, based on documentation presented and discussed in the vendor proposal.</p> <p>The Subject Matter Expert (SME) must have experience on past projects of similar size and scope and experience on configuration and deployment of learning management systems.</p>		
<b>Project Initiation</b>	<p>Identify an LMS implementation team with roles and duties of each person well defined.</p> <p>Conduct Project Kick off- Document Governance, roles, approach, timeline &amp; deliverables</p> <p>Present a high-level project plan based on preliminary information shared and seek inputs</p> <p><u>Exit Criteria:</u> ODJFS Reviewed/Approved high level project plan for LMS implementation</p>		
<b>Requirements</b>	<p>Elicit and clarify requirements from OFC, OUCCAS, RTC for LMS</p> <p>Document business and functional requirements for various processes based on LMS user needs</p> <p>Prioritize requirements against the stakeholder needs</p> <p>Identify additional organizational change management (OCM) impacts and provide recommendations (i.e. training material updates communication strategy, and stakeholder engagement).</p> <p>Document, validate and finalize requirements for LMS</p> <p><u>Exit Criteria:</u> ODJFS Reviewed/Approved Requirement document for LMS implementation</p>		
<b>Design and Configure</b>	<p>Review the requirements and design documentation to understand and manage dependencies</p> <p>Configure the LMS based on the finalized design specifications</p> <p>Document the plan, scripts, and schedule to execute the various tests and the use cases</p> <p>Conduct unit testing of LMS and document results</p> <p>Convert and upload training data from 'E-Track' system to new LMS and ensure all current user profiles are captured in the new LMS</p> <p>Define and document communication strategy (OCM) and deployment strategy (cut over and transition LMS to 'production')</p> <p><u>Exit Criteria:</u> LMS successfully configured and validated.</p>		
<b>SYS Test</b>	<p>Create the SYS test plan (i.e. test scripts, test environments, test data)</p> <p>Conduct functional and system testing (e.g. integration, performance, regression tests)</p> <p>Communicate and document test results. Address defects and issues found in tests</p> <p><u>Exit Criteria:</u> 100% executed, 85% passed test results, no deployment blocking defects (critical)</p>		
<b>UAT Test</b>	<p>Prepare UAT test plan (i.e. test scripts, test environments, test data).</p> <p>Conduct user acceptance testing (UAT).</p> <p>Communicate and document test results. Address defects and issues found in tests.</p> <p>Appropriate reports are successfully generated from new LMS like how they are from the current 'E-track' system</p> <p><u>Exit Criteria:</u> 100% executed; 90% passed test results, no deployment blocking defects, go decision from ODJFS project leadership team</p>		

<p><b>Data and Migration</b></p>	<p>Convert and migrate approximately 5GB of data from the current system and GSMU systems to the new LMS. This includes historical records, learner profile records, facilitator profile records, facilitator certification records.</p> <p>ODJFS will ensure that the vendor will be able to access the required data from the current system and GSMU systems that needs to be migrated over to the LMS system. It will be the responsibility of the vendor to migrate the required data from the current system (E-Track) to the new LMS system including any conversion work that is needed such as ETL (Extract Transform Load).</p> <p>The vendor will be responsible for business analysis to capture business and system functional requirements. The vendor project manager must ensure the following at a minimum in regards to the data and migration deliverable but not limited to:</p> <p>Oversee the deployment of the LMS system from inception to commissioning to production.</p> <p>Work closely with ODJFS and OUCCAS staff to validate system functionality by comparing reports run on the current system to reports run on the new system for data from 2015 to 2019, which will be the first data imported into the new system for validation purposes.</p> <p>Work with OUCCAS staff to correct the mapping of fields in the old LMS to the new LMS when reporting shows migration was not completely successful.</p> <p>Once all migration issues have been resolved as demonstrated by 100% congruity between reports run on the old and new systems, migrate all remaining historical data (defined as closed sessions) to new system. Work with OUCCAS staff to develop a detailed timeline for new sessions to be scheduled in new LMS system. The new LMS must be compatible with ODBC (open database connection) or an appropriate API interface to enable data from the new LMS to be exported to an external system for analysis purposes as needed. If the vendor recommends API interface, it is the responsibility of the vendor to publish the required API specifications.</p> <p>Exit Criteria: Vendor staff successfully complete full-week of normal operations entirely in new system.</p>		
<p><b>Production deployment / Post Production warranty support</b></p>	<p>Define deployment and transition plans (to the new LMS). Obtain approvals from ODJFS stakeholders to transition LMS into production.</p> <p>Prepare training materials for system administrators, training coordinators (RTCs) etc.</p> <p>Validate all the required reporting as needed.</p> <p>Conduct up to 5 train-the-trainer sessions.</p> <p>Conduct knowledge transfer activities to identified ODJFS, OUCCAS and RTC staff.</p> <p>Determine with ODJFS and OUCCAS staff a process to systematically test the ability of the new LMS system to perform mission critical functions, including but not limited to registering and updating users, scheduling sessions, serving course materials, documenting certificates and producing reports.</p> <p>Resolve/fix issues &amp; bugs identified during the rollout phase. The LMS will not be deployed into production with any urgent (or critical) and high defects.</p> <p>ODJFS will work with the current vendor to phase out the old system, once the new system is fully functional and is validated per the business and technical requirements.</p> <p>Exit Criteria: ODJFS, OUCCAS and RTC stakeholders provide sign off go/no go decision from ODJFS project leadership team on the LMS implementation.</p> <p>Hypercare is a three-month support and stabilization period. The vendor is responsible for maintenance and operations of the LMS solution during this period, consisting of application monitoring, defect fixes (including material nonconformities to the product and approved requirements) and ongoing project management. All system enhancements (changes to them approved requirements) will be subject to a standard change request and approval process during this period. The vendor will respond to all Tier 1 (initial State user contact and troubleshooting), Tier 2 (generally application level troubleshooting) and Tier 3 (supporting component and infrastructure troubleshooting) support tickets, providing support to LMS users. For each production release of the LMS solution, a successful Performance Period is required to demonstrate that each production release of the LMS solution meets requirements and performs according to state-</p>		

	<p>approved Service Levels for a period of up to thirty (30) consecutive days unless otherwise agreed by the State. In the event that a Severity 1 or 2 issue or any critical blocking issue, as defined in the Service Levels section of this Supplement occurs during this 30-day period, this 30-day period may be extended at the sole discretion of the State for a period commencing upon satisfactory resolution of the issue in the production environment. During the Performance Period, the Contractor must measure, monitor and report to the State its performance against the relevant Service Levels then in effect. Once the Performance Period is successfully completed as determined by the State, then the Contractor may submit the production release for State acceptance. Once the State accepts the production release, the Contractor must manage, maintain and operate the solution according to the terms of the Contract and the State-approved Service Levels will apply. If a production release of the LMS solution fails the Performance Period, the Contractor will be in default and the State may apply the remedies available to it under the Contract.</p>		
<p><b>Ongoing Operations, Support and Maintenance Scope</b></p>	<p>Manage, operate, maintain and provide on-going support of the Service, as implemented and deployed by the vendor, during the term of the contract.</p> <p>The vendor will provide the following break/fix support for the Service;</p> <p>Track, monitor and provide remediation for in scope Service defects and issues;</p> <p>Identify any defects or issues being resolved for other vendor clients;</p> <p>Identify and implement required system or configuration changes to address Service defects;</p> <p>Maintain Service documentation (technical specifications and testing documentation) as well as a compendium of common problems, root causes and remedy to aid in the identification and remediation of underlying system issues;</p> <p>Test changes to confirm resolution of defects;</p> <p>Identify, specify and system test as applicable third Party supplied patches and fixes for third Party supplied packaged systems software (including OS, BIOS, microcode, patches, service packs and similar), as well as new releases;</p> <p>For the Services, inclusive of all performance, technical and functional aspects, the Contractor must:</p> <p>Maintain the performance, availability and stability of the Service as set forth herein. The Contractor must schedule its implementation of changes so as not to unreasonably interrupt State business operations.</p> <p>The vendor must:</p> <p>Establish and maintain an emergency notification process to notify key ODJFS staff of pending problem areas, for example virus or malware infection, to escalate problems.</p> <p>Provide a periodic status notification to ODJFS for service outages and reasonable notification of upcoming releases.</p> <p>The vendor must provide ongoing administration support required to manage software updates, patches and data management for the Service;</p> <p>End user manuals, internal procedure manuals, and operating procedure manuals will be updated by the vendor at a minimum prior to every major release of the Service;</p> <p>LMS in operational mode, including Tier 1 and Tier 2 support.</p> <p>Ongoing Tier 3 support.</p>		