

Attachment 1 – Scope of Services

SCOPE OF SERVICES

The Scope of Services provided by the Proposer will include the following tasks:

1. The Statement of Work and Project Plan

Describe in narrative and/or outline form your work plan, including the number of hours to be committed and the results/deliverables to be expected as well as your timeline for initial setup, installation, interface services, operator training, user acceptance testing, implementation, support and maintenance.

2. On-site Software

The Proposer will provide complete installation of the software, ensure proper system performance, and complete acceptance testing. If the software is hosted on Hennepin County owned and operated servers, Hennepin County plans to install all requested software as soon as possible after contract execution. The Proposer must include a realistic delivery and implementation schedule

3. Operator Training

Training is required to cover all aspects of the operation of the system, including all installation, configuration, technical and functional procedures as appropriate, given the scope of services provided in a “Software as a Service” or “on premises” context of the solution.

Proposers should describe their approach to training and any tools accompanying the proposed software, including the capabilities as well as compliance with the County’s standards. Also, highlight any training aspects that enhance the County’s training objectives. Proposer should describe training provided on-site and/or over the web, including cost options. Proposer should include descriptions of free and “for fee” training that is needed as a result of major and minor software releases.

The Proposer will provide all training material.

4. User Acceptance Testing

Hennepin County requires that acceptance testing take place prior to the implementation of the software product into a production environment and be conducted using a checklist of functions to be verified.

5. Initial Go-Live Support

The use of the new software in a production environment is the most critical milestone in the entire project. The effort consists of the use of the new software by the County with assistance provided by the Proposer, as needed, for the first two months following initial production usage.

The primary objectives in the Initial Go-Live Phase are as follows:

- Evaluate Implementation
- Initiate Ongoing Support
- Close the Project

6. Annual Maintenance and Support

Includes customer support, with a toll free support line, and dedicated and secure Webex or equivalent site for remote diagnostics during normal business hours.

Software support with a maximum 1-hour response time during normal business hours is required.