

ATTACHMENT 18: NARRATIVE RESPONSE

1. NARRATIVE RESPONSE (M)

The Bidder must provide a brief narrative describing their understanding of and approach to the questions/topics below. In preparing a response to the Narrative, do not simply restate or paraphrase information in this solicitation and the SOW. Describe or demonstrate, in the Bidder's own words, the information required below.

The response descriptions and explanations should be straightforward, detailed, and precise. Responses will be evaluated as stated in [SECTION 6.3.5.3. NARRATIVE RESPONSE\(S\) REQUIREMENTS](#).

Bidder may submit no more than two (2) pages of diagrams to support each narrative response. The diagrams shall be visual representations of the narrative response and will be limited to no more than 100 words per page, which will include the diagram labels. One (1) page is defined as one (1) side of a physical sheet of letter size (8.5" x 11") paper regardless of single-side or double-sided printing.

The Bidder's narrative response shall:

- Fully address EACH narrative topic.
- Use PDF format, use an 11-point, Century Gothic font for normal text, use one-inch margins, and not less than 1.04-1.5 spacing.
- Not exceed thirty-five (35) pages total, including table of contents. Evaluators will not review excess pages.
- Number all sections and subsections.
- Include headers with Bidder name and solicitation number "RFP 265-1005342" on each page.
- Include footers with page numbers on each page.
- Exclude ANY cost information.

2. NARRATIVE RESPONSE TOPICS

The Bidder must clearly and completely identify and describe the narrative response items below:

1. Project Management

The Bidder shall describe their approach to managing the project, including tools and methodologies for planning, monitoring, controlling, reporting and managing the project. The bidder shall describe their cost-tracking approach. The Bidder must provide a Project Schedule with visual representation that identifies development stages and key milestones. The Project Schedule must include an accompanying description that addresses assumptions, constraints, and how the Bidder will respond to schedule deviations and ensure that the project meets required milestones and deadlines. The bidder must describe how risks, issues, action items, and decisions will be captured, evaluated, and addressed. Bidders must also outline how they plan to maintain clear and consistent communication with all the

stakeholders.

2. Development Approach

The State requires the Bidder to deliver the CAB Online solution using an Agile development approach. The Bidder must describe its approach and development process, including the use of sprints, tools to maintain and manage the CAB Online product and sprint backlog, the backlog refinement process, number of proposed sprints and sprint durations, sprint retrospectives, and system functionality included with each deployment. The Bidder must describe its approach to validating the CAB Online requirements, develop and refining the user stories, and work with and engage the CDPH stakeholders throughout the development process. With CAB Online being built on top of GACH-APH, the Bidder must describe how the functionalities on both systems will be maintained on par and that there will be no functionality deficiencies in either of the systems. The Bidder must also detail the approach to software configuration management. The Bidder should provide an architecture diagram that aligns with CAB Online vision.

3. Testing Approach

The Bidder shall describe their approach to how they manage testing activities throughout the CAB Online project with regard to the software development lifecycle (SDLC). This includes the approach to integration, regression, and user acceptance testing. The Bidder shall describe their testing approach during three phased releases. The Bidder must identify any automated testing tools used to manage the testing process. In addition to providing the overall and individual testing approaches, the Bidder must address the following:

- Roles and Responsibilities
- Test Environment Management
- Test data and Parameters
- Test and defect Metrics

4. Security, Compliance & Risk Mitigation

The Bidder shall describe their approach to security, including its approach to data security, prevention, monitoring, and detection. The Bidder shall describe their responsibilities around security risk assessment and management. The Bidder shall demonstrate how the proposed solution can be easily updated for security improvements.

5. Implementation and Go-Live

The Bidder must describe how they propose to transition the CAB Online from development to production, through ongoing production operations support. This will be applicable to all the three phases of roll-out. The description should detail its system transition plans, including system/environment set-up, interface and integration point transition, Go/No Go criteria and other key production readiness activities. The Bidder must describe how it will complete an operational readiness assessment and demonstrate to

CDPH that the solution is operationally ready to deploy to production. The Bidder must describe its approach to organizational change management for CDPH and external CAB Online stakeholders to facilitate system adoption and use. The Bidder must also describe their approach to operational recovery to revert functionality back should any part of CAB Online functionality fail during production deployment. The Bidder should explain any assumptions and constraints regarding implementation and Go Live, if applicable. The bidder should describe the post-implementation validation strategy.

6. Training and Knowledge Transfer

The Bidder must describe its approach to developing and delivering training and knowledge transfer to CAB Online end users, CDPH administrative users, help desk support team staff, and CAB Online technical administrators. Describe the types of training conducted, which must include the below:

- Train the Trainer
- One on one
- Train the CAB Online CDPH team
- Recorded training sessions that can be shared with the facility users

The description should indicate how it will ensure training audience understanding following training delivery. The response should identify user roles, proposed quantity and length of training sessions, and topics for each role. The Bidder must provide a proposed training schedule and describe its approach to creating training documents and materials. The bidder must describe the user guides, both Technical and Non-Technical, for all the three phases.

7. Solution Stabilization and System Acceptance

The Bidder must describe its approach to achieving stabilization and to demonstrate to the State that the CAB Online solution is stable and meets the functional and non-functional requirements defined in EXHIBIT B: FUNCTIONAL AND NON-FUNCTIONAL REQUIREMENTS. The bidder must describe the maintenance and operations. The Bidder's response must address ongoing production operation team structure, assigned support resources, prioritization of defects, the planned defect management and resolution process, and ongoing release management approach during the stabilization period. The Bidder must also identify any tools and processes used to detect and resolve system-related issues and errors. The Bidder must describe its approach to project close-out activities and transition to the maintenance and operations period after Final System Acceptance.