

ATTACHMENT 18: PHASE 1: NARRATIVE RESPONSE REQUIREMENTS

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The Bidder must include with its proposal, a description of the Bidder's understanding of the project and Bidder's role and approach to accomplish project implementation (including system configuration, testing, and training), project objectives, meet timelines, and complete project deliverables.

The Bidder shall provide a narrative response with their Phase 1 response. The combined number of pages for the Phase 1 narrative response shall not exceed one hundred (100) pages. Pages must include page numbers. If the Bidder's submission exceeds the page limit, only the first 100 pages will be reviewed and evaluated.

See [SECTION 3.4.3. NARRATIVE REQUIREMENTS \(MS\) \(DUE IN PHASE 1 AND PHASE 2\)](#) for complete instructions, [SECTION 5.4. PROPOSAL CONTENT AND STRUCTURE](#) and [SECTION 6.3.3.1. PHASE 1 AND PHASE 2 NARRATIVE RESPONSES EVALUATION](#) for evaluation criteria.

The Bidder's Phase 1 narrative responses must address the following:

1. Project Management (300 Points Maximum)

Considering the WaterTAP proposed timeline, staffing, objectives, tasks, milestones, and deliverables; describe in detail the Agile project management methodology: the Bidder shall describe their approach to managing the project, including tools and methodologies for planning, monitoring, controlling, reporting and managing the project. How do you measure project health and report that to stakeholders? How do you capture, evaluate, and address risks and issues?

Refer to [SECTION 10.3. STATE DEVELOPMENT FRAMEWORK](#).

2. Project Resources (150 Points Maximum)

The Bidder shall describe their approach to resource planning, integrating teams from multiple entities, onboarding new team members, and transitioning between functional teams throughout implementation. If utilizing subcontractors, describe previous experience working together with the subcontractor(s), if applicable.

Response must include a complete organization chart. The organizational chart (inclusive of key staff personnel, additional personnel and subcontractors) of the proposed implementation project team, including SWRCB and how Bidder's key staff will be aligned, assuming that the staff for State Project Roles are available throughout the project duration.

3. Solution Experience (450 Points Maximum)

Describe the Bidder's successful implementation(s) of the proposed solution or a previously implemented solution in the public sector with a water quality compliance component. Please provide a description of the business outcomes of the project and how that has impacted your proposed approach to WaterTAP. Describe your biggest challenge in implementing data management systems for government/state entities compared to private companies.

4. Proposed Solution Environment (750 Points Maximum)

The Bidder shall describe the software products they will implement to meet the business needs to be identified in the requirements. If multiple products are proposed, the response should describe how they are integrated to meet requirements. Please address the following functional areas:

1. Contact Management and Credentialing — Describe how your solution will ensure compliance with the Cross-Media Electronic Reporting Rule (CROMERR) including ensuring that only verified users may submit documents/data and attest to their veracity.
2. Business Rule Configurability — Describe how your solution will allow customizable business rule configurations to apply the regulatory framework set forth in the federal and state Safe Drinking Water Acts.
3. Violation Determination and Enforcement — Describe how your solution will automatically determine violations of the federal and state Safe Drinking Water Acts for staff review and support the generation of enforcement documentation.
4. Data Input Validation — Describe how your solution will validate data inputs, including both warnings that allow submission of out-of-bounds data and errors that prevent invalid data entry.
5. Document Generation, Distribution, and Management — Describe how your solution will support automated, or partially automated, document generation, including identifying a subset of users to receive said documents based on both a picker list and via user criteria (e.g., specific characteristics).
6. Workflow Management — Describe how your solution will intake submissions and route workflow automatically, including electronically filing the submission with the appropriate taxonomy, so that the appropriate internal users receive the submission for review and processing. This should also include how workflow can be routed to one or multiple users as well as re-routed to other users.
7. Reports and Dashboards — Describe how your solution can interface with external systems to generate reports and dashboards. Provide search and reporting capabilities.
8. GIS & Mapping — Describe how your solution will incorporate GIS mapping and other location-based data management capabilities. Explain which GIS platforms or tools will be used to provide this functionality.

5. Implementation Approach and Schedule (150 Points Maximum)

The State requires a development approach with a single go-live. Considering WaterTAP's timeline, objectives, proposed methodology, and tasks & deliverables, please describe in detail your approach to the proposed design, development, and implementation plan with a total timeline of twenty-one (21) months plus a three (3) month stabilization / full system acceptance period. Bidders must identify any

phase breakdowns proposed in alignment with the completed Cost Workbook. Bidders must identify the number of sprints, including the mandatory planning sprint, timeframe for each sprint, and a description of the functionality that will be delivered in each sprint. The Bidder shall describe their methodology for confirming functional and technical requirements.

Please include a detailed narrative in the use of Agile methodology to describe the activities, tasks and deliverables that are required to successfully complete the project. Please account for your proposed project schedule, including sprints, tasks, and deliverables with a start and end date for planning, implementation, testing and training for all deliverables specified in [SECTION 11. CONTRACTOR DELIVERABLES](#), or similar approach, and M&O post final acceptance. Please include any activities, decisions, approvals or handoffs required of or by WaterTAP staff during the project.

Please refer to [SECTION 10.3. STATE DEVELOPMENT FRAMEWORK](#), [SECTION 10.4. SERVICES TO BE PROVIDED](#).

6. Data Migration Approach (300 Points Maximum)

The Bidder shall describe:

- a. The processes, analytical techniques, and tools used to manage data migration.
- b. The approach to acquiring data required for the target system, migrating data to required formats, and data reconciliation.
- c. The approach to data profiling methodologies, data clean-up approach and documentation of data clean-up, and data dictionary maintenance.
- d. How data anomalies, errors, and migration defects will be reported, managed, and tracked.
- e. Potential risks associated with the data migration effort.

Please refer to EXHIBIT H: DATA CONNECTIONS, **Deliverable Group #4: Data Management and Conversion** of [SECTION 11. CONTRACTOR DELIVERABLES](#) and +SECTION 10.6.1. DATA CONVERSION AND MIGRATION.

7. Testing Approach (150 Points Maximum)

The Bidder shall describe their approach to how they manage testing activities throughout the WaterTAP project in regard to software development lifecycle (SDLC). This includes the approach to integration, load and performance, user acceptance, accessibility, and security testing. The Bidder shall describe their parallel testing approach. 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 Parameters
- Test Metrics

- Managing Discrepancies
- Scalability/Capacity Planning Models

Please refer to **Deliverable Group #5: Testing** of [SECTION 11. CONTRACTOR DELIVERABLES](#), [SECTION 10.4.4. TESTING TASKS](#) and [SECTION 10.6.1. SYSTEM TESTING AND ACCEPTANCE PROCEDURES](#).

8. Training, Knowledge Transfer and Organizational Change Management (150 Points Maximum)

The Bidder shall describe the Bidder's planned approach to managing and implementing training activities associated with the proposed solution, including delivery method and training materials. Include the tasks, processes, tools and deliverables that will be executed aligned with your implementation approach and schedule. Describe the types of training that will be conducted, which must include, at a minimum:

- a. Train the Trainer
- b. End User Training
- c. System Support Transition Training / Knowledge Transfer

Describe your proposed Organizational Change Management (OCM) strategy which is critical to the successful adoption of a new system. Including the tasks, processes, tools and deliverables that will be utilized for the project. Please ensure alignment with your narrative schedule and implementation response.

Describe specific strategies for WaterTAP OCM to address the needs of stakeholders (such as websites, newsletters, training, change resistance strategies, implementation including transformational operational and technical impacts, etc.) Include any activity decisions, approvals or handoffs needed from or by SWRCB staff throughout the project. Please provide a high-level draft OCM plan.

The Bidder shall also describe their approach to WaterTAP technical staff knowledge transfer. The Bidder shall also describe their approach to organizational change management. Please include the Bidder's methodology, processes, and tools in performing training, knowledge transfer, and organizational change management.

Please refer to [SECTION 10.6. KNOWLEDGE TRANSFER](#) and [SECTION 10.4.5. ORGANIZATIONAL CHANGE MANAGEMENT AND TRAINING](#).

9. Release Approach (150 Points Maximum)

The Bidder shall describe the Bidder's approach to release, including the release process for lower environments and production code deployments. The response shall include the following:

Release Approach

1. Roles and Responsibilities
2. Release Process

3. Post-Release Validation

Rollback Strategy

- Roles and Responsibilities
- Rollback Process
- Post-Rollback Validation
- Rollback Risk Assessment

Please refer to [SECTION 10.4.6. CONFIGURATION AND RELEASE MANAGEMENT](#) and [SECTION 10.4.7. PRODUCT STABILIZATION AND FINAL SYSTEM ACCEPTANCE](#).

10. Production Support (300 Points Maximum)

The Bidder shall describe their approach to production support during the project. This includes operations reporting, maintenance activities reporting, release management, environment (development, testing, UAT, production, and training) management, technical support, Service Level Agreement (SLA) tools, and escalation process. Please ensure your response includes the following elements:

- Roles and Responsibilities
- Operations Reporting
 - Capacity and Performance Reporting
 - Maintenance Activities Reporting
 - System Processes Reporting
 - Defect Reporting
- Release Management
- Staging and Production Environment Management
- Operations Escalation Processes
- Service Level Agreement (SLA) Tools

Please refer to **Deliverable Group #9: Product Stabilization** in [SECTION 11. CONTRACTOR DELIVERABLES](#), [SECTION 10.4.8. TRANSITION OF OPERATION](#) and [SECTION 12. SERVICE LEVEL AGREEMENTS \(SLAS\)](#).

11. Security Approach (150 Points Maximum)

The Bidder shall describe their approach to security, including its approach to data security, prevention, monitoring, logging, and detection.

Please refer to **Deliverable Group #8: Security and Data Protection** in [SECTION 11. CONTRACTOR DELIVERABLES](#) and [SECTION 10.3.8. SECURITY AND DATA PROTECTION](#).