

On-Going Support and Training

Training and Knowledge Management

The County expects the successful responder will deploy a “Train-the-Trainer” methodology to train to County staff to ensure proper operation and management. Training sessions can include virtual, classroom and hands-on instruction and will occur at the locations to be designated. The successful Responder will provide training manuals designed exclusively for the County. Training manuals will contain a system overview, description of procedures required to execute tasks for each functional role, an introduction to system screens and icons, and details of output messages with clear, easy to follow instructions. The successful responder will make available electronic copies of user manuals for each person in a training session. The training manuals will be kept up to date throughout the life of the proposed system, system warranty, and maintenance period. Train-the-Trainer methodology should include technical configuration, administrative and operational support functions, as well as report creation and other technical configuration capabilities associated with configurable business rules and workflows.

Support and Maintenance

The Warranty, Maintenance, and Support Services stage will execute the activities to be used following initial cutover and stabilization of the new System (90 day+), for the duration of the agreed upon software maintenance and support agreement. The following table identifies the general roles and responsibilities with respect to warranty, maintenance, and support services, where RACI (Responsible Accountable Consulted Informed) designation(s) are assigned to indicate the roles and responsibilities of each organization in performing and/or completing the activity or task:

Warranty, Maintenance, and Support Services Roles and Responsibilities	Successful Responder	County	Output/Outcome
1. Provide warranty services, maintenance, and support services, to include all functions associated with securing application software stability, including system fixes and configuration changes required to correct any defect in the software or documentation.	R, A	-	Regular report of performance per service level requirements

Warranty, Maintenance, and Support Services Roles and Responsibilities	Successful Responder	County	Output/Outcome
2. Provide warranty services, including system maintenance and technical support, software updates, configuration changes, enhancements, new releases, and system upgrades for the duration of the warranty period	R, A	-	Regular report of performance per service level requirements
3. Provide maintenance services, to include all services necessary to correct defects or problems in the environment, together with providing any and all enhancements, updates, bug fixes or other fixes to problems and functional updates to the system	R, A	-	Regular report of performance per service level requirements
4. Distribute software updates and patches as they are released	R, A	-	Execution and release notes
5. Provide the County with 24/7 telephone access for technical support to report and resolve problems	R, A	-	Regular report of performance per service level requirements
6. Provide one toll-free phone number as a central point of contact for calls from the County on troubleshooting and problem resolution for the system implemented	R, A	-	Regular report of performance per service level requirements
7. Provide a comprehensive, user-friendly system that meets the requirements of the County	R, A	-	Formal acceptance
8. Update disaster recovery plan as needed	R, A	I	Updated plan
9. Approve updates to disaster recovery plan	I	R, A	Document approval
10. Execute disaster recovery plan as needed	R, A	-	Documented verification of execution
11. Update business continuity plan as needed	R, A	I	Updated plan
12. Approve updates to business continuity plan	I	R, A	Document approval
13. Execute business continuity plan as needed	R, A	-	Documented verification of execution

Exhibit C - JMS On-Going Support and Training

Warranty, Maintenance, and Support Services Roles and Responsibilities	Successful Responder	County	Output/Outcome
14. Ensure compliance with service levels as specified	R, A	-	Regular report of performance per service level requirements
15. Comply with escalation policies and procedures as specified in the project management plan	R, A	R, C	Documentation as required