



Attachment A

Outline Statement of Work

To be negotiated

Claims and Document Management System

Table of Contents

Explanation		Page	3
Section 1	Overview	Page	4
1.1	Contract Objectives	Page	4
1.2	System Overview	Page	4
Section 2	Project Governance	Page	6
2.1	Contractor Staffing Requirements	Page	8
Section 3	Project Administration	Page	9
3.1	Project Management	Page	9
3.2	Phase Gate Reviews	Page	9
3.3	Knowledge Transfer	Page	9
3.4	Disaster Preparedness and Recovery	Page	10
Section 4	Project Execution Periods	Page	11
4.1	Design, Development, and Implementation Period	Page	11
4.2	Service Transition Period	Page	11
4.3	Operational Support Period	Page	11
Section 5	Design, Development, and Implementation Phases	Page	12
5.1	DDI Period Phase One: Initiation and Planning	Page	12
5.2	DDI Period Phase Two: System Design and Requirements Elaboration	Page	12
5.3	DDI Period Three: System Development	Page	13
5.4	DDI Period 4: Data Conversion	Page	14
5.5	DDI Period 5: User Acceptance Testing and Training	Page	14
5.6	DDI Period 6: Go-Live	Page	15
Section 6	Post Implementation Support	Page	16
6.1	Warranty	Page	16
6.2	Service Transition	Page	16
6.3	Service Hours	Page	16
Section 7	Deliverables	Page	18
Section 8	Best and Final Offer (BAFO)	Page	25

Explanation of “Outline of the Statement of Work”

AGFG expects to negotiate with the Contractor to finalize this document, and has created a starting point to assist in that task. The Outline also serves to give Respondents insight into what is expected of them. The following is an outline of what will become the Statement of Work that shall be incorporated into the final contract.

Section 1 Overview

1.1 Contract Objectives

American Guaranty Fund Group's (AGFG) expectations for the ICMS and Document Management System replacement is that it will meet AGFG's business objectives, which include:

- a. **Improved Customer Communication and Service:** After a member insurance company becomes insolvent their customers are notified and the responsibility to service them is transferred to AGFG. The new system must allow for easy, recorded conversation at the individual claim level while also allowing AGFG to schedule mass communication out to claimants. This includes, but is not limited to, the ability to generate letters to all new claimants once data is received from an insolvency, the ability to schedule communication to go out when certain actions are taken on a claim (for example, a payment being made or offer letter being sent), as well as surveying claimants on their level of satisfaction with our services.
- b. **Improved Oversight:** AGFG's business model necessitates the large scale onboarding of Third Party Administrator (TPA) Adjusters. This makes oversight of critical importance to AGFG. The proposed system must log user activity so that it can be viewed in a quasi-productivity style report, exception reporting to alert managers of claims not receiving the necessary attention or documents that have not yet been acted upon, and a dashboard/report that allows management to quickly identify areas of concern based on variables of their choice.
- c. **Enable Self Service:** The new system should empower our users, vendors, and claimants. Users should be able to reset their own password via secure means and create ad-hoc reports based on inclusive data sets. Vendors should be able to electronically submit invoices and W9s. Claimants should be able to get status updates and contact information for their adjuster.
- d. **Improved Efficiency and Reduced Errors:** Unique to AGFG is the need to rely on TPAs during our business cycle. The new system must provide the shortest possible on ramp for training as we are regularly adding new users. Once trained the new system must have guard rails in place via business rules and data validations to ensure that all AGFG claim handling policies are followed. These tools should also increase adjuster efficiency allowing them to focus on higher priority items rather than routine steps and routing.

1.2 System Overview

To support AGFG's objectives, the new system is expected to include, but is not limited to:

- a. Business Rules Engine
- b. Web Based Architecture
- c. Document Imaging and Management, unless the Respondent proposes integrating with a commercial off the shelf (COTS) EDMS that they have experience integrating with, implementing, and managing.
- d. Advanced Search Capabilities including the ability to export search results.

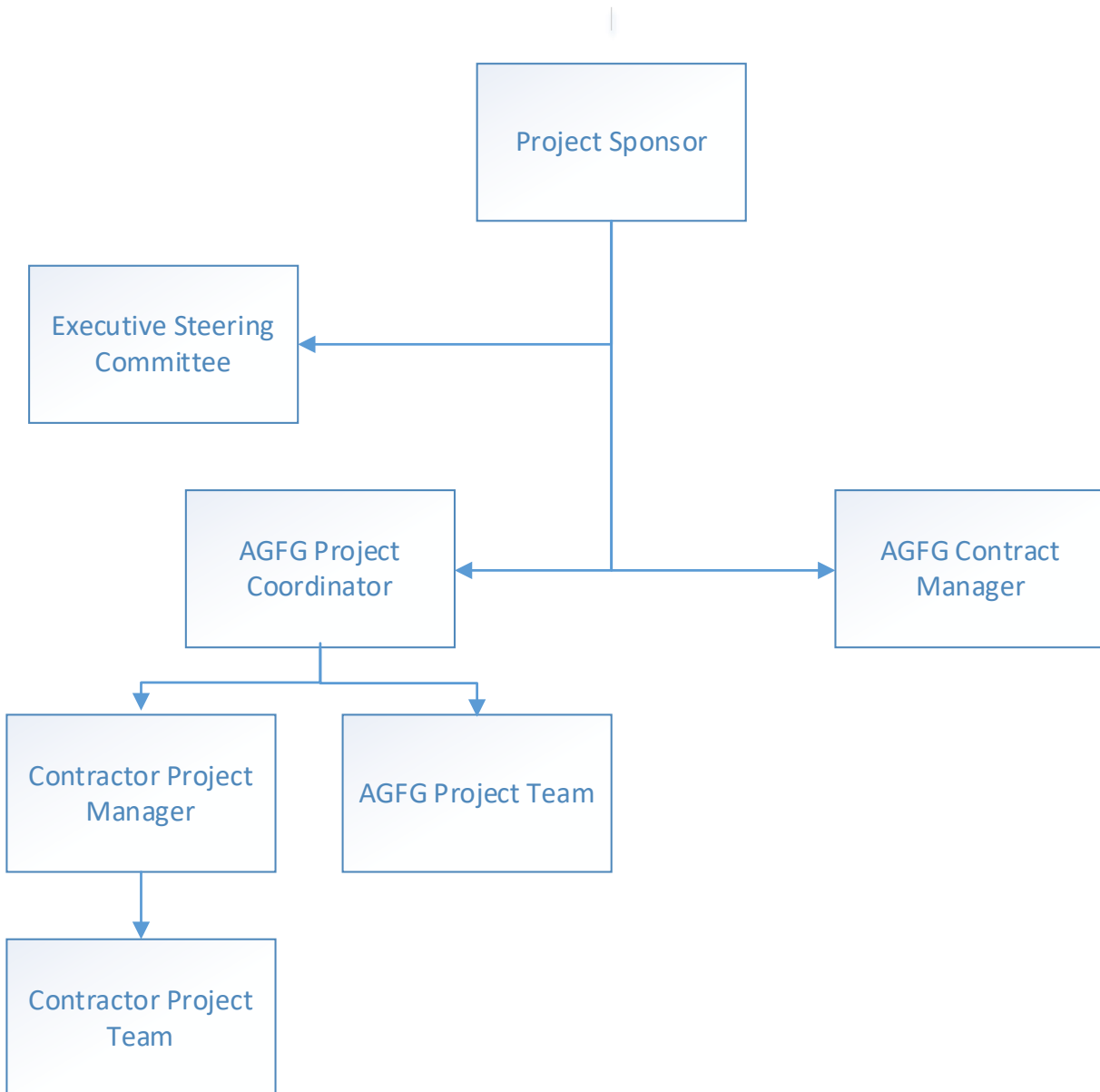
- e. Workflow Management
- f. Integration with an email system
- g. Litigation Management
- h. Customer relationship management, or tight integration with an external customer relationship management (CRM) system.
- i. Automated system interfaces/APIs.
- j. Data import/export tools, including batch processing.
- k. The ability to handle UDS records import and export (Fixed width flat file).
- l. Reporting and Dashboard tools.
- m. Role Based security with user action logging
- n. System Administration Tools allowing AGFG to maintain the system long term
- o. Self Service Tools
- p. A Member/Vendor portal.

The new system is expected to support the following high-level business functions:

- a. **Estate Management**, including communicating first contact letters to claimants, issuing unearned premium refund (UEP) payments to former customers of the estate, the ability to update reserves in bulk based on user defined criteria, handle adjuster assignments, tools to prioritize claims, and report both detailed and summary data via reports and a dashboard.
- b. **Claims Management**, including validating coverage, investigation, facilitating the negotiation process, reserving, vendor management, litigation management, claims payment, TPA integration, workflow management, diary management, and document management.
- c. **Accounting**, including assessment billing and allocation, vendor management, general ledger interface, and payment processing. AGFG uses a modified accounting process and is currently using the next several years of assessments to pay off \$600 million dollars in bonds taken out to handle the estate of United Property and Casualty.
- d. **Reporting**, including submissions to the Center for Medicare and Medicaid (CMS) Section 111 reporting, claims data reporting the Florida Department of Financial Services' Division of Rehab and Liquidation, and the catastrophe fund. All levels of user from Adjusters to senior management should be able to create ad-hoc reporting for claims, vendor, and payment management.
- e. **Integration**, including with 3rd party vendors, Florida's Department of Financial Service's Division of Rehab and Liquidation, NCIGF, CMS, Litigation management systems, etc. A full list is included in attachment I.

Section 2 Project Governance

The Project will be Administer by AGFG in conjunction with the Contractor's Project Manager. The expected organization chart of the project team follows. The contractor is expected to fully cooperated and participate with the Department and any of its partners or Vendors.



AGFG's governance structure and stakeholders include:

Role	Responsibility
Project Sponsor	<ul style="list-style-type: none"> Responsible for funding and project resources. Responsible for strategic project direction. Escalation point for Project Director.
Executive Steering Committee	<ul style="list-style-type: none"> Consists of AGFG Senior Management and stakeholders. Monitors ongoing project progress. Responsible for supporting the project by assigning AGFG resources as needed. Responsible for making decisions regarding scope, budget, and schedule of the project.
AGFG Project Director	<ul style="list-style-type: none"> Manages day to day execution of the project during implementation. Coordinates and communicates between project team members. Acts as liaison between Contractor's project team, the AGFG project team, the executive steering committee and Project Sponsor. Has authority to make or obtain contractual decisions on behalf of AGFG. Responsible for dispute resolution. Escalation point for AGFG project team. Reviews, verifies, and approves invoices from the Contractor.
Contractor Project Manager	<ul style="list-style-type: none"> The Contractor's Project Manager is required to be a certified Project Manager through PMI or other certifying body. A member of the contractor's Key Resources (see Section 2.1) Single day to day point of contact for AGFG in interfacing with the contractor. Responsible for the successful execution of the contract statement of work and deliverables. Responsible for the creation of the project plan with AGFG's Project Director. Responsible of tracking and reporting the status of project execution to the Project Director. Acts as liaison between AGFG and Contractor.
Contractor Project Team	<ul style="list-style-type: none"> Responsible for successful technical, business, and management activities for design, development and implementation of the project. Key resources on the Project team include: <ul style="list-style-type: none"> Requirements Lead Development Lead Testing Lead Training Lead Implementation Lead Transition Resource One member of the Contractor's Project team can be up to 2 key resources, permitted they are able to complete the responsibilities of both in a timely manner.

Contractor Transition Resource	<ul style="list-style-type: none"> • A member of the Key Resources • A member of the of the design, development, and implementation team that stays on after the System is moved into production to provide operational maintenance and support for a year during the services transition period.
Department Project Team	<ul style="list-style-type: none"> • Employees or contractors of AGFG assigned by AGFG to support the system design, implementation, training, and operation of the System.
AGFG Business Process Owners.	<ul style="list-style-type: none"> • AGFG resources that act as subject matter experts in verifying and refining requirements, reviewing designs and interfaces, confirming data accuracy, and performing User Acceptance Testing (UAT)

2.1 Contractor Staffing Requirements

The Contractor shall maintain staffing levels sufficient to complete the services and meeting the requirements specified in the Contract and Statement of Work. Proposed individuals' skill levels should be consistent with the proposed System and services provided. The Contractor must provide resumes demonstrating appropriate experience for all proposed Key Personnel. AGFG reserves the right to reject any proposed team member throughout the Contract period.

The Contractor will identify key personnel in their reply. Key Personnel ("Key Resources") are those that AGFG deems essential the successful execution of the Project. Key personnel includes: Project Manager, Requirements Lead, Development Lead, Testing Lead, Training Lead, Implementation Lead, and a Transition Resource.

The Contractor may not reassign any key project personnel without AGFG approval.

Section 3 Project Administration

The following are AGFG's propose breakdown of responsibilities of the Contractor and AGFG with regards to general project execution tasks. Later sections describe responsibilities related to Design, Development, and Implementation tasks.

3.1 Project Management

Project Management is the shared responsibility of the Contractor and AGFG. The Contractor will designate a Project Management Institute (PMIS) certified Project Management Professional (or an equivalently experienced and certified project manager) to oversee the Contractor's work on this project. This person may not be replaced without prior written consent from AGFG. The Contractor Project Manager is responsible for the successful delivery of the Contractor's services in accordance with the Contract and statement of work. The Contractor will manage all Contractor and subcontractor activities as specified in the Project Management Plan (PMP).

The Contractor will develop the Project Management Plan with appropriate input from AGFG. The Contractor will be responsible for maintaining consistent communications with the AGFG's Project Director and other member of AGFG's project team. AGFG will establish a shared location for the Contractor to store, access, and reference documents and deliverables related to this contract.

3.2 Phase Gate Reviews

AGFG will manage the progress of the Project according to phases as described in the Design, Development, and Implementation section. Each phase concludes with a formal review of the Project deliverables, risks, opportunities and accomplishments. These reviews give the Department and the Contractor and opportunity to determine whether the Project is making sufficient progress to continue. Upon successful completion of the gate review at the end of the phase the Contractor will be able to invoice AGFG for deliverables completed with that phase.

3.3 Knowledge Transfer

AGFG requires the Contractor develop and execute a robust knowledge transfer plan. It is the intent of AGFG to develop the internal capabilities to maintain the System after implementation. The Contractor must include in its proposal staffing for a one year transition period post implementation. The resource identified by the Contractor must be a member of the implementation team during the initial System implementation. During this transition period, responsibility for maintaining the System will gradually transition from the Contractor to AGFG staff. During DDI the Contractor is responsible for developing a transition plan that covers this one year period. The transition plan should detail the knowledge AGFG must gain proficiency in and provide a schedule with milestones for AGFG resources to achieve this. AGFG will identify key staff for this knowledge transfer, and ensure their availability to participate in reviews and trainings

In addition, knowledge transfer will be an integral component of each phase gate, with functional and technical knowledge transfer expected to be a component of each major deliverable signoff.

3.4 Disaster Preparedness and Recovery

The Contractor shall work to become familiar with AGFG's disaster recovery plan. Within 30 days of execution of the contract the Contractor shall submit to AGFG input into updating the disaster recovery plan specific to the new System that details actions needing to take place in the event of disaster. AGFG's Project Director shall review and approve this input and assist with integrating it into the existing plan.

Section 4 Project Execution Periods

4.1 Design, Development, and Implementation Period

The DDI Period includes all of the activities necessary to implement the new System, including data migration, report development, installation, configuration, customization, and training. The DDI period is broken into phases. The following phases and approach may be updated to be consistent with the Contractor's planned approach as agreed to by AGFG during negotiations.

Phase One: Project Initiations and Planning

Phase Two: System Design and Requirements Elaboration

Phase Three: System Development

Phase Four: Data Conversion

Phase Five: User Acceptance Testing and Training

Phase Six: Go-live

4.2 Service Transition Period

This Period includes the warranty period and oversees the transition of maintenance capabilities from the Contractor to AGFG post-implementation over a one-year timeframe after Go-Live.

Phase A: Warranty and Documentation

Phase B: Services Transition

4.3 Operational Support

If AGFG determines it is in the best interest of AGFG to engage the Contractor in ongoing Operational Support, the optional OS period would begin at the end of the one-year Services Transition Period. If AGFG selects this option, AGFG and the Contractor must negotiate to refine the state of work and document a detailed service level agreement (SLA). The agreed Statement of work and SLA will be incorporated into the Contract by amendment.

Section 5 Design, Development and Implementation (DDI) Period

5.1 **DDI Period Phase One: Initiation and Planning**

During Initiation and Planning, the project will kick off and AGFG and the Contractor will work together to define how the project and all tasks will be managed and create the Project Management Plan (PMP). The plan will follow industry standard practices for project management and will include, at a minimum, the methodology and approach for the project.

Within 30 days of contract signing, the Contractor will conduct a kick meeting in coordination with AGFG. All key personnel must be in attendance. The purpose of this meeting will be to review the PMP and the various deliverables associated with the System Development Life Cycle (SDLC). AGFG and the Contractor will come to an understanding on:

- Roles and Responsibilities of the stakeholders
- The SDLC methodology
- How AGFG and the Contractor will review and provide input into deliverables
- Critical success factors
- Performance measures used to evaluate the success of the Project.

If necessary follow-up meetings will be held to meet the goals of this phase. A focus shall be put on the importance of knowledge transfer to AGFG staff.

Expected components of the PMP are:

- Project Charter
- Project Schedule
- SDLC Methodology
- Schedule Management Plan
- Project Change Control Plan
- Deliverable Expectation Document and Checklists
- Defined Phase and Deliverable review process.
- Disaster Preparedness Plan
- Document Management Plan
- Risk and Issue Management Plan
- Knowledge Transfer Plan

5.2 **DDI Period Phase Two: System Design and Requirements Elaboration**

The Contractor shall setup a fully functional staging/development environment and grant AGFG users access for development and testing. The Contractor shall use this environment to demonstrate during JAD sessions to elicit requirements from AGFG stakeholders. AGFG will work with the contractor to walk through current business processes during these sessions to elaborate the functional requirements defined in Attachment F. These JAD sessions will result in documentation through a requirements traceability tool selected by the Contractor and access provided to AGFG staff.

After this process is completed requirements will be baselined. If additional requirements come up later in the DDI process they will go through the same requirements elaboration process.

The Contractor is responsible for creating and tracking requirements in a requirements traceability tool that can produce a traceability matrix, tying features delivered back to the project requirements.

Interfaces and Custom Reports

AGFG expects additional requirements documentation to be required for interfaces and custom reports, as defined in Attachment I – Inventory of Interfaces and Reports. AGFG is assuming most existing reports in LightSpeed could be done adhoc by a user in the imagined proposed system, and custom reports will only incorporate regularly scheduled compliance reporting.

Custom Modules

The Contractor shall plan for additional time being needed to design custom “modules” and add-ons required by AGFG. These include

- Claims Auditing – AGFG requires a way to assign a claim auditing form to a random selection of an auditor’s claims. The form would be comprised of yes/no questions, and assigned to the adjuster’s supervisor. This process could be run by adjuster or by another AGFG defined group.
- Vendor Portal – AGFG needs to simplify the process of receiving Vendor’s W9s, with the proposed solution being an online portal allowing vendors to fill in a digital W9. Possible enhancements include viewing the status of recently issued checks.
- User Activity – AGFG is frequently billed by TPAs based on user action in the claims management system. It may be predicated on closing a claim, having a certain document attached, or meeting a minimum amount of actions taken the system to justify a day rate. The system will need to be able to report by user on each of these and more.

Data Conversion Design

AGFG has over 30 years of data stored in their current claim system. The proposed data conversion process would include bringing over all historic data with the exception of images, of which only images on recently active claims will be loaded into Contractor’s system. This data will be loaded from two different systems, as current AGFG manages its Worker’s Compensation program in a separate system. The Contractor will responsible for data mapping AGFG’s existing schema to the Contractor’s System.

5.3 DDI Period Three: System Development

DDI Period Three encompasses all work required to execute the design plans created in Phase 2. This includes, but is not limited to:

- Customizing and configuration work to the Contractor’s Claim System
- Development of interfaces with involved third parties
- Creation of Custom Reports
- Creation of any public facing portals

- Configuration of any requested modules
- Implementation of AGFG's requested business rules

AGFG reserves the right to assist with any development and execution work. The Contractor is encouraged to use this period to reinforce the knowledge transfer to AGFG technical staff.

5.4 DDI Period 4: Data Conversion

The Contractor shall execute the Data conversion plan that was developed in 5.1 and 5.2. AGFG is open to follow the Contractor's recommended approach so long as it includes rigorous unit testing for each module. This must occur prior to user acceptance testing and training, as current meaningful data is critical for user acceptance testing purposes.

Testing of all integrations, configurations, and custom modules will only be completed after tested with freshly loaded AGFG data. AGFG reserves the right to assist with any data conversion and testing.

During this period the Contractor must have a system in place for reporting and tracking defects, allowing AGFG access to the tool. All reported defects must be resolved before moving forward.

Once conversion is completed the Contractor will provide AGFG with a Data Dictionary. The Data Dictionary must be of AGFG's configured and customized environment and not Contractor's base system.

5.5 User Acceptance Testing and Training

AGFG will lead User acceptance testing (UAT) with the Contractor's assistance. UAT should demonstrate that all requirements laid out in the DED and RTM are implemented into the Contractor's System and working. AGFG will work with the Contractor to confirm that all requirements have been tested during the UAT process by tracing the requirements to the planned acceptance test and their test cases and scripts. The Contractor will include the planned test cases in the requirements traceability tool.

UAT shall be conducted in an environment that will closely duplicate the final delivered environment, including using AGFG production data. AGFG will designate a test team comprised of AGFG stakeholders that will perform the acceptance testing.

Items tested include, but are not limited to:

- All requirements have been implemented
- Conversion of AGFG data
- Accuracy of any System documentation, such as provided user guides.
- Performance of System Interfaces
- Performance of Custom modules
- Responsiveness of the System
- User roles and Security
- Business Rules and Data Validations

All defects shall be documented and responded too.

5.6 Go-Live

AGFG and the Contractor will work together on developing a Go-Live plan that, at minimum, includes training documentation for users, system availability, a roll back plan, and a checklist for go/no-go.

Prior to Go-Live user training must be completed in accordance with the Training Plan AGFG developed with the Contractor. This plan will address how and where the training shall occur. AGFG and the Contractor will work together to train all current users prior to go live and transition training responsibilities to AGFG staff post deployment. AGFG is also in the process of procuring a Learning Management System, and will work with the Contractor to import training materials they provide into the LMS. All training material provided will become AGFG's property and shall be specific to AGFG's environment including all customizations on top of the base system. Trainings shall be developed for each user role and business process. AGFG will provide feedback on the trainings as they occur.

Go-Live will occur once training has been completed and AGFG and the Contractor agree the requirements of the Go-Live plan are met.

Section 6 Post Implementation Support

After the Contractor has deployed the System into production, the Service Transition and warrant periods begin.

6.1 Warranty

AGFG will negotiate with the Contractor on developing reasonable Service Level Agreements (SLAs). The Contractor will be responsible for monitor the production environment to ensure that all SLAs are being met. These SLAs will be defined as an attachment to the final contract.

The contractor will continue to collect, monitor, and respond to all AGFG reported defects and bugs.

6.2 Service Transition

The Contractor will transfer support responsibilities to AGFG over the course of the first operational year. AGFG will designate a lead staff member for key areas, including;

- Reporting
- Interfaces
- Configuration and Customization
- User Administration
- User Support

One AGFG staff member may be responsible for more than one of these areas. The Contractor will be responsible for working with AGFG staff to get them proficient in their area. This will be accomplished by:

- Additional Service Hours year one.
- AGFG involvement in reported issues requiring troubleshooting.
- AGFG involvement in requests for customization and configuration.

AGFG will be responsible for ensuring that staff have the time necessary to attend training sessions and assist with the above.

6.3 Service Hours

Service hours shall be defined as any hour spent by the Contractor's staff working on AGFG's system not covered by the warranty or SLAs. This shall include, but is not limited to;

- Meetings to discuss ongoing projects.
- Responding to emails.
- Requirements gathering for enhancements.
- Configuring and customizing the System.
- Training AGFG staff.
- Updates to interfaces, reports, integrations etc. when requirements change.
- Development of new modules, portals, integrations, reports, or interfaces.

AGFG plans on pre-purchasing a set number of hours annually, with additional hours being purchased operational year one to facilitate the support transition.

Section 7 Deliverables

The Contractor shall be responsible for the completion of the Written Deliverables describe in this Statement of Work and referenced in Attachment B – Price Sheet. The Contractor will submit Deliverables according to the requirements found in the Contract.

Project Deliverables				
ID #	Deliverable	Description	Section in SOW	Minimum Acceptable Standard
Project Governance Deliverables				
1	Weekly Status Meetings and Minutes	Weekly meeting between AGFG and Contractor's Project team	Project Management	<ul style="list-style-type: none"> Status Reports are submitted on an agreed template and show risks, percentage of tasks completed, budget concerns, completed and projected activities. Status meetings are attended at minimum by Contractor's PMP. Minutes are captured and submitted within 3 days of the meeting.
2	Meeting Notes	Contractor provided notes from meetings they host.	Multiple Places	Meeting notes should be delivered within 5 business days of the meeting, and include topics discussed, decisions made, and participants.
Phase 1 - Project Initiation Deliverables				
P1-1	Kick off Meeting	Meeting to kick off the project and give AGFG the ability to review the PMP and SLDC approach	Project initiation	<p>This meeting will be held within 30 days of the contract being executed.</p> <p>All key personnel must be in attendance. All expected elements of the PMP are prepared.</p>

ID #	Deliverable	Description	Section in SOW	Minimum Acceptable Standard
P1-2	Project Management Plan	The PMP governing all aspects of the Project, including the SDLC. AGFG is responsible for working with the Contractor to complete.	Project initiation	<ul style="list-style-type: none"> • The PMP is submitted for review to AGFG by the due date agreed upon. • Project schedule is completed in a commonly used project management software, and AGFG is provided a license. • The Project schedule includes all takes, durations, resources, and dependencies needed to implement and go-live with the System. • SDLC methodology contains the control processes for design, development, and testing. • SDLC addresses the various instances/environments AGFG will be provided with (Production, Test, and Development etc.). • A Disaster Response plan is provided addressing key project risks (such as the loss of key staff, or the failure of hardware) in addition to standard DR threats. • A Quality Management plan addresses the governance model for code reviews, peer reviews, and development standards that are enforced by the Contractor on their staff. • A Risk and Issue Management Plan describes an issue tracking tool provided by the Contractor. It describes the process for identifying, submitting, documenting, tracking, mitigating, and resolving risk and issues. • The PMP includes a section on key staff assigned to key positions, including their KSAs, experience, and the Contractor's onboarding process. This section will also describe minimum staffing levels required and how the contractor will staff the DDI and ST periods.

ID #	Deliverable	Description	Section in SOW	Minimum Acceptable Standard
P1-3	Requirements Definition Document	Captures the functional and non-functional requirements of the System.	Requirements Elaboration	<ul style="list-style-type: none"> • The RDD includes any design constraints and assumptions made by the Contractor. • It includes descriptions of requirements for the following: <ul style="list-style-type: none"> o Communication Interfaces o UI o Functionality o User Accounts and Security o External Interfaces o Technical design • The RDD includes documentation of all interface requirements, including plans to migrate data and AGFG systems that will no longer be needed. • The RDD includes supporting materials, such as meeting minutes from JAD sessions held with AGFG. • The JAD sessions and requirements validation activities were executing according to the agreed upon requirements validation methodology. • The RDD acts as an affirmatives statement that the Contractor has validated the completeness of all of the technical and functional requirements.
P1-4	Knowledge Transfer Plan	Plan for how the Contractor will train AGFG staff in the System throughout implementation and beyond go-live	Knowledge Transfer	<ul style="list-style-type: none"> • Knowledge Transfer plan is delivered to AGFG within 30 days of contract execution. • The plan describes points during each phase of the project where training will occur. • The plan describe leads up to the Transition Plan as required during the Services Transition period.

ID #	Deliverable	Description	Section in SOW	Minimum Acceptable Standard
------	-------------	-------------	----------------	-----------------------------

Phase 2 - System Design and Requirement Elaboration				
P2-1	Requirements Management Tool	Record all of the requirements to be traced to later software implementation of development	Requirements Elaboration	<ul style="list-style-type: none"> • The requirements Management Tool (RMT) needs to be able to import and export data to excel. • The RMT includes all requirements for the System. • The RMT identifies requirements at the lowest level required. • The RMT captures the decision owner and decision made to determine how the requirements is met by the System or an AGFG business process. • The RMT has the ability to output a Requirements Traceability Matrix the clearly shows the relationship between requirements and their implementation in functional or technical design. • The RMT is updated throughout the engagement to continue to show the relationship between requirements and as-built System and test results to demonstrate the requirements have been delivered.
P2-2	User Step Action Guides	Detailed steps for all discrete business process and how they will be executed in the new system	Requirements Elaboration	<p>These users' guides need to describe how users of different roles will interact with the system to perform their work. These roles include, but are not limited to</p> <ul style="list-style-type: none"> • Accountants • Adjusters • Administrators •Managers and Supervisors •Auditors •Claims Assistants
P2-3	Interface Definitions	File Layouts for all imports and exports in the system	System Design	All data exchanges must be fully documented with a file layout and mapping.

ID #	Deliverable	Description	Section in SOW	Minimum Acceptable Standard
P2-4	Custom Report Definitions	Detailed definitions of all custom report requirements.	System Design	AGFG uses custom reports for compliance and internal reporting purposes. They are in SSRS and examples will be provided with field mappings.
P2-5	Data Conversion Plan	A detailed plan for converting from our current version of LightSpeed to the new System	System Design	This plan will include: <ul style="list-style-type: none"> • A schedule for migration, including the final refresh before go-live and any downtime between systems. • Data mapping between systems. • Test Cases for evaluating transfer. • Plan to ingest Workers Compensation data from USIS.
Phase 3 - System Development				
P3-1	Data Dictionary	Provide the layout of data for the new system	System Development	A detailed data dictionary of the final, customized data model AGFG is being delivered. A vanilla data dictionary of Contractor's base system will not meet this requirement. The data dictionary shall define the data in each column as plainly as possible and the relationships between tables and columns in the user interface.
Phase 4 - Data Conversion				
P4-1	Data Conversion Reports	Reports provided to AGFG to facilitate data cleanup	Data Conversion	Exception records the Contractor provides to AGFG showing any records that fail conversion with detail on why they failed.

ID #	Deliverable	Description	Section in SOW	Minimum Acceptable Standard
------	-------------	-------------	----------------	-----------------------------

Phase 5 - User Acceptance Testing and Training				
P5-1	Master Test Plan	Plan for conducting testing on finalized system	UAT	<p>The master test plan (MTP) includes testing approaches for the following objectives:</p> <ul style="list-style-type: none"> • Interfaces • Modules • Performance • Usability • UAT <p>The MTP will include the tools, processes, criteria, and assumptions for each of those test objectives. It will describe test cases for all major functions and business processes. The MTP will identify the testers and how the test environments will be populated with data. It will include a test schedule, how to track defects, and reporting templates to capture results from testers.</p>
P5-2	Testing Results	Results derived from executing the test plan	UAT	<p>The results will include a narrative summary of the results, as well as detailed raw output. Before Go-Live all reported defects will be retested to ensure defects have been resolved.</p>
P5-3	Training Plan	Plan to provide all required training to roles identified in SOW	Training	<p>The Training plan will describe the approach, time, and resources needed. The plan shall provide for train the trainer scenarios, as well as assisting AGFG with converting Contractor provided training content into AGFG's Learning Management System (LMS). The plan shall include a schedule, how training responsibility will transfer post Go-Live, and how the training environment will be configured to be mirror the real production environment. AGFG and the Contractor will include the methods that will be used to determine if the training is effective.</p>
P5-4	Training Content	Training material specific to AGFG	Training	<p>Includes a mixture of documentation, definitions, processed based how-to guides, step action user's guides, and video instruction. Content must be delivered electronically and be specific AGFG's version of the System.</p>

ID #	Deliverable	Description	Section in SOW	Minimum Acceptable Standard
------	-------------	-------------	----------------	-----------------------------

Phase 6 - Go Live				
P6-1	Go-Live Plan	Plan for implementing the System into production	Go-Live	This change over plan should include action level detail, with expected durations, pre-requisites, dependencies, and a check list for Go/No-Go. The Go-Live plan shall include a detailed roll-back plan in the event Go-Live is unsuccessful.

Service Transition Period				
P7-1	Transition Plan	Plan for transition support from Contractor to AGFG	Service Transition	The plan will work with the knowledge transfer plan to set a schedule for when the responsibility for non-warranty support is transitioned from the Contractor to AGFG.

Section 8 Best and Final Offer

This is where the BAFO response will be incorporated into the Statement of Work. This will include copies of the following attachments:

- Attachment E – Technical Requirements
- Attachment F – General Functional Requirements
- Attachment F – Claims Functional Requirements
- Attachment F – Accounting Functional Requirements
- Attachment J – Deliverable Response Form

Any communication between AGFG and the Contractor that provides additional clarification to requirements or the system's capabilities shall also be incorporated into the agreement.