

Contractor Responsibilities and Duties - System Support		
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1. Overview

The MVA requires a comprehensive approach by the Contractor to provide operational support for DIWS 2. This includes the development of support tools and methodologies which will support end users as well as provide technical support for the system. These will be implemented throughout the SDLC and for a Warranty Period. that is described in the Task Order Section 3.3.8 Warranty Period.

As more fully described in Section 3 of this document and Attachment W TO Section 3.3.8 Warranty Period, prior to the Warranty Period, the Contractor shall provide operational support for DIWS 2 without additional cost to the State.

2. General Requirements

2.1 Scope of Operation and Maintenance (O&M) Support

The Contractor shall:

1. Lead the creation of the processes and procedures related to the support of DIWS 2.
2. Lead the training, knowledge transfer, and skills development necessary to prepare for and support the system.
3. Lead in the development and implementation of support tools and system support knowledge management content.
4. Lead the O&M support throughout the project and to the end of the Transition Out.
5. Work collaboratively with MVA support staff to ensure that they are properly prepared, trained, and have the knowledge and skills to fully lead O&M Support Services after the Transition Out.
6. Perform all O&M Support Services detailed in this appendix.
7. Support for MVA computer systems (e.g., servers) is provided by the MVA Technical System Services group (TSS). The Contractor shall collaborate with TSS to deliver O&M Support Services for DIWS 2

2.2 O&M Timeline

This table describes the responsibilities of the Contractor and the MVA from project initiation to the end of the Transition Out.

Time Period	Contractor Support Responsibilities	MVA Responsibilities
Project inception through the Transition Out	1. Begins knowledge transfer with MVA staff related to operations support.	1. MVA and operations support staff work with Contractor to learn system and technologies

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Time Period	Contractor Support Responsibilities	MVA Responsibilities
Project Initiation	<ol style="list-style-type: none"> 1. Leads the planning of system environments. 2. Specifies requirements for minimum of five (5) environments including Development, Test (Integration, System Test and UAT), Training, Sandbox, and Production. (See Appendix 1 Section 2.6 Architecture & System Environments.) 3. Specifies requirements for environments required for content migration. 4. Specifies hardware requirements. 5. Specifies configurations of operating systems and network. 6. Specifies data centers requirements. 	<ol style="list-style-type: none"> 1. Assists and approves the planning of system environments 2. Approves and provides hardware 3. Approves specification of operating systems and network configurations. 4. Provides data center facility
Ready to Implement System Environments	<ol style="list-style-type: none"> 1. Performs installation and configuration of software and other components for all environments. 	<ol style="list-style-type: none"> 1. Performs installation and configuration of OS and establishes network connectivity
System Development	<ol style="list-style-type: none"> 1. Performs maintenance and support for all environments in a lead role. 	<ol style="list-style-type: none"> 1. Perform maintenance and support of OS and network connectivity in all environments 2. Provides coordination and support relative to other State agencies 3. Provides support for data center facility

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Time Period	Contractor Support Responsibilities	MVA Responsibilities
<p>Prior to System Test for the Initial Release of DIWS 2</p>	<ol style="list-style-type: none"> 1. Begins working with TSS Manager to develop support procedures and train TSS staff. 2. Develops list of core competencies needed for TSS staff to have the knowledge and skills to support DIWS 2. 3. Begins formal training of TSS Staff to establish readiness for the initial Test Release. 4. Begins formal training of the staff that performs scanning, indexing, and QA (Capture Staff) to establish readiness for the initial Test Release. 5. Provides support for external systems integration with MVA modernization system. 	<ol style="list-style-type: none"> 1. TSS staff works with Contractor to implement support procedures 2. TSS staff begins training and receives knowledge and skills to support test system
<p>Initial Release of DIWS 2 Deployed Into Production</p>	<ol style="list-style-type: none"> 1. Maintains and supports all environments working with MVA staff 2. Works with MVA staff to support the DIWS 2 application during deployment and production 3. Continues formal training of TSS Staff to maintain readiness for the initial Production Release 4. Maintains temporary interfaces between legacy systems and DIWS 2 until all phases of the project are completed 5. Continues formal training of, and provides support for Capture Staff. 6. Provides support for external systems integration with MVA modernization system. 	<ol style="list-style-type: none"> 1. Provides coordination and support relative to other MVA agencies 2. Supports data center facility 3. Maintenance and support of OS and Network connectivity 4. Operates Help Desk 5. Provides basic data center support functions for operating system, network, and backup 6. TSS staff continues training and receives knowledge and skills to support production system

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Time Period	Contractor Support Responsibilities	MVA Responsibilities
Interim Releases of DIWS 2 Deployed Into Production	<ol style="list-style-type: none"> All items from Initial Release Updates list of core competencies needed for TSS staff to have the knowledge and skills to support DIWS 2 Maintains temporary interfaces between legacy systems and DIWS 2 until all phases of the project are completed. Provides support to Capture Staff. Provides support for external systems integration with MVA modernization system. 	<ol style="list-style-type: none"> Same as Initial Release
Final Release of DIWS 2 Deployed into Production WARRANTY PERIOD BEGINS	<ol style="list-style-type: none"> Begins transition to MVA of lead role to maintain and support all environments Continues lead role supporting DIWS 2 in production under direction of TSS Manager Completes training of MVA's support center staff Deactivates all temporary interfaces between legacy systems and DIWS 2 Provides support to Capture Staff. Provides support for external systems integration with MVA modernization system. 	<ol style="list-style-type: none"> TSS staff completes training and receives knowledge and skills to support DIWS 2 Begins transition to lead role to maintain and support all environments; transition shall be complete by the end of the Warranty Period Supports data center facility Operates Help Desk Maintenance and support of OS and Network connectivity
End of Support Years	<ol style="list-style-type: none"> Transitions out of the support role 	<ol style="list-style-type: none"> Assumes full support for DIWS 2

Notes

- The Contractor shall provide support for all environments as soon as they are established.
- The Contractor shall develop a training program for all functional and technical staff that shall support the system. By the end of the Transition Out, all appropriate staff,

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as designated by the MVA, shall be successfully trained by the Contractor, and have the knowledge and skills for their role supporting DIWS 2. See Appendix 4 Training Requirements for more information.

3. The Contractor provides all support prior to the end of the Transition Out.

2.3 MVA Provided Tools

The MVA will provide the following tools for support activities:

1. Remote Desktop Software
2. An Incident and Problem Management Ticketing System
3. MDOT/MVA Standard Operating Procedure Manual
4. A Knowledge Management System

The Knowledge Management System that shall be used for system support activities will be provided by the MVA and the knowledge management content shall be created by the Contractor in coordination with the operations staff.

2.4 Support Levels

1. The Contractor shall have primary responsibility for handling all questions and inquiries about all aspects of DIWS 2 and use the MVA incident and problem management ticketing system to record and track these questions and inquiries until a resolution is implemented and the incident is closed. The Contractor shall follow all processes and procedures outlined in the MVA Standard Operating Procedure (SOP) Manual and the existing reference library. The Contractor is responsible for prioritizing, categorizing, and reporting all inquiries using MVA established SOPs.
2. The Contractor shall provide the initial support of the system until MVA staff is trained by the Contractor to support it internally. During the course of the project, the following support model shall be used:

Level 1 Support – Reception of support and operation calls shall be handled by a State provided Help Desk and this shall include logging calls, and resolving simple problems for which an existing solution has been documented. Help Desk shall reference the knowledge base and other tools to find documented solutions for problems. All support calls shall be logged as tickets in Maximo or another State provided support tool. Any call, which Level 1 Support cannot resolve for any reason, shall be escalated to Level 2 Support. (An escalated system support ticket is any call that is escalated to Level 2 Support.) The customer is transferred to Level 2 Support when the customer first calls and escalation is determined to be necessary.

Level 2 Support – All Level 2 Support activities shall be handled by the Contractor. This includes resolution of problems and documentation of solutions. Level 2 Support shall be staffed with individuals capable of troubleshooting, diagnosing, and

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resolving a **limited range** of technical and system usage problems. Customer phone calls are transferred to Level 3 Support for immediate response only if there is an emergency. Referral to Level 3 Support is typically handled offline.

Level 3 Support – All Level 3 Support activities shall be handled by the Contractor. This includes resolution of problems and documentation of solutions. Level 3 Support shall be staffed with individuals capable of troubleshooting, diagnosing, and resolving **all** technical and system usage problems either directly or by accessing related project staff.

3. The Contractor shall train and certify Level 1 Support staff to be prepared prior to the first UAT.
4. The Contractor shall train and certify MVA Level 2 and 3 Support during the Warranty Period and throughout O&M so they are prepared to take over from the Contractor at the end of the Transition Out.

For escalated tickets, the Contractor shall adhere to the SLA described in the TO Section 3.8.4 Help Desk Tickets/Problem Escalation, Item.A.

2.5 Issue Resolution

1. The Contractor shall address all DIWS 2 production system issues for which it is responsible within the timelines outlined in the TO Section 3.8.4 Help Desk Tickets/Problem Escalation, Item.A. Resolution of DIWS 2 production system issues shall be managed through the State's incident and problem management ticketing system application and any additional functionality implemented by the Contractor as part of DIWS 2 implementation.
2. The process for documenting a production issue shall be as follows:
 - a. A user logs an issue using the self-service capabilities of the State's incident and problem management ticketing system or by calling or emailing State Level 1 Support; alternatively, a Level 1, Level 2, or Level 3 Support team member may enter an issue;
 - b. The State's incident and problem management ticketing system application routes the ticket to the appropriate DIWS 2 team members based on staff assignments and business rules provided by the Contractor, with notifications provided to the MVA Project Manager for all escalated tickets; and
 - c. The Contractor team member assigned the ticket shall update the status of the ticket including recording when work starts, the problem diagnostics performed, the solution implemented to remediate the defect/issue, and the date and time the issue is closed.

2.6 Reporting and Management of Support Incidents

The Contractor shall track and report on incidents including trend analysis and reporting of all application and application-related tickets.

1. The Contractor shall link incidents to problems and identify recurring trends.

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2. The Contractor shall identify the root cause of all incidents and implement permanent corrective actions.
3. The Contractor is responsible for reporting availability variances against uptime goals, as specified in TO Section 3.8.5, and for analyzing tickets by category and resolution time.

2.7 MVA Best Practices and ITIL Compliance

All aspects of the support operations, including all contributions and deliverables by the Contractor, shall be compliant with MVA best practices, ITIL Edition 2011 standards and other standards of the MDOT/MVA.

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3. **Warranty Period**

Refer to Attachment W TO Section 3.3.8 Warranty Period for details on:

1. when the Warranty Period for DIWS 2 shall start,
2. the tasks and services the Contractor shall provide during the Warranty Period at no additional cost to the State, and
3. when the Warranty Period for DIWS 2 shall end.
4. Excluded from warranty services, MVA will issue Work Orders for additional changes after initial production deployment, support for which the Contractor is expected to furnish adequate staffing that does not negatively impact continuing production cycles, O&M support or warranty activities.

See Section 4.5 O&M Staffing Requirements which describes staffing expectations for O&M Support Services.

4. O&M Support Requirements

4.1 Planning Requirements

4.1.1 Staffing Needs Analysis

The Contractor shall conduct an analysis of the staffing needs for long term support operations of DIWS 2 based on the complexity, design, and implementation of their solution. The Contractor shall reference industry standards and best practices as part of the analysis. The Contractor shall prepare formal recommendations for future ongoing staffing of the MVA support operations.

4.1.2 Operations and Support Rollout Plan

The Contractor shall develop an Operations and Support Rollout Plan that includes the approach, schedule, resources, and tools that shall be used to accomplish the work required in Appendix 3 System Support. The plan shall identify which State or Contractor staff shall be trained or participate in knowledge transfer prior to UAT. The plan shall identify long term MVA resources who will be trained or participate in knowledge transfer during the Warranty Period and prior to the Transition Out.

4.2 Support Preparation Requirements

4.2.1 Support Documentation

1. The Contractor shall develop support documentation that clearly defines the troubleshooting steps towards solution, support processes, and problem workarounds for DIWS 2. Complete System Operation manuals support procedures shall be developed by the Contractor; the materials shall be incorporated into training materials, reference materials, online help, other applicable materials, and the Knowledge Management System content.
2. The Contractor shall obtain approval from the MVA Project Manager for all support related plans, outlines, drafts, final documentation and other deliverables. All content submitted for approval shall be placed in the Knowledge Management System. The documentation shall integrate with the Knowledge Management System unless an alternate solution is presented to the MVA and approved by the MVA.

4.2.2 Knowledge Management System Content

1. The Contractor shall work collaboratively with TSS and MVA staff throughout deployment to develop and maintain the Knowledge Management System content. The MVA shall provide the Knowledge Management System to be used by TSS. Contractors proposing a pre-existing solution that already includes a Knowledge Management System shall fully document its features in the Proposal response for this section. The MVA reserves the right to require the Contractor to use the MVA-provided Knowledge Management System. The Knowledge

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Management System may be part of the Incident and Problem Management Ticketing System or another system provided by the MVA.

If the Offeror is proposing a Knowledge Management System as part of their pre-existing solution, the Offeror shall identify the Knowledge Management System as an option in the Price Sheet, HWSW tab, Tools table.

2. The Contractor shall work with the MVA and make recommendations for efficiently organizing and maintaining the Knowledge Management System content along with other support documentation and project documentation.

4.2.3 Help and Support Tools

1. **Incident and Problem Management Ticketing System** – The Contractor shall assist the MVA in configuring the incident and problem management ticketing system so that it properly supports DIWS 2 operations.
2. **Context Sensitive Help** – The Contractor shall develop context sensitive help as part of the proposed solution (See Appendix 12 – Documentation Requirements).
3. **System Help Keys** – The Contractor shall implement System Help Keys as part of the proposed solution. This utility shall allow users to capture a screen when experiencing a problem and make notations for clarification on the problem, or a similar solution shall be presented. This feature shall operate within the constraints established by MVA’s data loss prevention policies which may prohibit users from printing screens or sending sensitive information via email.
4. **Automated Toolchain** – Contractor shall provide an automated toolchain to support a “DevOps” approach to application development and deployment. Identify the automated toolchain tool(s) as an option in the Price Sheet, HWSW tab, Tools table.

4.3 O&M Support Services

1. O&M Support Services shall include both DIWS 2 application software and the associated technical infrastructure, on hardware maintained by the State.
2. O&M sSupport Services shall be priced as a fixed price system O&M support component to cover ongoing system support from project inception through the Transition Out.
3. The Contractor shall provide operations support for all aspects of DIWS 2 from inception until Transition Out. The Contractor shall ensure that the system operates effectively. Contractor O&M Support Services shall include but are not limited to:
 - a. Maintain and support all DIWS 2 environments.
 - b. Patch testing and promotion.
 - c. System maintenance to ensure all components of DIWS 2 solution are operating with latest patch levels, validated by ongoing testing, verification, and application of patches or updates provided by third-party hardware or

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- software vendors. Contractor shall support system upgrades to the technology stack, as necessary, to maintain latest release levels of existing technologies.
- d. Evaluate any software or updates in a testing domain and apply patches to production at the firmware, OS, server, client and application levels based on MDOT standards.
 - e. Follow best practices for software version control to ensure the integrity of all software releases.
 - f. Maintain and deploy changes to the UI over the WAN and/or the public internet as permitted by MVA security policies.
 - g. Disaster Recovery Testing as defined in the Disaster Recovery Plan.
 - h. Participate in Capacity Planning and Performance Monitoring/ Management activities during development and ongoing operations and maintenance activities, including support for storage location considerations.
 - i. Support for MVA subject matter experts in data analysis and reporting.
 - j. Monitor, tune and configure the performance of the production environment as needed to comply with the Service Level Agreement (SLA) described in the TO Section 3.8 Service Level Agreement (SLA).
 - k. Break-fix analysis and correction.
 - l. Manage relationships with any COTS software vendors and hardware/IaaS vendors for hardware, infrastructure or software implemented as part of this MVA Core solution. The Contractor shall work with third-party vendors to facilitate correction of defects, where it is the responsibility of a third-party vendor to actually correct the defect and deliver a fix to the Contractor for implementation in the State's environment.
 - m. Perform knowledge transfer to Operations, Support, and Technical staff, as defined in Appendix 4 Training, Section 1.7 User Training Roles.
 - n. Provide formal training as part of the Training Plan, including training of Operations and Support staff.
 - o. Support a "DevOps" approach to application development and deployment.
 - p. Assist with backups of all systems and servers on a regular basis. Minimally, this shall include hourly incremental backups and full weekly backups of all volumes of all systems and servers.
 - q. Work with MVA and MDOT to achieve backup consolidation and simplification goals.
 - r. Define common sets of policies (security, management and monitoring) for a group, save the policies in a registry (e.g. UDDI) from where they can be discovered, enforced and mediated between consumer and provider applications, be able to extract runtime data and perform statistical analysis on it for alerting, SLA enforcement and reporting purposes, at any group level.
 - s. Create and maintain a directory of external partners to facilitate communication and information exchange.
4. Planned Downtime shall be scheduled outside of Operational Hours, outside of any batch processing window, and shall not require the DIWS 2 System to be unavailable or limited in functionality for more than 1 hour per week. (Also see Appendix 5, Section 6.2 Capacity, Requirement 28.)

4.4 Release Management Requirements

1. The Contractor shall implement a formal Release Management process. The MVA shall work with the Contractor on process modifications to ensure integration with MDOT/MVA practices.
2. The Contractor shall provide a formal implementation plan for supporting tools and processes and include a formal training plan. Implementation shall occur as part of the setup and configuration of O&M Support Services.
3. The Contractor shall lead the development of the Release Management Process including:
 - a. Release Policy and Planning
 - b. Release Management Rollout
 - c. Release Schedule
 - d. Forward Schedule of Change
 - e. Help Desk Production Turnover
4. The Contractor shall provide the following:
 - a. **Release Management Process Implementation** – The Contractor shall take a lead role in designing, implementing, and configuring the Release Management tools and processes to support the implementation of DIWS 2 and the ongoing operation of the MVA.
 - b. **Testing and Release Acceptance** – The Contractor shall perform formal planning for testing and associated release acceptance criteria shall be developed. These tasks shall be performed collaboratively with the MVA.
 - c. **Rollout Plan** – The Contractor shall develop a complete Release Rollout Plan for each release of software or new configuration. The plan shall be developed collaboratively with the MVA support team. The plan shall include, but not be limited to, requirements for communications, preparation, training, knowledge and skills to support system.
 - d. **Rollout Plan Execution** – The Contractor is responsible for executing the Rollout Plan for each release.
 - e. **Site Readiness Surveys** – The Contractor shall participate in the development and execution of Site Readiness Surveys with the MVA for each release.
 - f. **Update Support Documentation** – The Contractor shall be responsible for updating all documentation for each new release. This includes business user, technical, training, and support documentation.
 - g. **Configuration Management Database** – The Contractor shall develop and maintain the configuration management database content throughout the project and update it for every release. The Contractor shall provide the content for the database.
 - h. **Archive and Retire Configurations** – The Contractor shall develop and implement procedures and tools to archive and retire all prior releases and configurations as new ones are deployed.

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- i. **Known Error Log** – The Contractor shall develop a Known Error Log as part of the support documentation using the Knowledge Management System or another tool as approved by the MVA.
- j. **Release Installation Procedures** – The Contractor shall develop detailed installation procedures for each release and ensure that the plan and related tools and SOPs have been properly tested.
- k. **Back Out Plans** – The Contractor shall develop back out plans jointly with the MVA for each release. The Contractor shall ensure that the plan is properly documented and communicated to all participants and that preparation and trainings are in place in case the plan needs to be executed. Any parts of the plan or related tools which need to be tested shall be tested before the release is deployed.

4.5 O&M Staffing Requirements

1. The Contractor shall recommend and provide sufficient staffing to support DIWS 2 O&M Support. Contractor Personnel furnished to provide O&M support shall be distinct from the staff necessary to create and update manuals, training materials, documentation, knowledge management system content, or other deliverables.
2. The Contractor shall provide on-site technical (hardware and software) and application support staff to augment TSS staff and function as members of the TSS support team throughout the SDLC, Warranty Period, and prior to Transition Out.
3. During the Warranty Period, the Contractor shall:
 - A. Anticipate the need to provide sufficient resources responsible for completing DIWS 2 change requests. This shall be identified with the optional items on the Price Sheet. (The level-of-effort is estimated to be two [2] additional full-time resources.)
 - B. Provide sufficient staff for performing defect analysis and corrections.
4. The Contractor shall provide the MVA with the option to request additional support from this team after the Warranty Period.
 - In the context of this requirement, “option” refers to the State having the option to have support from the *same* team. It is also understood that the State has the option to request additional support through the use of a work order.

5. Narrative Response to System Support Requirements

The table below identifies the topics which the Offeror shall address in its Technical Proposal. Each topic in the response shall be identified with a heading corresponding to the table below. Responses should not be placed in the table.

Offeror shall refer to the referenced section of the Task Order to fully understand the State’s requirements and expectations when preparing the response. The Offeror shall address the topics/questions identified in the table but is expected to elaborate or add additional information as appropriate to fully understand the Offeror’s solution and approach.

The Offeror should provide a detailed description of the proposed solution but does not need to address every item or sentence in a particular section. The Offeror’s response shall be construed to be inclusive of all requirements referenced by the table and shall bind the Offeror to all such requirements unless the Offeror specifically addresses partial or non-compliance in its response. Offerors shall describe requirements that cannot be met or that can only partially be met as part of the final question of the response table.

The Offeror shall adhere to any page limit for the topic.

In some topics below, the State has requested a sample of work from a previous project or a draft version of an artifact for this project (e.g. include a draft Project Plan for this project). These items are identified below and shall be included in [TAB O] and not inserted into the narrative. Such items are not included in page limits. If requested items are not available, briefly describe.

Response Requirements			
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Appdx Ref	Topic Title	Response Requirements	Page Limit
2.1	Scope of Operation and Maintainance (O&M) Support	Describe your approach to the requirements in section 2.1.	
2.2	O&M Timeline	Describe your approach to the requirements in section 2.2.	
2.3	MVA Provided Tools	Describe your approach to the requirments in section 2.3.	
2.4	Support Levels	Describe your approach to the requirements in section 2.4.	

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Appdx Ref	Topic Title	Response Requirements	Page Limit
2.5	Issue Resolution	Describe your approach to the requirements in section 2.5.	
2.7	MVA Best Practices and ITIL Compliance	Describe your approach to the requirements in section 2.7.	
3	Warranty Period	<ol style="list-style-type: none">1. Describe your approach to the requirements in section 3.2. Summarize your understanding of the Warranty in terms of functionality covered, start, end, and duration.	
4.1	Planning Requirements	Describe your approach to the requirements in section 4.1.	
4.2	Support Preparation Requirements	<ol style="list-style-type: none">1. Describe your approach to the requirements in section 4.2.2. If the Offeror is proposing a Knowledge Management System, provide details on this tool and identify the Knowledge Management System as an option in the Price Sheet, HWSW tab, Tools table.	
4.3	O&M Support Services	<ol style="list-style-type: none">1. Describe your approach to the requirements in section 4.3.2. Summarize your understanding of the O&M Support Services in terms of services provided, functionality covered, start, end, and duration.3. Describe your approach to satisfying the automated toolchain requirement. Identify the tool you are proposing for the automated toolchain as an option in the Price Sheet, HWSW tab, Tools table.	
4.4	Release Management Requirements	Describe your approach to the requirements in section 4.4.	

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Appdx Ref	Topic Title	Response Requirements	Page Limit
4.5	O&M Staffing Requirements	<ol style="list-style-type: none">1. Describe your approach to the requirements in section 4.5.2. Describe your approach to meet the O&M staffing needs and requirements without affecting the overall development activities and schedule.3. Explain how you will provide staffing to address change requests that take place during the Warranty Period without impacting production cycles, O&M support or warranty activities.4. Update the Price Sheet, Deliverables tab, for Requirement 3.A.	
	Requirements not Met	The State assumes that the Contractor will meet all requirement described in Appendix 3 of the TO. Identify and explain any areas that cannot be met.	