

6.2 Internal Applications Services (Schedule 3.3 – Appendix 2)

Instructions to Vendors: Unless specifically noted in the appropriate tables below, Vendor agrees to perform, for the environment (described in Schedule 3.3 – Appendix 2, Section 2), the services and associated roles and responsibilities (as outlined within Schedule 3.3 – Appendix 2, Section 3 Application Services), at the defined service levels (as outlined within Schedule 3.3 – Appendix 2, Section 4). Section 3 is not considered to be all-inclusive. Vendor will be responsible for the complete life-cycle management of these services, unless otherwise noted. Vendor shall clearly indicate in the tables below if it does not accept the requirements defined in Schedule 3.3 – Appendix 2. Commonwealth considers the Vendor to agree to all Schedule 3.3 – Appendix 2 unless identified herein. Vendor should add rows to the tables below as necessary. Absence of issues will constitute agreement for those items not herein addressed, and will be off the table for further negotiation.

6.2.1 Internal Applications Services Solution Overview

Instructions to Vendors: Provide an overview of the Internal Applications Services solution you propose to address the Commonwealth Requirements stated in Schedule 3.3 – Appendix 2. This overview should **not be more than two-pages** long. Additional details should be provided in Section 11 of this Vendor Proposal document.

Please refer to section 11.3.3 Details on the Internal Application Services Proposed Solution for additional information on Internal Applications Services.

The Commonwealth Partners' Vision for the Commonwealth

- Accurate & timely support
 - Robust methodologies
 - Methodware / methodology leader (Gartner & Giga)
 - CMM compliance
 - Technology leadership
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The objective of Internal Applications services is to “provide accurate and timely support for the in-scope, internal administration systems used by VITA for managing delivery and chargeback of VITA services”. The current Internal Applications consist of the five chargeback applications being used by VITA for data collection and invoicing. The Commonwealth Partners acknowledge VITA’s need to consolidate and integrate the current chargeback applications.

Service objectives are addressed by using IBM’s best practices for Custom Application Development. IBM tops Gartner’s Leader’s magic quadrant for Methodware and is recognized by Giga as the leader in the methodology market. Robust methodologies for application development are applied across IBM Global Services. These methodologies include IBM’s Global Services Method, Engagement Support Environment (ESE), and the Rational Unified Process. ESE supports cost estimation for deliverables. Our CMMI Level 3 compliance exceeds the CMM Level 2 requirement and is current. Incident reporting for Internal Applications will be provided through the new, centralized Help Desk, and service levels that are documented for Help Desk problem reporting will apply. With the Commonwealth Partners’ leadership in many technology areas, we are positioned to provide the Commonwealth with information on products and emerging trends. Best practices and design patterns developed by IBM will be leveraged in developing new software applications.

Our chargeback solution mitigates risk by using existing, commercial-off-the-shelf (COTS) software packages when available. Software reuse will also be leveraged when possible. In addition, best practices and tools are used for productivity gains. Server-level resource data (e.g. CPU) can be collected for consumption-based billing.

Solution Description

Initially, the Commonwealth Partners will assume the responsibility for the current chargeback applications. During the transition period, the Commonwealth Partners will maintain and support these applications. The chargeback system will be subsequently enhanced to address the Commonwealth's new requirements. **Please refer to Chapter 8 Chargeback Services Requirements of the proposal response and Schedule 3.3 Appendix X for details on the new chargeback solution.**

As part of the Commonwealth Partner's Internal Applications Services proposal, the following services are included in supporting the development of Internal Applications. These services are consistent with the software development life cycle phases that our team follows as standard practices.

- Application Strategy, Architecture, and Planning:
 - Application Architecture – Support planning, recommend / evaluate technologies, and support reviews
 - Data Architecture – Develop physical databases, evaluate models, and recommend standards
 - Application Integration – Provide G2B/G2G/G2C, EAI consulting, and technology recommendations
 - Software License Management – Manage license inventory, negotiate licenses / maintenance contracts, and manage vendor relationships
- Planning and Analysis – Develop process re-engineering methodologies and recommendations, conduct reviews, monitor technical trends, recommend process improvements, perform annual portfolio analysis, support technical planning sessions, perform operational assessments, perform security planning, identify product and software tool enhancements, and perform project estimation, using best practices or estimation tools
- Requirements Definition – Determine functional requirements and models, conduct impact analyses, identify conversion requirements for COTS hardware / software, and recommend / develop the application test plan
- Design:
 - High-Level Design – Create design, evaluate COTS packages, document design, provide cost and schedule
 - Detailed Design – Define standards, conduct surveys for design efforts, create design, document design / requirements / models, develop test cases, define implementation and deployment policies, and provide cost and schedule
- Programming/Development – Review standards, recommend policies and standards in conformance to SEI, provide schedule, perform testing, manage development efforts using tools / methodologies, conduct reviews, and provide results reports
- Integration and Testing – Create test cases and data, create test environment, perform testing, support acceptance test, manage test environments, provide defect tracking, correct defects, and stage systems before implementation
- Implementation and Migration – Implement local adaptations to the architecture, install new / enhanced features, conduct pre-installation site surveys, assist / coordinate deployment activities, perform data migration, provide end user documentation, create “go-live” plan, and deploy the system
- Code Migration – Migrate code from development to test, recommend procedures, support environment changes, and migrate software defect corrections
- Software Configuration Management – Define processes / procedures, perform CM activities, assist with change management, support release scheduling, and provide impact analysis

- Application Change Management – Recommend PCR procedures, assist with documentation, support release scheduling, manage documentation changes, provide impact analysis, and prepare change requests
- Training and Knowledge Transfer – Develop / provide training, provide training materials, provide knowledge transfer plan
- Documentation – Recommend specifications and formats, provide documentation manuals / processes / procedures / release notes / specifications, provide models
- Monitoring and Reporting – provide project plans, provide status reports, measure / provide service level reports, and develop process improvement recommendations

Once implemented, the Commonwealth Partners will provide warranty and maintenance for the Internal Applications. Maintenance includes correcting software defects and developing minor enhancements as time allows. Problem management includes both Level 2 and Level 3 support. Status reports and service level reporting will also be provided.

Benefits/ Future State

The new chargeback solution will support a shared services billing model; provide a unified, simplified invoicing interface; and provide agency insights into billing details. As new internal applications are identified, well-defined software development lifecycle and SEI CMM procedures will be used to create quality software. Technology assessments will be performed to reflect current trends and software packages.

6.2.2 Internal Applications Service Environment Acceptance and Exceptions

Vendor shall reference and provide detailed accepted and/or proposed service environment elements as attachments to the proposal where required and as indicated in Schedule 3.3 – Appendix 2, Section 2.



Check - Vendor agrees with Schedule 3.3 – Appendix 2, Section 2, except for the elements listed in the table below.

Table 17. Internal Applications Service Environment Issues

6.2.3 Internal Applications Services Requirements Acceptance and Exceptions



Check if Vendor agrees with Schedule 3.3 – Appendix 2, Section 3, except for the elements listed in the tables below.

Table 18. Internal Applications Development Services Requirements Issues

Redacted

Table 19. Internal Applications Warranty Services Requirements Issues

Redacted

Table 20. Internal Applications Maintenance Services Requirements Issues

Redacted

Table 21. Internal Applications Monitoring, Reporting and Review Services Requirements Issues

Redacted

6.2.4 Internal Applications Service Management Acceptance and Exceptions



. Check - Vendor agrees with Schedule 3.3 – Appendix 2, Section 4, except for the elements listed in the table below.

Table 22. Internal Applications Service Management Issues

Redacted

6.2.5 Internal Applications Service Management Tools

Describe the tools used in the delivery of this service in the table below.

Table 23. Internal Applications Service Management Tools

Redacted

6.2.6 Vendor Additional Comments relative to service provisioning for Schedule 3.3 – Appendix 2

The Commonwealth Partners' developers will be provisioned with desktop computers for software design and construction. Those computers will be loaded with the required operating system, compilers, and tools. The language preference is Java. To support development, the Rational Team Unifying Platform is recommended. This suite supports software configuration management, requirements analysis, problem tracking, and overall process. In addition, Rational Functional Tester or Rational Robot can be used to support automated testing.

As a best practice and as an enabler to support the Configuration Management (CM) Key Process Area (KPA) for the Capability Maturity Model (CMM), a software CM tool, such as Rational ClearCase, would be used to control all deliverable work products. Work products include both software and related documentation.