A close up of a logo

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Request for Proposal (RFP) #2204

Attachment 9

Human Resources Management System (HRMS)

Technical Proposal Narrative

Revision 1

\*Digital version may be found at:

https://ogs.ny.gov/procurement/bid-opportunities

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# Technical Proposal Narrative Instructions

When completing the technical proposal Narrative, **DO NOT** include any pricing information. Proposers must submit a narrative describing their approach to the engagement using the format and content below.

If attaching a separate document, please enter the document name in the provided boxes.

# Core Business Processes

This section seeks to get the proposer’s approach to implementing the core business processes defined in HRMS SI RFP Section 2.4 and HRMS Attachment 10 – Core Business Processes.

## Core HR

1. Describe your overall approach to implementing the core business processes specified in HRMS SI RFP Section 2.4 and HRMS Attachment 10, Section 2 given that there are three planned deployments.
2. Describe your approach to implementing functionality for employees who may incumber one or more positions for which they are being paid while encumbering one or more positions for which they are not being paid at the same time.
3. Describe your approach to implementation for allowing the appointment of an employee and placing them on immediate leave until a later start date; by statute and policy, these dates have different impacts to seniority and other benefits.
4. Describe your approach to have a consistent hire/rehire checklist to help guide agencies in the process that allows for uniqueness across agencies.
5. Describe your approach to implementing an employee transfer from one agency to another, a position change within the same agency, changes or upgrades to all positions, and preserving an employee’s rights to a formerly held or currently held position.
6. Describe your approach for implementing functionality for employee self-service to allow some changes to be automatically updated while others require manual review and update.
7. Describe your approach for implementing payroll certification by the Department of Civil Service (DCS) to the Office of the State Comptroller’s (OSC) Payroll System (PayServ).
8. Describe your approach for implementing electronic alerts/notifications in the HRMS using email and text messaging for NYS employees and to allow NYS to setup account activity types, alerts/notifications, delivery methods, and their maintenance.

## Compensation

1. Describe your approach to implementing the compensation business processes specified in HRMS SI RFP Section 2.4 and HRMS Attachment 10 – Core Business Processes, Section 3.
2. Describe your proposed approach to implementing functionality for agencies to request salary differentials for job titles that may affect some or all positions under CSL §130.
3. Describe your proposed approach to implementing functionality for agencies to request an increased minimum salary for a new employee and equivalent qualification salary increases for existing, impacted employees in the same job title of the new employee under CSL §131.1a.
4. Describe your proposed approach to implementing functionality for agencies to request a compensation adjustment for employees and positions that require Budget Director Approval (BDA).

## Title and Position Management

1. Describe your approach to implementing the title and position management business processes specified in HRMS SI RFP Section 2.4 and HRMS Attachment 10 – Core Business Processes, Section 4.
2. Describe your proposed approach for implementing functionality to secure comments from being viewable by certain approvers and reviewers in the workflow.
3. Describe your proposed approach for reengineering the waiver and exemptions functionality to enable NYS agencies to fill positions when all or some positions are not allowed to be filled without the permission of the New York State Division of the Budget.
4. Describe your proposed approach to implementing functionality for agencies to request to create and fill a new or existing non-statutory position with a selected candidate that has been identified as requiring BDA.
5. Describe your proposed approach to implementing workload tracking and reporting functionality to enable searching using a wide variety of data elements that allow users to open transactions from the results and provide the ability for users to export the results to Microsoft Excel.
6. Describe your proposed approach to implementing the requirement of document attachments for certain transactions and security for document attachments to limit which groups of users can view optional and required documents.
7. Describe your proposed approach to implementing mass change functionality and how time limits and an approval process would be included.

## Leave Administration

1. Describe your approach to implementing the leave administration business processes specified in HRMS SI RFP Section 2.4 and HRMS Attachment 10 – Core Business Processes, Section 5.
2. Describe your proposed approach to implementing self-service capability for employees to request various leaves of absence.
3. Describe your proposed approach to implementing leave of absence functionality in which leave balances are maintained in an external system and have those balances available for self-service requests and to Human Resources (HR) staff for review and management.

## Benefits Administration

1. Describe your approach to implementing the benefit operations specified in HRMS SI RFP Section 2.4 and HRMS Attachment 10 – Core Business Processes, Section 6, given that there is a centralized Employee Benefits Division (EBD) for overall benefits administration but there are decentralized Health Benefits Administrators (HBA).
2. Describe your proposed approach for implementing benefits administration for participating agencies, state and non-state retirees, young adults, survivors, etc., who are not state employees but for whom NYS provides benefits through the New York State Health Insurance Program (NYSHIP).
3. Describe your proposed approach for implementing benefits self-service capability for enrollees, state and non-state retirees, young adults, survivors, etc., who are not state employees but for whom NYS provides benefits through NYSHIP.
4. Describe your proposed approach for implementing benefits self-service to allow benefit enrollees to make personal data and life event changes, which may allow the updates to take effect automatically or require workflow.
5. Describe your proposed approach for implementing functionality to display and report on claim information received from the insurance carrier that is related to the Income Protection Plan (IPP) and to New York State Paid Family Leave (NYS PFL) benefits.
6. Describe your approach for implementing electronic alerts/notifications in the HRMS using email and text messaging for NYS employees and benefit enrollees and to allow NYS to setup account activity types, and alerts/notifications, delivery methods, and their maintenance.
7. Describe your plan and approach for benefit billing and processing in the HRMS with Payroll and Pension functionality existing in separate systems.

## Health and Safety

1. Describe your approach to implementing the health and safety business processes specified in HRMS SI RFP Section 2.4 and HRMS Attachment 10 – Core Business Processes, Section 7.
2. Describe your proposed approach to implementing the intake, management, and reporting of workplace incidents, accidents, and illnesses and to interface with other state agency systems for insurance and workers’ compensation processing.
3. Describe your proposed approach to implementing the intake, management, and reporting of workplace incidents, accidents, and illnesses at a level at which the locations where those incidents occurred could be more detailed than currently captured within the HRMS organizational level.

## Performance Management

1. Describe your approach to implementing the performance management business processes specified in HRMS SI RFP Section 2.4 and HRMS Attachment 10 – Core Business Processes, Section 8.
2. Describe your approach to implementing ePerformance for organizations with various employee types, bargaining units, business rules, and evaluation periods as specified in HRMS SI RFP Section 2.4 and HRMS Attachment 10 – Core Business Processes, Section 8.
3. Describe a challenge that you have faced with implementing ePerformance, what the complexities were, and how you solved them.
4. Describe your approach to implementing the workflow requirements throughout various stages of the performance program, such as defining criteria, defining checkpoints, creating program revisions, and performing the final evaluation as specified in HRMS SI RFP Section 2.4 and HRMS Attachment 10 – Core Business Processes, Section 8.
5. Describe your approach to implementing probationary evaluations that are due prior to the end of an incumbent’s probation and how you would handle the requirements to address the probation needs of both incumbent and encumbent positions.

## Labor Administration and Grievances

1. Describe your approach to implementing the labor administration business processes specified in HRMS SI RFP Section 2.4 and HRMS Attachment 10 – Core Business Processes, Section 9.
2. Describe your proposed approach to implementing functionality that will allow Out-of-Title-Work Grievances (OTWG) to flow back and forth between the agency and control agencies but secure certain information/comments from being shared with the agency when returned to them.
3. Describe your proposed approach to implementing functionality that will allow OTWG to be reopened in which a final determination was made but the grievance was appealed to the NYS Supreme Court, pursuant to Article 78 of the Civil Service Practice Law and Rules.
4. Describe your proposed approach to implementing the security requirement for document attachments.

# Implementation

This section seeks to get the proposer’s approach to implementing the HRMS.

1. Describe your high-level approach to providing the Oracle PeopleSoft system integration services as described in Section 2 (Detailed Scope Of Work/Service Requirements) of this RFP.
2. Describe, in detail, your implementation strategy for the transition of Human Capital Management (HCM), New York Benefits Eligibility and Accounting System (NYBEAS), and New York State Electronic Personnel (NYSTEP) into the HRMS, in coordination with NYS staff.
3. Describe, in detail, how you plan to address the phased approach described in HRMS SI RFP Section 2.7. Include in your description, a timeline and explanation of overlaps between deployments; how you plan to implement HCM and NYSTEP in the first deployment, NYBEAS in the second deployment, and expanding ePerformance and additional functionality in the third deployment.
4. Describe, in detail, your plan to address the numerous necessary system integrations described in HRMS SI RFP Section 2.3.
5. Describe how your proposed implementation strategy has been successful in previous PeopleSoft implementations.
6. Describe any software tools that you plan to use beyond those described in HRMS Attachment 8 - HRMS Infrastructure Hardware/Software. If you intend to use any proprietary tools/software that NYS does not own that would require NYS to procure/obtain that software to maintain the deliverables post-implementation, please describe the tools/software here.
7. Describe your proposed approach to the data conversion and data migration as described in HRMS SI RFP Section 2.5.
8. Describe how your data conversion and data migration approach aligns with the identified responsibilities provided in HRMS SI RFP Table 3, Data Conversion Responsibility Matrix.
9. Describe your proposed document storage approach and provide a recommendation of where to store the large number of documents expected to be associated with the HRMS, including storing documents in the database, or storing documents in a file server.
10. Describe your proposed approach to meet the Data Storage requirements outlined in RFP Section 2.5 Data Conversion and Migration and your plan to ensure a secure and transparent connection from HRMS to the Secondary Data Storage solution for the users to access the data and documents.
11. Describe your data conversion and data migration experience.
12. Describe your data retention and data archive experience.
13. Describe how your proposed data conversion and data migration approach has been successful in previous PeopleSoft implementations.
14. Describe your plan and approach on how you transition from heavily customized HR and Benefit legacy systems to HRMS with the goal of minimizing customizations.

# Infrastructure

This section seeks to get the proposer’s approach to providing services for Section 2.6 Infrastructure Hardware/Software of the RFP.

1. Describe your company’s expertise on implementing Oracle PeopleSoft Portal on a Unix/Linux platform. Include in your description information on setting up multiple web profiles, configuring integration broker, and integrating multiple PeopleSoft applications via PeopleSoft Portal.
2. Describe your company’s expertise on applying PeopleSoft upgrades and patching, Weblogic upgrades and patching, and what tools you plan to use for the PeopleSoft upgrades and patching.
3. Describe your company’s expertise on implementing Oracle PeopleSoft HCM on a Unix/Linux platform.
4. Describe your company’s expertise and approach on implementing a high availability PeopleSoft scheduler and what tools you would use to manage the PeopleSoft batch processes.
5. Describe your company’s expertise on implementing Peoplesoft’s HCM self-service including, the number of self-service users that it supports, any challenges in the design, and the solutions used to overcome those challenges.
6. Describe your company’s expertise and approach on interfacing HCM with other PeopleSoft and non-PeopleSoft systems and what tools you would use to manage those flows.
7. Describe your company’s expertise on implementing a Peoplesoft search component like Elastic Search in a high availability configuration and what tools you use to manage that search component.
8. Describe your company’s expertise on implementing PeopleSoft Migrations using PeopleSoft tools and third-party tools like Phire. Identify any other tools that you plan to use.
9. Describe your company’s expertise and approach on securing Oracle PeopleSoft Portal and HCM. Include in your description use and implementation of multi-factor single on, data masking, encryption and secure data sharing with other systems. Identify what tools you plan to use.
10. Describe your company’s expertise on applying PeopleSoft Portal, HCM upgrades and patches. Identify what tools you plan to use.
11. Describe your company’s expertise on implementing the WebLogic suite on a Unix/Linux platform, including implementing clustering on WebLogic web servers for high availability in a PeopleSoft implementation.
12. Describe your company’s expertise on applying WebLogic and Oracle HTTP server upgrades and patches. Identify what tools you plan to use.
13. Describe your company’s expertise on implementing a high availability Oracle database on a Unix/Linux platform. Include in your description, information on database features like Real Application Clusters (RAC), Active/Active Data Guard, and Oracle database replication and backups.
14. Describe your company’s expertise on implementing Oracle Service Oriented Architecture (SOA) for managing the HCM integrations with other systems. Include in your description, information on upgrading and patching SOA and setting up a high availability SOA environment.
15. Describe your company’s approach to providing a PeopleSoft multi-tier architecture capable of supporting the HRMS environments described in HRMS Attachment 8 – Infrastructure Hardware and Software.
16. Describe your company’s expertise with setting up/tuning Oracle databases on an Exadata system using multitenant, RAC and Active/Active Data Guard.
17. Describe your company’s approach for setting up a backup and recovery strategy for Oracle databases on an Exadata. NYS has an Enterprise backup system. Describe what additional tools you plan to use.
18. Describe your company’s approach to performing Oracle database refreshes/cloning and describe the strategy you plan to use. Describe what tools you plan to use.
19. Describe your company’s approach to addressing Oracle database failovers. Describe what tools you plan to use.
20. Describe your company’s approach to migrating data from Oracle databases residing on Sparc Solaris servers to Oracle Linux on x86 servers.
21. Describe your company’s expertise with implementing PeopleSoft on Oracle Linux and using Oracle best practices on Oracle engineered systems Private Cloud Appliance (PCA) and Exadata.
22. Describe your company’s expertise with using Oracle Enterprise Manager to monitor the PeopleSoft and its components.
23. Describe your company’s expertise with Oracle Virtualization and Oracle VM tools to optimize server creation, backup and recovery.

1. Describe your company’s approach with creating new PeopleSoft Environments. Describe any tools that you would plan to use.

1. Describe your experiences with implementing Peoplesoft 9.2 HCM successfully for Core HR, Benefit Administration, and Base Benefits modules, including the count of how many covered lives were involved in your largest single project. Also indicate how many self-service users and stakeholder user groups were involved. Please specify who has worked with this count of covered lives, the prime contractor or a subcontractor.

1. NYS currently provides benefits for over 1,200,000 covered lives including over 600,000 contract holders. In addition, NYS systems support up to 167,000 NYS employees. These groups combine for a potential of up to 750,000 Employee Self-Service users for Core HR and Benefits. See Table 3 – Current NYBEAS Contract Holder and Dependent Record Counts in Attachment 4 Human Resources Management System (HRMS) As-Is description for a detailed breakdown of the benefit contract holder counts.

Please describe your experience with installing and configuring PeopleSoft *Infrastructure* (including all components of PeopleSoft Internet Architecture [PIA]) to support a PeopleSoft 9.2 implementation – with scalability and optimum performance to support self-servicer users and multiple stakeholder user groups for your largest single project.

Please include in your description the number of self-service users supported by that project.

Please specify whether the prime contractor or subcontractor associated with this response worked on the project described.

1. List all subcontractors that are included in your proposal.

# Deliverable Requirements

This section seeks to get the proposer’s approach to providing services for Section 2.9 Deliverable Requirements of the RFP.

## Project Planning

This section seeks to get the proposer’s approach to providing services for the project planning deliverable requirements of the RFP.

### PP1 – Project Management Planning

1. Describe your approach to providing the project management planning deliverables as specified in RFP Section 2.9.2.1.
2. Provide a detailed PP1-3 project schedule, as defined in RFP Section 2.9.2.1, with projected time frames.
3. Describe how the staff proposed to work on this project have the knowledge and ability to perform the services described in this RFP.
4. Provide an initial PM1-7 project staffing plan, as defined in RFP Section 2.9.2.1, deliverable.
5. Provide a detailed project management structure indicating how the System Integrator (SI) project manager will work with a NYS project director and a NYS project manager.
6. Describe your methodology and approach in ensuring that the deliverables produced meet state and industry quality standards for all contract requirements.

### PP2 – Test Strategy

1. Describe your approach to providing the deployment test strategy deliverable as specified in HRMS SI RFP Section 2.9.2.2.
2. Provide a list of your reusable test assets. Describe your approach to using them in this implementation project. Identify testing tools you use and test scripts you can reuse.
3. Describe your approach to managing test data in different test environments.
4. Provide an example test strategy.

### PP3 – Training Strategy

1. Describe your approach to providing the deployment training strategy deliverable as specified in HRMS SI RFP Section 2.9.2.3.
2. Describe your approach to training different stakeholder groups with various roles to ensure the users have a smooth transition to use the new HRMS.
3. Describe your approach and the tools you will be utilizing to develop and deliver training materials.
4. Provide an example training strategy that describes the different types of training the SI will perform.

### PP4 – HRMS Project Team Knowledge Transfer Planning

1. Describe your approach to providing the HRMS project team knowledge transfer plan deliverables as specified in HRMS SI RFP Section 2.9.2.4.
2. Discuss your turnover approach and the services required for the transition of HRMS operations, services, and module components to NYS.
3. Provide an example project team knowledge transfer plan.

### PP5 – Information Security Planning

1. Describe your approach to providing the information security plan deliverable as specified in HRMS SI RFP Section 2.9.2.5.
2. Describe your approach to providing adequate HRMS security for the HRMS infrastructure based on HRMS Attachment 3 – Requirements Traceability Matrix (RTM) and HRMS Attachment 8 - Infrastructure Hardware and Software.
3. Provide a draft information security plan.

### PP6 – Infrastructure Planning

1. Describe your approach to providing the infrastructure plan deliverable as specified in HRMS SI RFP Section 2.9.2.6.
2. Describe your approach to providing a high availability design for the HRMS based on the information provided in the HRMS Attachment 8 - Infrastructure Hardware and Software.
3. Describe your approach to satisfying the HRMS infrastructure requirements specified in HRMS Attachment 3 – Requirements Traceability Matrix (RTM) and in HRMS Attachment 8, Infrastructure Hardware and Software.

### PP7 – Organizational Change Planning

1. Describe your approach to preparing an organizational change management strategy and a workforce transition strategy as specified in HRMS SI RFP Section 2.9.2.7.
2. Provide a draft organizational change management strategy and/or a workforce transition strategy.

## Analysis and Design

This section seeks to get the proposer’s approach to providing services for the analysis and design deliverable requirements of the RFP.

### AD1 – Business Requirements Confirmation

1. Describe your approach to providing the business requirements confirmation deliverables as specified in HRMS SI RFP Section 2.9.3.1.
2. Provide your analysis of the HRMS infrastructure as defined in HRMS Attachment 8 - Infrastructure Hardware and Software and the HRMS infrastructure requirements specified in HRMS Attachment 3 – Requirements Traceability Matrix (RTM). Indicate where you recommend changes to the infrastructure to satisfy the HRMS core business processes and HRMS requirements.

### AD2 – Configuration and Customization Analysis

1. Describe your approach to providing the AD2-1 configuration and customization analysis deliverables as specified in RFP Section 2.9.3.2.
2. Provide examples where you expect to leverage PeopleSoft 9.2 solutions and to avoid customizations.

### AD3 – HRMS Design

1. Describe your approach to providing the HRMS design deliverables as specified in HRMS SI RFP Section 2.9.3.3
2. Describe your approach to providing the AD3-1 conceptual design document(s), AD3-2 functional design document(s), AD3-3 functional specification document(s) and AD3-4 technical specification document(s).
3. Describe your approach to providing the AD3-5 infrastructure design specification document(s), AD3-6 configuration document(s) and AD3-7 application fundamentals document(s).
4. Describe your approach to providing the AD3-8 workflow document(s) as specified in HRMS SI RFP Section 2.9.3.3.
5. Describe your approach to providing the AD3-9 Security design document(s) and AD3-10 security matrix as specified in HRMS SI RFP Section 2.9.3.3.

## Configuration and Development

This section seeks to get the proposer’s approach to providing services for the configuration and development deliverable requirements of the RFP.

### CD1 – Configuration and Build

1. Describe your approach to performing the configuration activities specified in HRMS SI RFP Section 2.9.4.1.
2. Describe your approach for providing the deliverables as specified in HRMS SI RFP Section 2.9.4.1.
3. Describe your approach for using the latest PeopleSoft tools such as Kibana.
4. Describe your approach for performing PeopleSoft configurations and customizations. How do you plan the PeopleSoft implementation so that there is minimal impact during future upgrades?

### CD2 – HRMS Technical Infrastructure Assessment

1. Describe your approach to performing the technical infrastructure assessment as specified in HRMS SI RFP Section 2.9.4.2.
2. Describe your approach to assessing the needed environments for the HRMS based on the information provided in the Attachment 8 - Infrastructure Hardware and Software, and the HRMS infrastructure requirements specified in HRMS Attachment 3 – Requirements Traceability Matrix (RTM).
3. Provide examples from past projects of where you were able to reduce the infrastructure footprint and save the customer money.
4. Describe your approach for setting up the HRMS environments to provide efficiency and scalability to support the specified large volume of users in performing their various activities and at the same time maximize the system performance.
5. Describe your recommendation for the creation and usage of the HRMS infrastructure and environments for Development, Testing, Quality Assurance (QA), Conversion, Training, Production, etc., in respect to a project with multiple deployments. Please elaborate to include scenarios before Go-Live, post Deployment 1, post Deployment 2, and post Deployment 3.

### CD3 – Interface Implementation

1. Describe your approach to performing the interface implementation as specified in HRMS SI RFP Section 2.9.4.3.
2. Provide examples of where you may be able to consolidate/eliminate interfaces and leverage existing PeopleSoft interface capabilities.
3. Describe your approach for designing and setting up the production schedule for reports, batch processes and interfaces involving dependencies. Please elaborate on the quality assurance steps that you recommend including in file processing to ensure the accuracy of the files.
4. Describe your approach for providing the deliverables as specified in HRMS SI RFP Section 2.9.4.3.

## Data Conversion and Migration

This section seeks to get the proposer’s approach to providing services for the data conversion and migration deliverable requirements of the RFP.

### DC1 – Data Conversion/Migration Planning

1. Describe your approach to planning the data conversion/migration as specified in HRMS SI RFP Section 2.9.5.1.
2. Please indicate how your proposed data conversion methodology and responsibilities align with the responsibilities discussed in HRMS SI RFP Section 2.5. Discuss any differences in data conversion responsibilities.
3. Provide examples where you have successfully converted/migrated data of similar quantity to that specified in HRMS SI RFP Section 2.5, in timely fashion, with quality, and on budget.
4. Describe your approach, methods, and timing to complete the data loading and conversion of existing NYS data over to PeopleSoft 9.2, based on your experience, to meet the functionality needs of NYS. The sample data to be converted to PeopleSoft 9.2 is described in HRMS SI RFP Section 2.5.
5. Describe the expected number of data conversion cycles that will be required to perform the data conversion for each deployment of the HRMS.
6. Not all the NYS data will need to be converted to PeopleSoft 9.2. Historical data will need to be migrated to a long-term storage location that NYS refers to as Secondary Data Storage. Describe your approach and methodology to migrate historical information from the legacy systems to the long-term storage location(s) that will enable users to access historical data. NYS users should be able to access migrated historical data for reports, legal inquiries, audits, etc., and to perform corrections of the historical data where necessary.
7. Provide recommendations and plans to migrate and store more historical data than what is listed in RFP Section 2.5, to limit or eliminate expensive or unreasonable data archival requirements.
8. Propose methodologies, designs, plans, and solutions to permit NYS to maintain archived data.
9. Describe your approach for providing the deliverables as specified in HRMS SI RFP Section 2.9.5.1.

### DC2 – Data Conversion

1. Describe your approach to performing the data conversion following the data conversion/migration plan developed in the DC1-1 data conversion/migration plan.
2. Describe your approach to providing the data conversion deliverables as specified in HRMS SI RFP Section 2.9.5.2.

### DC3 – Data Migration

1. Describe your approach to performing the data migration following the data conversion/migration plan developed in DC1-1 data conversion/migration plan.
2. Describe your approach to providing the data migration deliverables as specified in HRMS SI RFP Section 2.9.5.3.

## Testing

This section seeks to get the proposer’s approach to providing services for the testing deliverable requirements of the RFP.

### TE1 – Data Conversion and Data Migration Testing

1. Describe your approach to planning the data conversion testing following the PP2 test strategy.
2. Describe your approach to planning the data migration testing following the PP2 test strategy.
3. Describe your approach to providing the data conversion and data migration testing deliverables as specified in HRMS SI RFP Section 2.9.6.1.

### TE2 – Security Testing

1. Describe your approach to planning the application security testing following the PP5 information security plan and as specified in HRMS SI RFP Section 2.9.6.2.
2. Describe your approach to providing the security testing deliverables as specified in HRMS SI RFP Section 2.9.6.2.

### TE3 – Systems Integration Testing

1. Describe your approach to performing systems integration testing as specified in HRMS SI RFP Section 2.9.6.3.
2. Provide examples of where you successfully conducted system integration testing for customers and indicate what was the key to your success.
3. Describe your approach to providing the systems integration testing deliverables.

### TE4 – Performance and Load Testing

1. Describe your approach to performing the performance and load testing activities as specified in HRMS SI RFP Section 2.9.6.4.
2. Provide examples where you made changes (infrastructure, code, process, etc.) for PeopleSoft implementations that improved system performance significantly.
3. Describe your approach to providing the performance and load testing deliverables.

### TE5 – User Acceptance Testing

1. Describe your approach to performing the user acceptance testing activities as specified in HRMS SI RFP Section 2.9.6.5.
2. Provide examples where you successfully conducted User Acceptance Testing (UAT) with customers and describe what the key was to your success. What were the major challenges? How did your team overcome them?
3. Describe your approach to performing UAT of HRMS interfaces.
4. Describe your approach to providing the UAT deliverables as specified in HRMS SI RFP Section 2.9.6.5.
5. Provide an example draft UAT plan.
6. Provide an example draft UAT case.

## Training

This section seeks to get the proposer’s approach to providing services for the training deliverable requirements of the RFP.

### TR1 – Training Planning

1. Describe your approach to providing the training plan deliverable following the PP3 training strategy and as specified in HRMS SI RFP Section 2.9.7.1.
2. Provide an example training plan that includes the training of multiple stakeholder groups, each having multiple roles. The example should explain the approach to user training that will be taken, including a description of how each of the training needs will be assessed, the tools that will be used to meet those needs, and the targeted training timing.

### TR2 – Training Materials

1. Describe your approach to providing the training materials deliverables as specified in HRMS SI RFP Section 2.9.7.2.
2. Provide example training materials from a successful implementation to demonstrate ease-of-use and readability.

### TR3 – Instructor-Led Training

1. Describe your approach to providing the instructor-led training deliverables following the PP3 training strategy as specified in HRMS SI RFP Section 2.9.7.3.

### TR4 – IT Operations and Procedures Manual

1. Describe your approach for developing the IT operations and procedures manual as specified in HRMS SI RFP Section 2.9.7.4.

## Organizational Readiness

### OR1 – Workforce Transition Planning

1. Describe your approach to performing workforce transition planning following PP7 organizational change management, as specified in HRMS SI RFP Section 2.9.2.7.
2. Describe your approach to providing the workforce transition plan.
3. Provide a sample workforce transition plan.

### OR2 – Operational Readiness Assessment

1. Describe your approach to performing an operational readiness assessment as specified in HRMS SI RFP Section 2.9.8.2.
2. Describe your approach to providing the operational readiness assessment deliverable.

### OR3 – Deployment Preparation

1. Describe your approach to performing deployment preparation as specified in HRMS SI RFP Section 2.9.8.3.
2. Describe your approach to providing the deployment preparation deliverables.
3. Provide a sample deployment plan deliverable.
4. Provide a sample deployment checklist deliverable.

## Deployment and Go-Live Support

### DG1 – Deployment and Go-Live Report

1. Describe your approach to completing all the necessary activities for a successful HRMS Deployment(s) and go-live report as specified in HRMS SI RFP Section 2.9.9.1.

### DG2 – HRMS Production Support

1. Describe your approach to providing production support for an HRMS deployment as specified in HRMS SI RFP Section 2.9.9.2.
2. Describe your approach to providing the deliverables as specified in HRMS SI RFP Section 2.9.9.2.

### DG3 – HRMS Change Control

1. Describe your approach to supporting the HRMS change control board as specified in HRMS SI RFP Section 2.9.9.3.
2. Provide a sample change control process document.
3. Describe your approach to providing the deliverables as specified in HRMS SI RFP Section 2.9.9.3.