DISTRICT OF COLUMBIA OFFICE OF THE CHIEF TECHNOLOGY OFFICER

Human Services Modernization Program
Technical Support - Business Requirements Analyst

Statement of Work (May 2008)

1 Background

The Office of the Chief Technology Officer (OCTO) of the Government of the District of Columbia, in collaboration with the health, social services, education, courts and related agencies of the District government, has embarked on an ambitious program to upgrade and integrate the information systems that support client services for city residents, particularly those requiring support services. OCTO has devised a strategy for accomplishing this successive upgrading of the client services through implementation of secure, flexible technological architecture enabled by Enterprise Application Integration (EAI) middleware and anchored by data marts built on secure databases.

(See *Supporting the Vision: Mayor's Plan to Integrate the District of Columbia's Social Services Information Systems with the Family Court of the DC Superior Court.* The report is available at http://octo.dc.gov/information/inter.shtm *)*

The Human Services Modernization Program (HSMP) is the OCTO initiative that manages this citywide enterprise solution effort. This initiative will encompass, but not be limited to, business process engineering, system replacements, system enhancements, new systems selection, custom enhancements of existing applications, system integration, and IT oversight, affecting the health and human services and related District agencies. The major agencies/departments impacted include the Child and Family Services Agency (CFSA), Department of Mental Health (DMH), Department of Health (DOH), Department of Human Services (DHS) and agencies whose functions closely interrelate to these organizations including DC Public Schools (DCPS), Metropolitan Police Department (MPD), and DC Superior Court, among others.

This effort will be accomplished through a series of inter-related information technology (IT) projects that will be managed, and/or coordinated within OCTO. OCTO will collaborate with District government and the Superior Court of the District of Columbia to assure that the technological solutions are responsive to the operational plans and priorities of the cluster of health and human service agencies and their partners within the District government and with community service providers.

2 General Requirements

In order to achieve the complex and ambitious human services modernization effort employing enterprise application and system integration technologies, the District requires the services of skilled technologists to augment District staff. These technologists will support the District staff in completing specific tasks and milestones within an overall project schedule developed and maintained.

Specifically OCTO requires assistance in completing complex business process analysis, requirements gathering and analyses, to document business processes, assess existing software functionality and delineate requirements for existing and new system(s). Requirements tasks may include research on commercial and government "off the shelf" systems potentially available for District use and completion of comparative analysis of functionality of potential system(s) against identified requirements. Completed requirements documents should be of sufficient detail to allow the District to apply solid decision making criteria and processes.

Priority focus of systems activities is on integration of existing systems. Development focus is on JAVA, XML, and web applications. Analysts must be familiar with Unified Modeling Language (UML) and Rational Unified Process (RUP) or have sufficient skills to rapidly transfer existing knowledge to this type of technology environment.

Preferred candidates will be experienced with a broad range of information system technologies, preferably including Enterprise Application Integration (EAI) technologies. Candidates preferred with background in supporting transactional and reporting requirements of complex, overlapping business processes. Candidates preferred to have demonstrated experience in working in complex organizations and technology environments showing both ability to exercise independent judgment and ability to work effectively in complex collegial and operational environments. Experience in government sector technology strategies involving enterprise-wide integration planning architectures is preferred. Experience in the health, social services, education, Courts and justice systems services and information system environment is highly preferred.

Contractor agrees to assure availability of staff to support the project timelines. Contractor will provide advance notice of any planned change in personnel on the contract. Replacement personnel must be interviewed and approved by the District.

3 SPECIFIC REQUIREMENTS:

OCTO requires the services of consultants under this procurement as detailed in the table in section 7.

Specific areas of expertise and general roles for each required by the District to support the HSMP include the following:

3.1 Business Requirements Analyst

As a Business Requirements Analyst, the Contractor shall help the District of Columbia solve critical business needs by collecting user requirements to create business requirements for our technology initiatives. The Contractor shall interact with a variety of business users as a cross-functional liaison to understand client issues and produce business specifications and plan system changes to meet client needs. Business needs must then be translated into effective technical requirements applying several core technologies, such as XDE, ReqPro, ClearCase, Clear Case, SoDA and UML. The result will be scalable, complex, solutions that will be created quickly by leveraging commercial tools, processes, and standard methodologies. The Contractor shall be involved in the full lifecycle from analysis and planning to development and deployment. The Contractor shall be responsible for defining and managing adherence to the overall requirements methodology. In this capacity the Contractor shall work with Project Managers and overall

Program Manager in defining specific business analysis, requirements activities and related artifacts that satisfy overall project plan. In addition to the above requirements, the Contractor shall:

3.1.1 Assure that business goals and processes are fully documented and incorporated into requirements, design and implementation of technology solutions;

3.1.2 Apply business and operations knowledge to requirements gathering and analysis;

3.1.3 Gather and/or coordinate gathering of requirements from Agencies and write use cases, devises graphical depictions of process flows, technical diagrams;

3.1.4 Plan, schedule and conduct individual and group intra- and inter-agency interviews and work sessions and schedule analysts to meet project plan tasks;

3.1.5 Assure critical requirements are discovered and documented;

3.1.5 Assure completeness and accuracy of requirements documentation;

3.1.6 Synthesize information received into solid requirements;

3.1.7 Assure business goals are defined, clarified and documented;

3.1.8 Assure business outcomes are identified and documented;

3.1.9 Assure requirements and hi-level processes are integrated across agencies;

3.1.10 Assure complete concise requirements are gathered;

3.1.11 Identify process and requirement risks within and across projects; advise on risk mitigation strategies;

3.1.12 Assure validation and concurrence on requirements with agency representatives;

3.1.13 Validate and audit achievement of business goals and savings;

3.1.14 Recommend processes and methods for managing and tracking requirements;

3.1.15 Design, write, and submit reports and requirements documents;

3.1.16 Prepare presentation materials including slides and related information documents as required;

3.1.17 Maintain regular reporting and communication with Requirements Manager and other key team members;

3.1.18 Initiate, facilitate and participate in fact-finding meetings with internal and external clients;

3.1.19 Work with business subject matter experts to define business requirements and design system changes to meet those requirements;

3.1.20 Analyze client processes and recommend new business models, workflows, or innovative solutions;

3.1.21 Suggest innovative solutions to business problems/processes that leverage technology to provide marketing differentiation, efficiency improvements, and better user experiences; and

3.1.22 Write documentation for requirements analysis.

3.2 Deliverable Requirements:

Documents: Printed plus Electronic copies Mandatory

3.2.1 Where documents are required from contractor, five (5) printed copies of written documents or other evidence of deliverables shall be provided to OCTO using standard Microsoft Office Suite applications (or other OCTO-established project management standards tools), unless otherwise agreed to. The deliverable shall also be accompanied by an electronic copy (on disk or CD or via email) of the document.

3.2.2 If documents are prepared in PowerPoint or other graphical presentation, the deliverable shall include the required formats (printed + electronic copy of originals file) PLUS an additional electronic file which has been converted to a format suitable for electronic distribution (example PDF format).

3.2.3 Copies shall be filed both with the OCTO Program Manager for incorporation into the overall program files and with the Contracts Management Officer as required for delivery verification.

3.3 Record Retention:

3.3.1 Electronic and paper documents, forms, survey instruments, background materials secured as part of this contract shall be considered the property of the District of Columbia.

3.3.2 Contractor shall periodically review these resource materials with the COTR and establish file and retention plans.

3.3.3 No later than fourteen (14) days before the close-out of the contract, the Contractor shall review with the COTR all project-related materials and agree on a disposition plan for the contract close-out.

3.4 Contractor Staff:

3.4.1 Senior Management Supervisor: Contractor shall assign a senior manager as the Contractor's chief representative for this contract. This representative shall have the authority to make binding decisions for the organization. This representative shall be in charge of all members of the Contractor team assigned to the project and shall be the main contact. All correspondence, conferences, meetings and questions concerning the project directed to the Contractor and its subcontractors shall be through this person. This representative shall be personally available at all times during working hours from the beginning of the work through its completion.

3.4.2 Cost Proposal: Travel is not reimbursable. It must be included in the hourly rate.

3.4.3 Change in Personnel: Contractor shall notify the District no less than 30 days in advance of any proposed change in personnel associated with this contract. The District reserves the right to review, interview and/or approve any proposed replacement candidates.

3.4.4 Contractor Team and Project Management: Unless otherwise provided by the District through the ASMP program and related project management structure, the contractor shall provide project management, administrative management and administrative support necessary for the work hereunder. This support shall be provided at no cost to the District, unless the District specifically pre-approves assignment of personnel dedicated to such tasks.