

Department of Information Resources
Augmenting Software Products and Related Services
Request for Offer DIR-SDD-TMP-126

Services Description and Pricing

Periscope provides a range of professional consulting and/or development services to support implementation of the BuySpeed system. The following provides a list of services offered as part of our DIR GoDirect contract:

Project Management:

Project Set-Up: Conference calls with Periscope and client team members to finalize the project plan and project timeline.

Requirements Review: Conducted during project set-up, this is a review of the RFP requirements to develop the final software acceptance checklist. Final deliverables will be determined.

Project Management: Management of the Periscope implementation effort, documented project sign-offs, meeting summary notes, monthly status reports.

Application Exploration and Business Process Consulting:

Application Exploration: Documentation of BuySpeed settings and configurations necessary to support the client's operations, of any client business process changes, and any requested modifications to BuySpeed.

General Design and Project Plan Acceptance: Sign-off by client on finalized project plan and system design (including core business decisions and system modifications) based on the results of Application Exploration.

Business Configuration: Client personnel will set-up and configure data within BuySpeed to support go-live (e.g., department/locations, users, approval paths, etc.). Periscope will provide support and guidance to client personnel.

Go-Live Support: Onsite or offsite dedicated support provided to the client at go-live. Location of support will be based on agreement with the client.

Software Deployment and Modification:

Installation and Verification: Baseline BuySpeed is installed remotely for both test and production on the client's servers, it is connected to the mail and database servers, and functionality is operating as described.

Interface Development: Design: Documentation of requirements and technical specifications of in-scope interfaces between BuySpeed and client systems.

Interface Development: Programming and Testing: Development of BuySpeed interface programs in accordance with approved technical specifications, coordination with client/third party development of target systems interface programs, and testing of resulting interfaces.

Custom Modification Development: Design: Documentation of requirements and technical specifications of in-scope modifications to BuySpeed.

Custom Modification Development: Programming and Testing: Development of BuySpeed modifications in accordance with approved technical specifications, and testing of resulting functionality.

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Interface/Modification Acceptance: Client personnel in partnership with Periscope staff will execute acceptance testing of the system. The functionality to be tested will follow the checklist developed during the RFP review phase (and amended if modifications were added as part of Application Exploration).

Go-Live Preparation: Technical and configuration set-up of BuySpeed in preparation for go-live. The following activities will be included:

Technical Configuration: Periscope will work with client IT personnel to set-up and configure production software environment.

Data Migration: If applicable, Periscope will work with client personnel to document data requirements and migrate data from legacy sources into BuySpeed.

Production Migration: Periscope will migrate the tested BuySpeed application into Production and will certify the production environment (including working with client to certify interfaces).

Training:

Core Team Training: Training for the client's core team on how to use and configure baseline BuySpeed. This training provides the client with an initial understanding of the functions of BuySpeed to provide a basis for making key business and project decisions during Application Exploration.

End User Training: Training of end-users, based on agreed-upon scope (e.g., all users, Basic Purchasing users, train-the-trainer). Training may be on-site or via web sessions, based on agreement with client.

End-User Documentation:

Documentation: Development of documentation to support implementation of BuySpeed at the client, including custom user manuals, quick reference guides, etc.