



STATE OF WASHINGTON
DEPARTMENT OF SOCIAL AND HEALTH SERVICES
P.O. Box 45800, Olympia, Washington 98504-5800

July 15, 2015

Dear Potential Vendor:

The Department of Social and Health Services (DSHS) is soliciting information from vendors providing Information Technology resources regarding their capabilities and interest in providing IT resources for the Background Check System Project. The Department is embarking on a project to implement a Background Check System (BCS) for the Background Check Central Unit (BCCU) by leveraging reusable components of the existing Criminal History System (CHS) including the database, web services, and portions of the user interface code. DSHS requires additional IT resources to complete the project, including:

- One (1) System Architect/Lead Application Developer to lead the development effort and collaborate with the agency's technical lead.
- One (1) Interactive Designer/Application Developer to design and build the system Graphical User Interface and develop the application.
- Two (2) Application Developers to develop the application running a SQL Server back-end, using the Microsoft .Net/IIS application framework.
- One (1) Business/Technical Analyst to lead requirements traceability, document functional and technical design, and support communication with program partners, UAT and training.
- One (1) Implementation Lead to lead activities including Stakeholder Communication, User Acceptance Test, Training, and Business Readiness.

We expect that the contracted resources will integrate with DSHS staff to form a single BCS Project Team focused on delivering high quality deliverables to the BCCU quickly and frequently. We will follow an iterative Software Development Lifecycle aimed to deliver functionality to production in modules designed to address BCCU's most immediate priorities.

Glossary of Terms

| Term/Acronym | Definition |
|---------------------|---|
| ADSA | Aging and Disability Services Administration (DSHS) – former DSHS administration – split into three separate administrations – ALTSA, BHSIA and DDA |
| ALTSA | Aging and Long-Term Support Administration (DSHS) – formerly part of ADSA |
| AOC | Administrative Office of the Courts – provides criminal conviction information through access to public data warehouse. |

| Term/Acronym | Definition |
|----------------------------------|---|
| Applicant | The person of interest who is the subject of the background check |
| APS | Adult Protective Services |
| Background Check | Investigation of a person's criminal history and background, beginning with a request being submitted and ending with results being distributed |
| BCCU | Background Check Central Unit – the centralized unit who processes background checks on behalf of DSHS oversight programs who are responsible to conduct background checks on internal staff and contracted and licensed providers and their employees. |
| BHSIA | Behavioral Health and Service Integration Administration (DSHS) – formerly part of ADSA |
| CA | Children's Administration (DSHS) |
| CHS | Criminal History System |
| Confidential Information or Data | Information that is exempt from disclosure to the public or other unauthorized persons under RCW 42.56 or other federal or state laws. Confidential Information includes, but is not limited to, Personal Information. |
| DDA | Developmental Disabilities Administration (DSHS) – formerly part of ADSA |
| DEL | Washington State Department of Early Learning |
| DOH | Washington State Department of Health |
| DSHS | Department of Social and Health Services |
| Entity | An internal DSHS business unit or external contracted or licensed service provider who is approved by a DSHS oversight program to request background checks through BCCU. |
| ESA | Economic Services Administration (DSHS) |
| FBI | Federal Bureau of Investigation |
| Findings | Administrative decisions recorded by an agency, accessed as part of a background check |
| HCS | Home and Community Services (DSHS) – part of ALTSA |
| HRD | Human Resources Division (DSHS) |
| | |
| JJ&RA | Juvenile Justice and Rehabilitation Administration (DSHS) |
| Name/DOB | Name and date of birth |
| Quick Return | In the CHS, the process of automatically checking multiple background check data sources for "hits". If there are no hits in any of the data sources, the system automatically issues a "No Record" result. |
| Rap-back | A service where an employer may register with the FBI or State so that if an employee is arrested, arraigned or convicted, the employer is notified. |
| RCS | Residential Care Services (DSHS) – Part of ALTSA |
| WSP | Washington State Patrol |

Request for Information Process

This Request for Information is not a competitive solicitation. Rather, it is intended to obtain information that may assist us in determining the contractual options that may be available as we plan. Participation in this RFI is voluntary and responses are not considered Proposals. This document does not obligate the Department to issue a competitive solicitation, to evaluate the services of any responding organization or to enter into any contract. The Department has not yet determined whether it will issue a competitive solicitation to procure IT Services. The Department reserves the right to explore any and all options for meeting its IT Service needs including, but not limited to, options that are

brought to its attention through this RFI. The Department shall not be responsible for any cost that may be incurred by persons responding to this RFI.

Desired Outcomes from this RFI

Your voluntary response to this RFI is important to the Department and will assist us in identifying potential providers and learning about potential contractual solutions to increase IT Service capacity. The information sought includes the identities of interested contractors, the service models they offer, contractor capacities, cost estimates, implementation timelines, and additional information that may be useful for planning purposes. Notice of this RFI is being sent to known potential contractors and will be published on the procurement page of the Department's website as well as on Washington's Electronic Business Solution (WEBS), the procurement website hosted by the State Department of Enterprise Services (DES). The Department reserves the right to utilize freely any ideas and information received as a result of this RFI in developing potential solutions to the Department's requirements.

Questions and Answers about this RFI

Questions regarding this RFI may be directed via e-mail or regular mail to the RFI Coordinator listed below. Please provide your questions in writing, rather than verbally, and include the words RFI #1524-562 in the subject line. Questions will be accepted through July 29, 2015. To the extent possible, answers will be provided at an Information Session to be conducted on August 3, 2015. Additional details concerning this Information Session will be set forth in an Amendment to this RFI that will be posted on or before July 24, 2015. In addition to verbal information provided at the Information Session, questions and answers will be reduced to writing and posted on the Department's procurement website and on WEBS in an Amendment to this RFI on a date following the Information Session.

How to Respond to this RFI

If you are interested in providing information in response to this RFI, please submit a letter of interest including answers to the following questions addressing your organization's capabilities and potential approach to providing the IT Resources described in this RFI.

Questionnaire:

1. Your organization name, address, principal place of business and a point of contact name, phone number and mailing and e-mail address.
2. Is your organization willing and able to provide an entire team to meet the staffing needs of the project?
3. If the Department decides to procure individual resources under multiple contracts, would your organization respond to the procurement? If so, which roles would your organization be likely to propose?
4. Is your organization willing and able to co-locate staff with the BCCU in the Human Services Building (OB-2) in Olympia, WA?
5. Based on Attachment 1: Project Information included at the end of this RFI, what are the experience levels required by each role?
6. Does your organization have experienced staff available to meet the estimated schedule provided?

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7. What are your organizations estimated costs to provide any or all resources for the BCS Project?
Please note that this question seeks a voluntary, non-binding estimate. Please provide hourly rates and estimated engagement duration for each role.
8. Which type of contract is preferable to your organization: Hourly- based, deliverable-based, or other? If other, please describe.
9. What additional information is required for your organization to be able to propose resources?
10. Please provide any comments you believe DSHS should consider in formulating a possible contractual approach to quickly address the staffing needs for the BCS Project.

Please submit your response so that it is received no later than 5:00 PM Pacific Standard Time on August 14, 2015. You may email your response, deliver it or send it via regular mail to the RFI Coordinator:

Richelle Glascock
Project Manager
Background Check Central Unit
Washington State Department of Social and Health Services
1115 Washington Street SE, Olympia, WA 98504-5025 (for Responses that are delivered)
PO Box 45025, Olympia, WA 98504-5025 (for Responses that are mailed)
glascri@dshs.wa.gov (for Responses that are emailed; please include RFI #1524-562 in subject line)

Confidentiality

The Department of Social and Health Services is subject to public records laws and cannot guarantee the confidentiality of responses. Therefore, submission of confidential and proprietary information in response to this RFI is strongly discouraged. To the extent that any information that is submitted is deemed confidential and proprietary by the respondent, each page containing such information must be clearly marked as such. If the Department receives a request to view or copy any response to this RFI, it will respond according to applicable law and policy governing public disclosure. The Department will not disclose any information marked *Confidential and Proprietary* without giving the respondent ten (10) days' notice to seek relief in superior court per RCW 42.56.540. Please refrain from marking your entire response confidential and proprietary.

Timeline and Next Steps

Following a review of the responses it receives, the Department may choose to request additional information from some or all respondents. Should the Department ultimately elect to issue a competitive solicitation to procure IT Staff Resources, we will place all responding organizations on the list of potential bidders who will receive notice of any solicitation. If the Department does decide to issue a competitive solicitation document, it would expect to do so in August 2015. Thank you for your assistance and participation in this Request.

Sincerely,

Kathy Marshall
Assistant Secretary
Washington State Department of Social and Health Services
Financial Services Administration

Attachment 1 Project Information

Background

The DSHS Background Check Central Unit (BCCU) uses the DSHS Criminal History System (CHS) to process over 320,000 background check requests for DSHS programs, service providers, licensees, and the Department of Early Learning. BCCU also provides the results of long-term care background checks to the Department of Health as required by state law. A functioning background check system is critical to the Department's ability to meet its background check responsibilities. The Financial Services Administration is responsible for CHS.

BCCU processes background checks for over 80 business areas within DSHS and the Department of Early Learning annually. Federal and state laws as well as core business needs for the various business areas mandate:

- The type of background check a business area can perform (name/date of birth or fingerprint)
- Recheck requirements and frequency
- Disqualifying crimes/negative actions
- Who makes the suitability determination
- Who can view/receive FBI records

DSHS uses an inquiry type structure that allows us to apply a common set of business rules to business areas that share the same or similar mandates, eliminating the need to write specific business rules for each business area.

DSHS is required to pay the cost of the background checks we conduct, including those conducted for external providers. DSHS programs spend millions of dollars each year on background checks. Background check costs vary depending on the type of background check and include Washington State Patrol (WSP) and Federal Bureau of Investigation (FBI) processing fees, fingerprint vendor rolling fees, and BCCU operational charge back. The inquiry type structure is designed to ensure the appropriate funding sources are charged.

To minimize background check cost for the Department, the current DSHS system incorporates a number of automated processes that enable BCCU to efficiently process background checks with minimal FTEs. When a new background check request is received in the work flow, the system automatically searches seven integrated data sources to determine possible hits. Seventy-five percent of name/date of birth background checks (no records) is processed by the system with no BCCU review. For the background checks not automatically processed by the system, BCCU staff are required to process a name/date of birth background check in less than two minutes on average.

BCCU does not determine if an applicant is cleared by the background check. BCCU is an information pass through. Our role is to gather information, conduct equivalency reviews, categorize the results by the type of information found, and distribute it to the entity who is required to conduct the character, competency and suitability review and makes the hiring, contracting, or placement decision.

The current CHS consists of several components that include: A centralized repository of background check results; automated processing system with interfaces to Washington State Patrol, Administrative Office of the Courts, and four findings data sources; electronic fax intake; automated e-mail result imaging & parsing, and automated no-record result processing. Four Department web applications and the Department of Early Learning licensing system electronically submit requests and receive results from CHS. CHS also has a limited interface with the Department of Health for providing the results of long-term care background checks.

BCCU requires a web-based solution for the submission and receipt of background checks while maintaining the functionality and efficiencies of the current centralized processing system and database.

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The web-based solution must be easily maintained in a modern network infrastructure that will enable the Department to respond to frequently changing federal and state mandates and organizational changes. Implementing a web-based system will eliminate background checks received via mail or fax, eliminate the need to process form rejects, and will allow the Department to retire two program-supported and two ISSD-supported web applications, the fax servers, and client-server architecture. A modern, browser-based Background Check System will reduce the cost and complexity of system maintenance, reduce the amount of DSHS staff needed to process background checks, significantly increase the amount of background checks that are processed automatically without BCCU staff involvement, and reduce background check turnaround times.

The DSHS Background Check System must be able to incorporate business rules to enforce the mandates for numerous business areas, have a method for ensuring the appropriate funding sources are charged for the costs of background checks, must incorporate equivalent automation and an efficient workflow to ensure BCCU can process background checks with existing FTE resources, and must incorporate validation to ensure unnecessary background checks costs are not incurred.

Project Approach

DSHS performed a detailed analysis of the current CHS to determine the viability of re-using CHS components. The analysis showed that the foundation of the system is sound, though the application code written in VB6 needs to be updated. DSHS intends to leverage re-useable components of CHS in order to expedite release of essential functionality to production over time.

The BCS Project will follow a modified Agile SDLC. After project initiation, the project team will focus on Gap Analysis and high level system design to identify the best way to reuse components of the existing CHS and review the documented Business Requirements Package (including future state process flows). After the Gap Analysis, the project team will collaboratively create the Development Plan to group functionality into releases for iterative detailed design → develop → test → train → implement cycles. Once the Development Plan is sound, the team will execute an iterative, Agile-based development process that will be determined and documented by the project team members to meet DSHS objectives to put high-quality, essential functionality into use by BCCU staff as quickly as possible.

Re-useable components of CHS include:

- System Database
- Web Services
- Portions of the User Interface

System Database

The CHS Database Environment meets standards for modern automated software systems in the ways listed below. Re-using the CHS database will significantly reduce risk, cost, and time on a new project by eliminating the need to upgrade database platforms or migrate data to a new platform.

Advantages:

- Modern Database can be expanded for new functionality
 - Microsoft SQL Server 2012
 - Running on Windows 2012 Server
 - Normalized Database with all Tables having Primary Keys (PK) and Foreign Keys (FK)
 - Microsoft MVC5 compatible and already mapped and used by Microsoft Entity Framework

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- Database is configured to run DSHS background Checks (over 320,000 checks added on a yearly basis)
 - Washington State Patrol (WSP) interaction and results table
 - Fingerprint Scanning Vendor validation and results table
 - External Data Source aggregation tables
- Interfaces already written and been operational for years. SQL Server jobs have been in operation for years with the following interfaces/data Sources
 - ALTA/ADSA Facility load
 - RCS Findings Import from DSHS ESB bus
 - CA Findings Import from DSHS ESB bus
 - Administrative Office of the Court (AOC) data interface
 - DOH Licensing action Import
- No Legacy Data Migration Needed – the Department’s background check requirements rely heavily on stored fingerprint records, legal documentation, and applicant self-disclosures as a source of information for future background checks, making access to legacy data in a useable form essential.
- All of the CHS interfaces have been tested and are functioning in production in a way that meets the documented system requirements.

While the current database meets all the technical requirements as-is, some functionality must be developed to meet the documented requirements. Likewise, some data elements will not be necessary in the new system. Tasks to remove unused data elements will need to be included in the BCS Project. The functionality below must be developed:

- AD/SAW login (to accommodate Online Applicant Form and use by external entities).
- Web User functionality for submitting and receiving results of background checks.
- Customer Support.
- Entity management structure to allow DSHS Programs to perform oversight functions on licensed entities.

Services

The Criminal History System (CHS) depends on several services and feeds in order to correctly process background check requests. These services are already working fine and do not require any changes beyond normal [Software Development Lifecycle](#) maintenance.

| Service | Description |
|---------------------------------|---|
| WSP Watch | Washington State Patrol owns and operates this service and provides it access to State Agencies for name and date of birth checks. DSHS is charged on a per check basis. CHS has an automated windows service which consumes the WSP Watch service. Current web service can be used with no modification. |
| Fingerprint Vendor Web services | This web service was written by ISSD. Its purpose is to provide information to the fingerprint vendor to help determine whether or not the information for an individual scheduling a fingerprinting appointment matches information in the CHS database. Current web service will be modified to meet requirement for live web |

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| Service | Description |
|---|---|
| | service interface with fingerprint vendor. |
| Administrative Office of the Courts Data Mart | This public data mart is maintained and operated by AOC. DSHS has a special data sharing agreement which allows DSHS to not only link directly to the data mart but also allows the hosting of DSHS stored procedures on the data mart side for better performance. This service can be used with no modification. |
| Department of Health Licensing | Department of Health drops a file weekly containing licensing actions against individuals. This data is used in CHS to determine which individuals have undergone due process and a finding was made. This service can be used with no modification. |
| Department of Health Facility Load | Department of Health owns this data but calls a web service written and operated by ISSD. Provides a list of facilities approved by Department of Health and licensed by ADSA. This service can be used with no modification. |
| Children’s Administration Founded Findings | CA owns this file and it is dropped into the Enterprise Service Bus which is consumed by the CHS. It provides a list of individuals who have undergone due process and a finding was made. This service can be used with no modification. |
| Residential Care Services Findings (ADSA) | AL TSA owns this file and drops it into the Enterprise Service Bus which is consumed by the CHS. It contains a list of individuals who have a record of abuse, neglect and/or exploitation of vulnerable adults. This service can be used with no modification. |
| ADSA Facility Load | AL TSA owns this information. CHS receives this information via an SSIS package. It contains a list of licensed accounts for Adult Family Homes, Nursing Homes, Boarding Homes and Individual Providers. This service can be used with no modification. |
| ESA – BCCU Inquiry Web Services | Provides a web service interface with ESA Bar Code System to send background check requests and transmit background check results for Name/DOB background checks. This service can be used with minimal modifications. |
| DEL – BCCU Inquiry Web Services | Provides a web service interface with Department of Early Learning child care licensing system to send background check requests and transmit background check results for Name/DOB and fingerprint-based background checks. This service can be used with minimal modifications. |
| DOH Inquiry Status Web Service | DOH provides a nightly feed of the Inquiry Ids they are currently tracking in their system awaiting licensing approval. The web service responds with the current status of the inquiry or an error message if the Inquiry Id is for a non-Private Home Care organization or is not found in the CHS system. This service can be used with minimal or no modifications. |

User Interface – CHS Client

The program logic contained within the client is sound and can be reused to a great extent. Over the years, the client has incorporated web browsers within the VB6 application which allow the development of new features in .NET technologies which are comprised of the heavy duty processing of the overall application. Upgrading the user interface part of the application using modern technologies such as MVC5 will allow us to introduce dynamic workflows and help developers better address the needs of the BCCU staff, while maintaining the robust, back-end functionality currently in production.

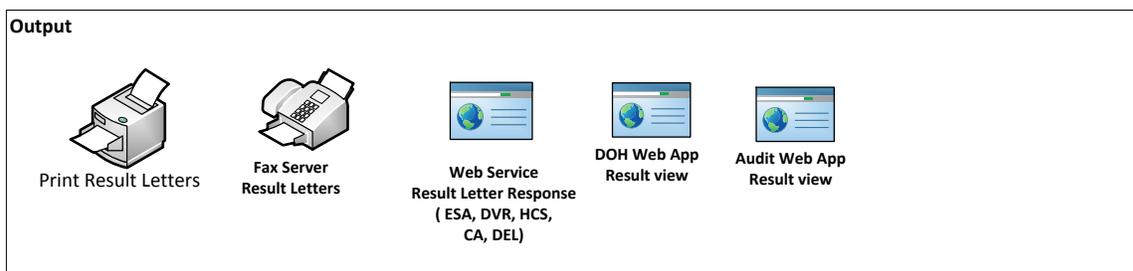
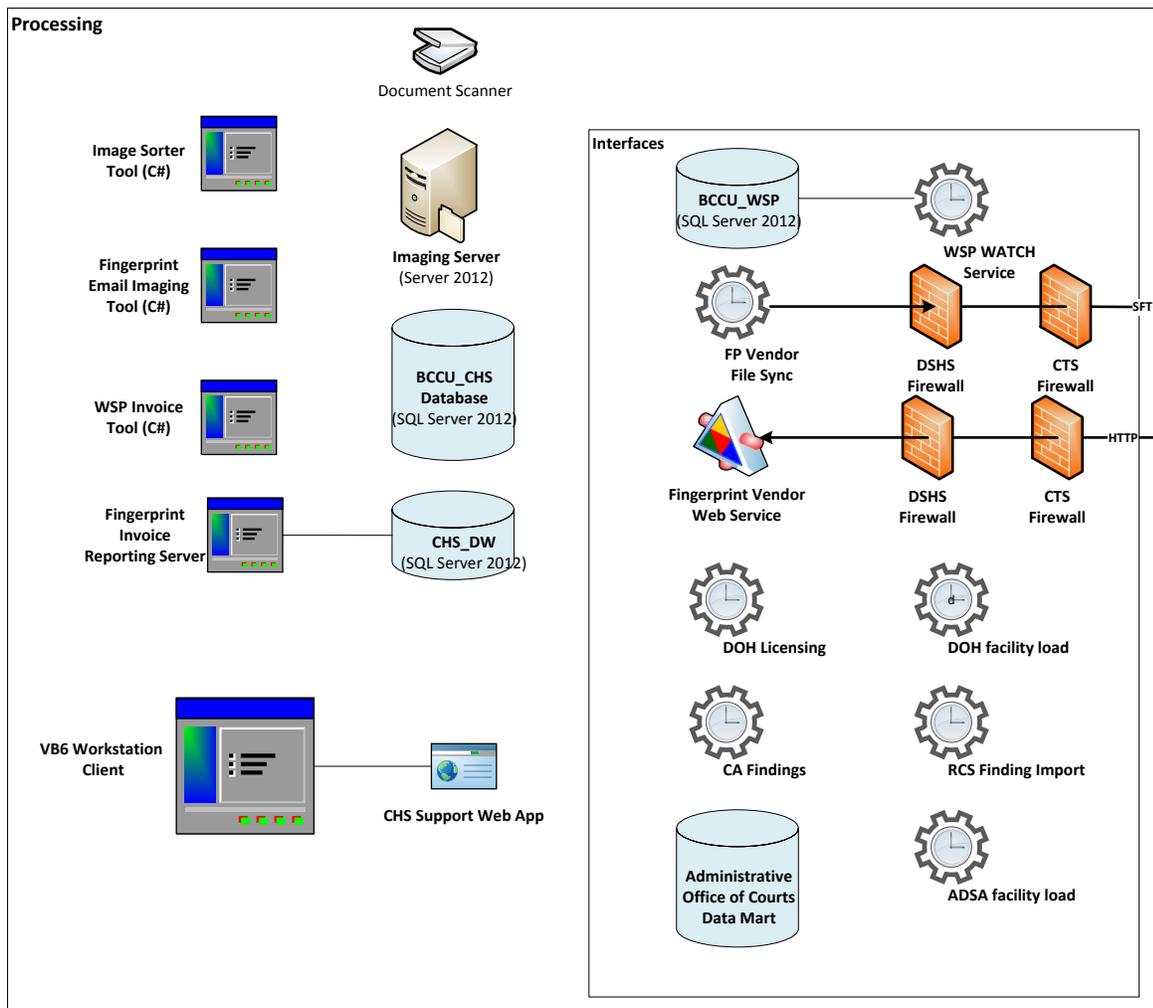
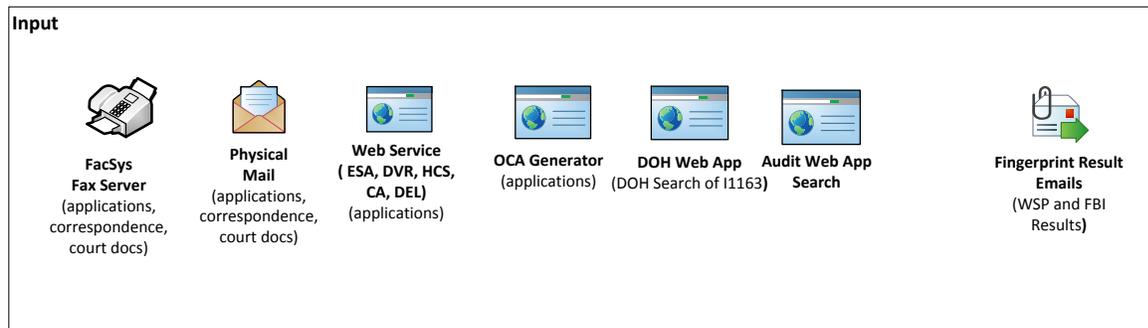
Advantages:

- Upgrading in this fashion breaks down as 60% code reuse, 30% deprecation and 10% would not be applicable to a web interface and no longer be needed.
- During the past year, DSHS migrated the servers providing the application infrastructure to modern versions (including Web Servers and SQL Servers). The current infrastructure is well positioned for an upgrade of the user interface.
- The .NET code within the web browser sections of the application can easily be incorporated into an MVC5 upgrade.
- The “To Be” design from previous efforts can be leveraged in the existing program logic in the newer framework to accomplish the workflow.
- Programming staff who have worked with the system for years are co-located with staff having years of knowledge with background check processing and already have an excellent work rapport.
- Modern technologies such as TFS and MVC5 are currently being used by DSHS IT staff. These greatly facilitate iterative programming efforts leveraging existing components of CHS as well as a more lean methodology of application programming.

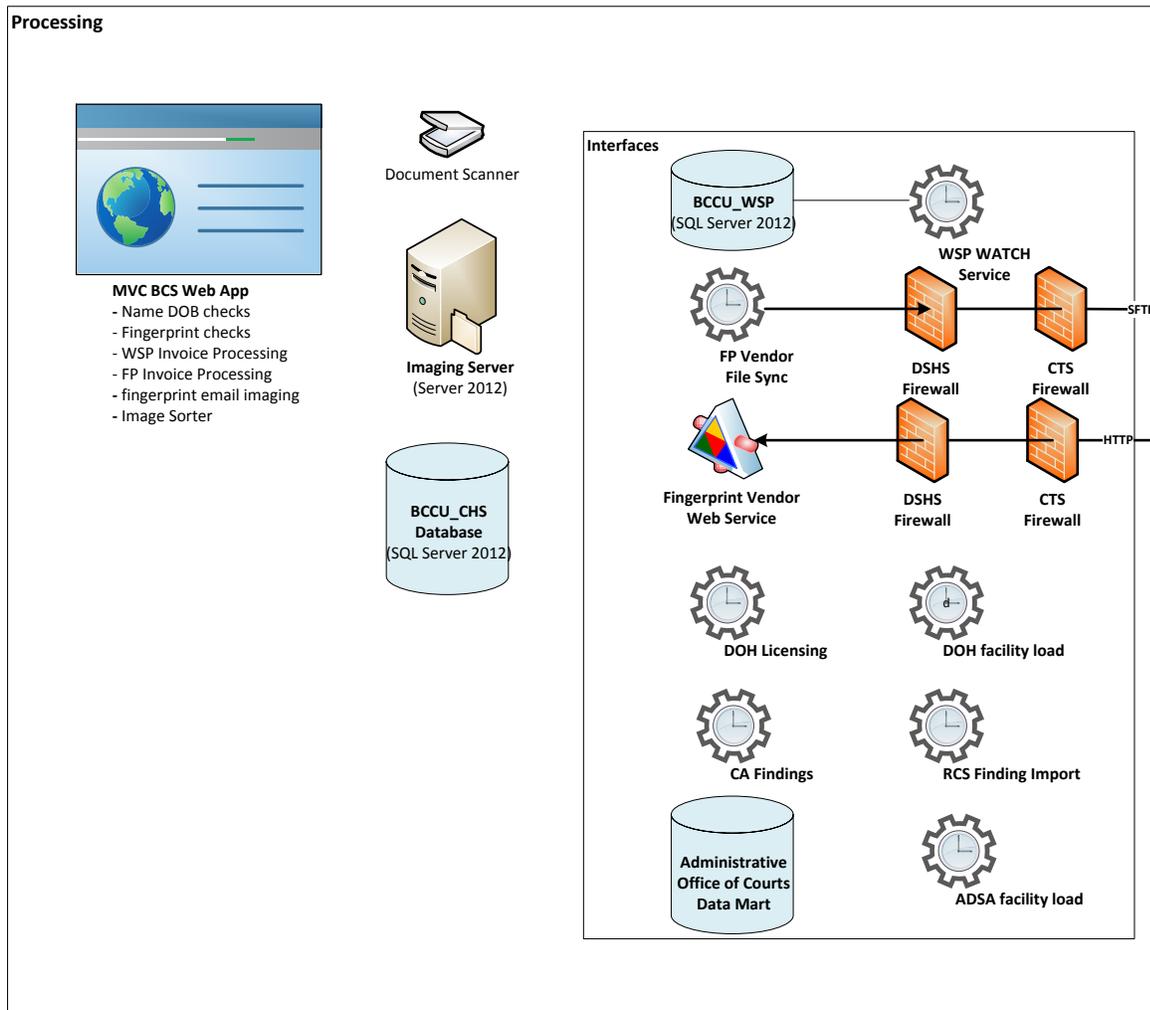
Architecture Comparison

The diagrams below show the current Inputs-Outputs of the CHS and the future Inputs-Outputs based on re-useable components. The future state Input-Output components are the same regardless of whether DSHS re-uses components from CHS or opts for a different system. Please note that inputs, outputs, and processes are all streamlined and consolidated in the future state, though the Interfaces components are unchanged between the two diagrams, indicating that much of CHS is re-useable.

Current CHS Input-Output Diagram



MVC Input-Output Diagram



Staff Requirements

The BCS Project requires full-time dedicated IT resources to meet the aggressive project schedule. DSHS has available business area staff, but will need to procure contracted IT Staff to meet the project needs. DSHS anticipates the following roles to complete the project.

| DSHS/BCCU | DSHS/TSD | Additional Contracted Resources |
|-----------------------------------|----------------------------|--|
| Business/Unit Manager | IT Manager | System Architect/Lead Developer |
| Business Lead | Project Manager (Contract) | Interactive Designer/Application Developer |
| Subject Matter Expert/User Tester | Technical Lead | (2) Application Developers |
| | Technical SME | Business/Technical Analyst |
| | Technical Test Manager | Implementation Lead |
| | Tester | |

Estimated Schedule

The estimated, high-level project schedule is shown below. DSHS anticipates the BCS Project duration to be 23 months beginning October 2015 through July 2017. Wherever possible, the project will implement system modules to address BCCU priorities. The detailed release plan and schedule will be developed during the Gap Analysis and High Level System Design Phase.

| Phase/Milestone | Estimated Dates |
|--|------------------------------|
| 1. Project Initiation | July 2015 – September 2015 |
| 2. Recruit Development Team | August 2015 – October 2015 |
| 3. Gap Analysis and High Level System Design | November 2015 – January 2016 |
| 4. Release Iterations (Design, Develop, Test, UAT, Train, Implement) (details TBD) | January 2016 – May 2017 |
| 5. Full System Implemented | May 2017 |
| 6. System Stabilization and Transition to Maintenance | May 2017 to July 2017 |
| 7. Project Closure | July 2017 |

Estimated high level tasks, activities, deliverables, and milestones are listed below for your information. A detailed work plan will be developed as part of the project planning phase.

| Task | Activity | Milestones and Deliverables |
|------------------------------|--|---|
| 1. Project Initiation | 1.1. Determine and document the project scope 1.2. Document Business Requirements (review existing and modify as necessary) 1.3. Determine how to proceed with obtaining a web-based, browser delivered Background Check System (e.g. developed by TSD or procure System Design, Development and | 1. Investment Plan 2. Project Charter 3. Business Requirements Document 4. Project High-Level Work Plan Milestone: Ready for Project Kickoff |

| Task | Activity | Milestones and Deliverables |
|------------------------------|--|--|
| | Implementation vendor) 1.4. Procure External Quality Assurance Provider 1.5. Complete Investment Plan 1.6. Develop Project Charter 1.7. Recruit/Procure Project Development Team | |
| 2. Project Management | 2.1. Provide Oversight/Stakeholder reporting 2.2. Review and analyze project change requests, maintain change request log 2.3. Scheduling meetings and providing meeting rooms as necessary 2.4. Create and maintain Master Project plan 2.5. Create and maintain Project Management Deliverables 2.6. Provide for security clearance to buildings and equipment 2.7. Provide workstations equipped with desktop computers and necessary software for Contracted staff on-site at DSHS office in Olympia, WA. 2.8. Prepare and maintain a detailed project plan which identifies and assigns tasks, shows major milestones, provides estimated start/end dates and indication of critical path 2.9. Establish and administer project management procedures to include contact information and guidelines for effective communications and documentation, establishing the methods for scheduling meetings, conference calls, follow-ups, resolving issues, tracking memos and change requests and all other information detailed in this section 2.10. Assemble the project team and assign responsibilities 2.11. Coordinate orientation for project staff 2.12. Measure, track and evaluate progress against the project plan 2.13. Review project tasks, schedules, and resources and make changes or additions, as appropriate 2.14. Track all actions associated with status meetings and project issues 2.15. Conduct weekly scheduled meetings to review project status | 5. Quality Assurance Management Plan 6. Initial QA Assessment 7. Routine QA Reports 8. Routine QA Briefings 9. Kickoff Meeting Minutes 10. Detailed Project Work Plan and Schedule 11. Budget Management Plan 12. Deliverables Management Plan 13. Schedule Management Plan 14. Change Management Plan 15. Communication Plan 16. Issue Management Plan 17. Risk Management Plan 18. Weekly Status Meetings 19. Bi-Weekly Project Status Reports 20. Bi-Weekly Work Plan Review 21. Draft Acceptance Criteria for all Deliverables 22. Transition to Maintenance Plan for all DSHS/BCCU Source Code, Data and Documentation Milestone: Project Management Practices Established and Ready for Monitor and Control |

| Task | Activity | Milestones and Deliverables |
|-------------------------------|---|--|
| | 2.16. Provide bi-weekly status reports to Sponsors 2.17. Provide bi-weekly work plan reviews with Project Team | |
| 3. Design and Analysis | 3.1. Develop a Requirements Traceability Matrix 3.2. Organize and facilitate System Design Sessions to review the Business Requirements Document 3.3. Perform a Gap Analysis to determine which existing CHS components can be reused 3.4. Develop a high level system design based on the Business Requirements Document 3.5. Create System Development Plan (follows iterations for frequent delivery to test and module delivery to production) 3.6. Create/Draft system documentation (Use Cases, System Flows, Business Rules, Mockups) 3.7. Develop the System Architecture and Security Documents 3.8. Develop, test, and document the Disaster Recovery procedures 3.9. Establish stress performance measurements and criteria 3.10. Update Detailed Project Work Plan and Schedule with information from Development Plan | 23. System Architecture Document 24. Disaster Recovery Plan 25. Draft System Documentation (Detailed Functional Design Document, Detailed Technical Design Document) 26. System Development Plan 27. Implementation Plan 28. Test Plan (Stress Performance System and Subsystem Integration) Milestone: Design Phase Complete and Ready for Development |
| 4. Development | 4.1. Revise Detailed Functional Design Document 4.2. Revise Detailed Technical Specification Document 4.3. Develop, implement, and document rigorous and professionally sound procedures for writing code for the Background Check System 4.4. Provide regular demonstrations of coded system functionality that is completed or in progress 4.5. Develop Business Readiness Plan based on system design 4.6. Communicate system design to Stakeholders 4.7. Develop Cutover Plan based on system design 4.8. Create Business Readiness check list and plan | 29. Revised Detailed Functional Design Document 30. Revised Detailed Technical Specification Document 31. Business Readiness Plan Milestone: Development complete for all Iterations; full System Ready for Integration Test |

| Task | Activity | Milestones and Deliverables |
|--------------------|---|---|
| 5. Testing | 5.1. Develop, implement, and document rigorous and professionally sound unit, system, integration and regression test procedures Develop System and Subsystem Integration Plan 5.2. Execute Stress Performance Test Plan 5.3. Conduct System and Subsystem Integration Test 5.4. Create System and Subsystem Integration Test Report 5.5. Develop test scripts and data to perform tests 5.6. Coordinate defect resolution 5.7. Regression Test 5.8. Pre-Implementation Test (for iterations) 5.9. Post Implementation Test (for iterations) 5.10. Test documents and training materials for accuracy, validity, completeness, and usability | 32. Stress Performance Test Scripts 33. Stress Performance Test Results Document 34. System and Subsystem Integration Test Scripts 35. System and Subsystem Integration Test Report 36. UAT Readiness Certification Assessment Document Milestone: Iterations pass System and Integration requirements and Ready for UAT Milestone: Development and Test complete for all Iterations; full System Ready for UAT |
| 6. UAT | 6.1. Develop User Acceptance Test Plan 6.2. Develop UAT Scenarios 6.3. Schedule UAT Testers from programs and providers 6.4. Create and maintain the QA Environment 6.5. Deploy new builds to UAT environment 6.6. DSHS/BCCU User Acceptance Tester (UAT) training 6.7. Conduct UAT Support UAT Testers 6.8. Facilitate UAT Issue Resolution Meetings | 37. User Acceptance Test Plan 38. UAT Scenarios/Test Cases 39. UAT Metrics/Results 40. Implementation Initiation Meeting 41. Regression Acceptance Test 42. DSHS/BCCU User Acceptance Tester (UAT) training Milestone: UAT Complete for All Iterations |
| 7. Training | 7.1. Schedule DSHS/BCCU computer training room 7.2. Develop Training Plan 7.3. Communicate training schedule and expectations to DSHS/BCCU staff 7.4. Assure training is appropriate to different audience needs 7.5. Create training materials 7.6. Prepare training database and sandbox 7.7. Prepare practice scenarios 7.8. Prepare written training curriculum and materials 7.9. Conduct Train-the-Trainer type training 7.10. Provide trainees opportunity to provide written feedback on the training 7.11. Support DSHS/BCCU in developing training materials and conducting training for non-BCCU users 7.12. Create and maintain the Training Environment | 43. Training Plan 44. Training curriculum and materials 45. Training database and sandbox environment Milestone: Training Complete for All Iterations/Modules |

| Task | Activity | Milestones and Deliverables |
|--------------------------------|---|--|
| | 7.13. Deploy new builds to Training environment | |
| 8. System Documentation | 8.1. Provide draft Systems Operations Manual 8.2. Provide draft Detailed Functional Design Document 8.3. Provide draft Detailed Technical Specifications Document 8.4. Provide draft On Line Help files 8.5. Provide Final Systems Operations Manual 8.6. Provide Final Detailed Functional Design Document 8.7. Provide Final Detailed Technical Specifications Document 8.8. Provide Final On Line Help files 8.9. Provide Data Dictionary for data structures 8.10. Provide release notes | 46. Systems Operations Manual 47. Final Detailed Functional Design Document 48. Final Detailed Technical Specifications Document 49. Final On Line Help files Milestone: Full System Documentation Complete |
| 9. Implementation | 9.1. Identify staff and attend State Initiation Meeting 9.2. Communicate and schedule implementation activities 9.3. Identify staff and attend Implementation Checkpoint Meetings 9.4. Execute Business Readiness Plan 9.5. Execute Cutover Plan 9.6. Deploy and install hardware, as required 9.7. Provide System Operations Support 9.8. Identify staff and conduct Implementation Checkpoint Meetings 9.9. Create and maintain production environment 9.10. Develop Implementation Readiness Certification Assessment Document 9.11. Implement system 9.12. Develop Implementation Evaluation Document 9.13. Revise System Documentation | 50. Implementation Readiness Certification Assessment Document 51. Implementation Initiation Meeting 52. Full System Regression Acceptance Test Milestone: Full System Implementation Complete |
| 10. Project Closure | 10.1. Create Project Closure Plan 10.2. Finalize the Project Closure Plan 10.3. Participate in the quality assurance consultant's project closure assessment 10.4. Conduct post implementation review 10.5. Execute Project Closure activities 10.6. Transition operation and maintenance to DSHS TSD | 53. Project Closure Plan 54. Quality assurance consultant's project closure assessment 55. Post Implementation Review 56. Transition Plan Milestone: Project Complete |