

RFP 10610-18/ALE

Claims and Risk Management System

Attachment A

Scope of Work

Consultant Services and Deliverables

1. System and Implementation. Consultant will have the expertise to build, configure, and implement their recommended system consistent with Functional Requirements described in Attachment B.

Describe your solution and expertise in the following areas:

- * The overall approach and implementation plan, including an estimated timeline from start to finish of this project.
- * The City is primarily interested in a hosted system; however, an on-premise solution could be considered should a viable hosted solution not be identified.
- * Briefly describe your ability and expertise to deliver a satisfactory solution.
- * Describe your implementation methodologies.
- * Describe any other services and deliverables you deem essential for a successful outcome.

2. Training Services. Consultant will provide training to City staff on the following:

- * Administration of the system
- * Access to data and reporting

3. Content Migration Services. The City is interested in understanding options for moving content from its current system to the proposed solution.

- * Describe your services and include separate pricing for these services

4. Hosting Services. Consultant will describe the merits of its hosting service.

- * Describe how the selected system is the best choice for our design and other stated objectives.