Health Services
LOS ANGELES COUNTY

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Interim Chief Medical Officer

313 N. Figueroa Street, Suite 912
Los Angeles, CA 90012

Tel: (213) 240-8101
Fax: (213) 481-0503

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To improve health through leadership, service and education.

October 19, 2010

The Honorable Board of Supervisors
County of Los Angeles
500 West Temple Street
383 Kenneth Hahn Hall of Administration
Los Angeles, CA 90012

Dear Supervisors:

APPROVAL OF WORK ORDER WITH ORACLE AMERICA, INC., FOR CONSULTING SERVICES (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)

CIO RECOMMENDATION: APPROVE (X) APPROVE WITH MODIFICATION ( ) DISAPPROVE ( )

SUBJECT

Request approval of a Work Order with Oracle America, Inc., pursuant to the Chief Information Officer's Master Services Agreement for consulting services in support of the Department of Health Services Referral Processing System Upgrade Project.

IT IS RECOMMENDED THAT THE BOARD:

Approve and delegate authority to the Chief Information Officer (CIO) to execute the attached fixed price deliverable Work Order (Attachment I), effective upon execution, with a maximum amount of $491,904, and to execute any subsequent necessary change orders with no change to the maximum amount, for consulting services under the Los Angeles County's Oracle Master Services Agreement Number 76043 (Master Agreement) dated February 20, 2007, with Oracle America, Inc. (Oracle).

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The CIO's Master Service Agreement with Oracle is available for County departments to use for consulting services. Individual Work Orders over $300,000 require approval by your Board prior to execution by the CIO.

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Approval of the recommendation will enable the CIO to execute the subject Work Order for Oracle consulting services for the Department of Health Services (DHS or Department) in order to complete the Referral Processing System (RPS) upgrade. DHS consistently has an extensive number of projects to complete, often in compressed timeframes and does not currently have sufficient experienced staff to support an upgrade of the RPS. Consequently, DHS is unable at this time to provide resources for the upgrade of the RPS without assistance from Oracle. The project will consist of upgrading the RPS with Oracle's WebLogic Suite and Oracle's Business Process Management (BPM) Suite. The Oracle software represents the most recent version of the existing software which serves as the foundation for the RPS.

In 2007, DHS launched the RPS, a system established for submitting and processing referrals. Linking all DHS and Public Private Partnership Program (PPP) providers, referrals are sent both from the PPPs to DHS specialty care departments, as well as from one DHS facility to a different DHS facility. Currently there are over 3,000 active users submitting nearly 150,000 referrals over the RPS annually.

The RPS currently runs on Oracle software several generations old that is inadequate to meet the Department's current needs. The upgrade to the latest Oracle product, BPM and WebLogic Suites will provide enhanced capabilities to the referral process, saving administrative, IT and clinical staff time. Improvements in the submission and review of referrals include the ability to bulk select and process referrals and monitor work through dashboard reports. BPM takes less programming work to maintain and develop than the current Oracle software that the RPS uses. Oracle BPM offers greater flexibility in tailoring the referral flow by facility or clinical specialty. This essential feature is needed to support the DHS plan to use the RPS to return patients to a primary care medical home. At present, the Department does not have a system in place to refer patients from DHS sites to a PPP primary care medical home. As a result, too often patients cycle through highly impacted and limited specialty care departments when they should be returned for treatment at a primary care setting. In creating a mechanism to facilitate patient referral back to a primary care medical home, DHS will both improve patient care as well as free up critical County specialty care and emergency services.

An increase in the effectiveness of patient services and minimizing costly system outages will be supported by a more robust computing environment that provides stability and enhanced configuration of complex patient referral processes.

Implementation of Strategic Plan Goals

The recommended action supports Goal 4, Health and Mental Health, of the County's Strategic Plan.

FISCAL IMPACT/FINANCING

The Work Order is a fixed price deliverable agreement with a maximum amount of $491,904. Funding for this project is included in the Health Services Administration's Fiscal Year 2010-11 Final Budget.

FACTS AND ROVISIONAL/LEGAL REQUIREMENTS

The software products selected for the upgrade of the RPS are all Oracle products. This includes the Oracle Relational Database Management System, Oracle's WebLogic Suite and Oracle's BPM Suite. Therefore, the Department has elected to use Oracle under the Master Agreement for this body of work due to their technical expertise. It is critical that the upgrade to this enterprise level system ensures users zero loss of system uptime and functionality. The term of the Work Order is subject to the project completion date and it is anticipated to take five months.

RPS is a critical system for DHS and if these services are not acquired and performed by Oracle, the upgrades to the system will not be made. As such, DHS referral staff, specialists physicians and staff at DHS' PPP will be required to continue to engage in very time-consuming tasks and activities that would otherwise be automated, saving considerable administrative, IT and staff time.

The CIO concurs with the Department's recommendation and their analysis is attached.

CONTRACTING PROCESS

The Master Services Agreement with Oracle for professional services was approved by your Board on February 20, 2007. At the time, your Board delegated the authority to the CIO to execute Work Orders having a maximum sum of $300,000 or less. Work Orders exceeding $300,000 require that your Board delegate authority to the CIO to execute the Work Order.

IMPACT ON CURRENT SERVICES (OR PROJECTS)

Approval of the recommendation will enable the Department to have an enterprise level system upgraded that conforms to the County's strategic direction to adopt the use of CIO recommended software technology. Additionally, the upgraded system will enhance configuration functionality to complex patient referral processes; increase effectiveness of patient services by introducing enhanced monitoring of the referral process and reduce hardware and software maintenance costs.

Respectfully submitted,

John F. Schunhoff, Ph.D.
Interim Director

Reviewed by:

Richard Sanchez
Chief Information Officer

JFS:KH
Oracle RPS Upgrade BL 10-19-10

Attachments

cc: Chief Executive Office
County Counsel
Executive Office, Board of Supervisors

CIO ANALYSIS

WORK ORDER FOR CONSULTING SERVICES UNDER THE COUNTY'S MASTER SERVICES AGREEMENT WITH ORACLE AMERICA, INC. FOR DEPARTMENT OF HEALTH SERVICES REFERRAL PROCESSING SYSTEM (RPS) UPGRADE PROJECT

CIO RECOMMENDATION: ☒ APPROVE ☐ APPROVE WITH MODIFICATION ☐ DISAPPROVE

Contract Type:

☐ New Contract ☐ Contract Amendment ☐ Contract Extension
☐ Sole Source Contract ☐ Hardware Acquisition ☒ Other

New/Revised Contract Term: **Work Order Term:** 5 Months (est.) to complete the Work Order **# of Option Yrs** N/A

Contract Components:

☐ Software ☐ Hardware ☐ Telecommunications
☒ Professional Services

Project Executive Sponsor: John F. Schunhoff, Ph.D., Interim Director, Department of Health Services

Budget Information :

Y-T-D Contract Expenditures	$ 0
Requested Contract Amount	$ 491,904
Aggregate Contract Amount	$ 491,904

Project Background:

Yes	No	Question
☐	☒	Is this project legislatively mandated?
☐	☒	Is this project subvented? If yes, what percentage is offset?
☐	☒	Is this project/application applicable to (shared use or interfaced) other departments? If yes, name the other department(s) involved.

Strategic Alignment:

Yes	No	Question
☒	☐	Is this project in alignment with the County of Los Angeles Strategic Plan?
☒	☐	Is this project consistent with the currently approved Department Business Automation Plan?
☒	☐	Does the project's technology solution comply with County of Los Angeles IT Directions Document?
☒	☐	Does the project technology solution comply with preferred County of Los Angeles IT Standards?
☒	☐	This contract and/or project and its milestone deliverables must be entered into the Information Technology Tracking System (ITTS).

Project/Contract Description:

Authorize the Chief Information Officer (CIO) to execute a fixed-price deliverables-based Work Order and any subsequent necessary change orders for consulting services under the County of Los Angeles' Master Services Agreement Number 76043 (MSA) with Oracle America, Inc. (Oracle) to support Department of Health Services' (DHS) Referral Processing System (RPS) Upgrade Project. The amount of this Work Order and any subsequent change orders issued under this authorization will have a maximum amount of $491,904.

Background:

DHS' RPS is an automated system for submitting and processing patient referrals. RPS supports referrals from Public Private Partnership Program (PPP) providers to DHS specialty care departments, as well as from one DHS facility to another DHS facility. Currently, there are over 3,000 active users submitting nearly 150,000 referrals over RPS annually.

RPS is running on Oracle software that is several generations old, and as a result, is inadequate to meet the Department's current needs. DHS wishes to engage the services of Oracle under the County's MSA to upgrade RPS to the latest WebLogic Suite of Oracle products.

Project Justification/Benefits:

The RPS upgrade to Oracle's Business Process Management (BPM) and WebLogic Suite, will provide enhanced capabilities to the referral process, saving administrative and clinical staff time. Also, it streamlines system maintenance and support, and provides enhanced system availability.

DHS does not currently have sufficient experienced staff with the skills necessary to successfully complete the upgrade of its RPS with Oracle's WebLogic Suite and Business Process Management Suite and, therefore, requires assistance from Oracle for that purpose. These Oracle products serve as the foundation for RPS.

Project Metrics:

This is a fixed-price deliverables-based Work Order with all tasks and deliverables well-defined in the documents approved by DHS, CIO, and Oracle. Under the terms of the Work Order, and as required under the Oracle MSA, DHS will provide strict supervision and oversight of the work being performed by Oracle and will review and approve all invoices submitted; ensuring the work completed by Oracle meets expectations, prior to submission to the CIO for payment.

Impact on Service Delivery or Department Operations, if Proposal is Not Approved:

RPS is a critical system for DHS and if these services are not acquired and performed by Oracle, the upgrades to the system will not be made. As such, DHS referral staff, specialist physicians, and staff at DHS' PPP will be required to continue to engage in very time-consuming tasks and activities that would otherwise be automated, saving considerable administrative, IT and staff time.

Alternatives Considered:

As RPS is currently running on Oracle software, it was determined that use of the Oracle MSA was the most efficient and cost-effective way for DHS to secure the services it needs to complete this upgrade. No other alternatives were considered.

Project Risks:

No significant project risks have been identified. The tasks to be performed under this Work Order do not present any security risks that would need to be reviewed and approved by the County's Chief Information Security Officer (CISO). All HIPAA-related work required under this project will be performed by DHS staff; not by Oracle.

Risk Mitigation Measures:

Because of the strict conditions and guidelines set forth in the Oracle MSA and the clearly defined tasks and deliverables contained in the RPS Upgrade Work Order, no other risk mitigation measures were deemed necessary.

Financial Analysis:

The Work Order is a fixed-price, deliverables-based agreement with a maximum amount of $491,904. Funding for this project has been approved in the DHS HSA Fiscal Year 2010-11 Final Budget.

CIO Concerns:

None.

CIO Recommendations:

The CIO recommends approval of this Work Order.

CIO APPROVAL

Date Received: August 20, 2010

Prepared by: Earl Bradley

Date: September 13, 2010

Approved:

Date: 10/4/2010

WORK ORDER SUBMISSION FORM

Agreement:	This Work Order (WO) incorporates by reference the terms of the Master Services Agreement (MSA) between Oracle USA, Inc. and the County of Los Angeles dated February 20, 2007. This work order incorporates by reference the terms of the agreement specified above and all amendments thereto (the "agreement"). Oracle America, Inc. is a successor in interest to Oracle USA, Inc., and has assumed all rights and obligations of Oracle USA, Inc. under the agreement. All references to "Oracle" in the agreement and this work order shall mean Oracle America, Inc.
Department:	Los Angeles County Department of Health Services (LAC DHS)
Department Project Manager:	John Mendoza
Effective Date:	July 30, 2010

	Enterprise Architecture Services	Data Security/Protected Enterprise	Middleware Architecture Services
	Business Integration Services	Software Engineering Services	Data Warehousing Services

	HIPAA-Related Work Order (as defined herein)	
X	Not a HIPAA-Related Work Order (as defined herein)	Limit of Liability changed to [ ] times fees paid on Work Order
	Federal Funds Project	

WORK ORDER MANAGEMENT SUMMARY AND BUSINESS OBJECTIVE

The County of Los Angeles Department of Health Services is undergoing an upgrade of its Referral Processing System (RPS), currently running on Oracle Workflow. The upgrade will include the deployment of Oracle Business Process Management 10gR3 (OBPM) running on Oracle WebLogic Server (WLS), as well including a newly created business process.

All services detailed in this Work Order will be performed on LAC DHS premises using only LAC DHS hardware which LAC DHS will provide to Oracle solely for Oracle to perform the services. Oracle will not bring to or use its own hardware at LAC DHS premises for the services, and Oracle will be provided no access that is external to LAC DHS (e.g. no internet access) from the LAC DHS premises.

WORK ORDER PROJECT DEFINITION

This project will be jointly delivered by Oracle and LAC DHS. Tasks and associated deliverables which are the sole responsibility of LAC DHS are identified in this document in the Statement of Service section 2. The project scope includes:

1. Install and configure OBPM and WLS 10gR3 in one (1) development / test environment.
2. Design, create and unit test one (1) RPS process of easy complexity in OBPM, based on the attached High Level RPS Process Diagram, including search capability to be deployed in development / test and production environments.
3. Create up to two (2) RPS reports using standard OBPM BAM.
4. Install and configure OBPM and WLS 10gR3 in one (1) production environment.
5. Migrate data from staging tables into OBPM based RPS system into the development / test and production environments.
6. Oracle will provide up to $74,404 in additional technical assistance for tasks to be defined at a later date and incorporated into an amendment to this Work Order.

WORK ORDER STATEMENT OF SERVICES

Attached.

WORK ORDER PAYMENT SCHEDULE (FP) or LABOR RATES AND ESTIMATED EXPENSES (T&M)

Total Fee's for the services described in this proposal are ($491,904.00).

The fee estimate for labor is four hundred forty-one thousand, nine hundred four dollars ($441,904.00) for services and deliverables described herein. Once a deliverable is accepted in accordance with the Acceptance of Deliverables, the corresponding Fee specified below becomes due and payable and Oracle shall thereafter invoice, and you shall pay, such Fee; this payment obligation shall become noncancelable and the sum paid nonrefundable on such acceptance date.

Expenses related to the providing of the services and deliverables are estimated to be, in the aggregate, an additional fifty thousand dollars ($50,000.00). Such expenses will be invoiced monthly as they are incurred.

WORK ORDER ACCEPTANCE DEFINITION (FP ONLY)

See attached Work Order Statement of Services.

This quote is valid through August 31, 2010 and shall become binding upon execution by LAC DHS and acceptance by Oracle.

Work Order Approval	Signature	Date
Work Order Number Assigned		
County's Project Manager		
Department Project Manager		
Contractor (Oracle America, Inc.)		8/19/10

ATTACHMENTS: Work Order Statement of Services

ATTACHMENT

WORK ORDER STATEMENT OF SERVICES (SOS)

1. Application systems design documentation:

   N/A.

2. Detailed description of tasks subtasks, milestones and deliverables:

   1. Create an Inception Phase Document, consisting of the following items:
      a. Consolidated Project Scope, further defining the proposed scope including:
         i. Functional and technical requirements for the RPS OBPM Implementation
         ii. Reports requirements
         iii. Data import requirements
         iv. Attachment plan requirements
      b. Project Management Plan, including:
         i. Project Staffing
         ii. Roles and responsibilities
         iii. Project Schedule
         iv. Risk Management plan including initial risk assessment and mitigation plan
         v. Scope management plan
         vi. Change management plan
      c. Physical Architecture Diagram:
         i. Software specifications
         ii. Hardware specifications
         iii. Network specifications

   2. Create an Elaboration Phase Document consisting of the following:
      a. Functional Design for the implementation of:
         i. OBPM
         ii. WLS
      b. Technical Design for the implementation of:
         i. OBPM
         ii. WLS

   3. Install Software into one development / test environment and document the installation process and baseline performance. This activity will produce the following:
      a. Installation plan for:
         i. OBPM
         ii. WLS

   4. Construct the RPS OBPM Process and reports based on the Elaboration Phase document and standard OBPM capabilities, in a local, OBPM studio environment.

   5. Deploy process to LAC DHS development / test environment.

   6. Create migrate process based on agreed upon staging table structure.

   7. Migrate data staging table into OBPM based RPS system in test / development environment.

8. Install Software into one production environment and document the installation process and baseline performance. This activity will produce the following:
   a. Installation plan for:
      i. OBPM
      ii. WLS

9. Prepare the OBPM RPS process for deployment to LAC DHS production environment.

10. LAC DHS will deploy the OBPM process to the LAC DHS production environment.

11. LAC DHS will migrate data staging table into OBPM based RPS system in production environment.

12. Oracle will provide up to $74,404 in additional technical assistance for tasks to be defined at a later date and incorporated into an amendment to this Work Order. When Oracle and LA County reach agreement on a Business Associate Agreement (BAA) required by the HITECH Act, funding assigned to the technical assistance milestone can be re-defined for the purposes of assisting with deployment to the production environment and data migration. This will be addressed with a change order. Otherwise, this technical assistance will be used for testing and / or post production assistance.

    At the sole request of County, in the event that Contractor provides technical services for Project Task/Deliverables 7, Deploy Process to Production; Deliverables 8, Migration in Production; and Task/Deliverable 9, Technical Assistance, the total aggregate sum for all aforementioned Tasks/Deliverables will not exceed $74,404.

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Project Deliverables, Acceptance Criteria and Payment Schedule:

The table below details the Milestone Deliverables based on the Statement of Work detailed above.

MS	Deliverable	Description	Acceptance Criteria
1	Inception Phase Document	Inception Phase Document including: Detailed Project Scope Project Management Plan Physical Architecture Diagram	Inception Phase Document delivered in a Microsoft Word format
2	Elaboration Phase Document	Elaboration Phase Document including: Functional Design and Technical Design for: OBPM WLS	Elaboration Phase Document delivered in a Microsoft Word format
3	Software Installation into Development Environment	The following software installed into development environment: OBPM WLS	Installation Details Document delivered in a Microsoft Word format
4	Tested OBPM process in development / test environment	Design, create and implement Happy Path RPS process and reports Straight through successful process with no exception handling Created in a local OBPM Studio environment with local data Create preliminary reports within OBPM BAM Refine process and report Basic exceptions Error handling within User Interface Finalize reports within OBPM BAM	Walkthrough with LAC DHS Project manager of OBPM RPS deployed in development / test environment and deliver a document of the walkthrough process with exception report if required.

5	Migration in development / test	Data migrated without errors and an error report for any data that did not migrate due to problems	Migration process executed in development / test environment and associated error report if necessary
6	Software Installation into Production Environment	The following software installed into Production environment: OBPM WLS	Installation Details Document delivered in a Microsoft Word format
7	Deploy process to production (To be completed by LAC DHS)	Deploy process to production	Process deployed to production. Estimated time frame for completion of this Milestone by LAC DHS 14 weeks from start of the project.
8	Migration in production (To be completed by LAC DHS)	Data the migrated without errors and an error report for any data that did not migrate due to problems	Migration process executed in production environment and associated error report if necessary. Estimated time frame for completion of this Milestone by LAC DHS 16 weeks from start of the project.
9	Oracle will provide up to $74,404 in additional technical assistance for tasks to be defined at a later date and incorporated into an amendment to this Work Order.	Provide technical assistance for DHS testing and/or production assistance	Final status report delivered

Deliverable Payment Schedule:

MS	Deliverable	Estimated Delivery Date (in Weeks after Project Start)	Cost
1	Inception Phase Document	2	$52,500
2	Elaboration Phase Document	4	$52,500
3	Software Installation into Development Environment	8	$105,000
4	Tested OBPM process in development / test environment	12	$52,500
5	Migration in development / test	13	$52,500
6	Software Installation into Production Environment	14	$52,500

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7	Oracle will provide up to $74,404 in additional technical assistance for tasks to be defined at a later date and incorporated into an amendment to this Work Order.	20	$74,404
	Total		$441,904.00

3. Identification of all required County and Contractor resources and staff:

County staff:

- ☐ LAC DHS Project Manager (full time)
- ☐ LAC DHS Executive Sponsor (part time)
- ☐ LAC DHS Business Manager (part time)
- ☐ Subject Matter Experts (SME) and/or Source System Experts (SSE) from LAC DHS
- ☐ Database, Infrastructure, System-specific personnel (as required)

County resources:

- ☐ Server, Network, Database access as required
- ☐ Desk, Phone, PC connected to network for each consultant

Oracle staff:

- ☐ Oracle Project Manager
- ☐ Oracle Business Process Architect
- ☐ Oracle Business Process Developer

4. Detailed Project Plan:

Please see the above Project Deliverables, Acceptance Criteria and Payment Schedule table for the estimated delivery dates of the Project Plans for Increments 1 through 4.

5. Detailed cost documentation including cost calculation worksheet:

See #2 above for fixed price deliverables pricing.

6. Work Order technical development process:

See #2 above.

7. Acceptance Criteria:

See # 2 above.

8. Initial Acceptance:
Initial Acceptance shall be achieved upon completion, delivery and Acceptance of Services for each Deliverable under the Work Order in accordance with the applicable Acceptance Criteria in #2 above.

Upon completion of each Deliverable, Oracle will submit Deliverable to LAC DHS for review and acceptance. LAC DHS will provide written comments to Oracle within ten (10) business days identifying any non-conforming items. Oracle will address these items promptly and resubmit Deliverable to LAC DHS for acceptance. Any further comments are limited to those non-conforming items specified in the initial comments. Failure by LAC DHS to provide written comments within ten (10) business days will result in initiation of a Dispute Resolution Procedure as outlined in paragraph 68 of the MSA between Oracle and LAC DHS.

9. Final Acceptance:

Final Acceptance shall be achieved upon Acceptance of all Deliverables in #2 above.

10. Work Order Warranties:

Any additional, nonstandard warranty for this particular Work Order shall be stated here:

N/A

11. Project Assumptions & LAC DHS Obligations:

1. A person day is defined as 1 (one) person working for up to eight (8) hours a day.
2. Oracle Unified Methodology (OUM) will be the implementation methodology.
3. Oracle standard documentation formats will be used for documenting deliverables unless LAC DHS provides appropriate templates in Microsoft Word template.
4. Oracle will honor all holidays honored by Oracle/LAC DHS. With LAC DHS' permission, Oracle staff may choose to work government holidays and weekends, provided workspaces are available. During holiday work, there is no expectation of LAC DHS participation.
5. Implementation of the approach is at the LAC DHS facility in Los Angeles, CA. only.
6. Oracle's staffing requirements are on a fixed price basis and at Oracle's sole discretion.
7. LAC DHS shall maintain the properly configured hardware/operating system platform to support the services.
8. LAC DHS shall obtain licenses under separate contract for any necessary Oracle programs before the commencement of services.
9. LAC DHS shall maintain annual technical support for the Oracle programs under separate contract throughout the term of the services.
10. LAC DHS shall provide Oracle with full access to the relevant functional, technical and business resources with adequate skills and knowledge to support the performance of services.
11. LAC DHS shall provide staff availability for consultation meetings.
12. LAC DHS shall provide server administration staff to support installation and testing of the web service.
13. LAC DHS shall obtain any consents required for Oracle to perform services under this work order.
14. As required by U.S. Department of Labor regulations (20 CFR 655.734), LAC DHS will allow Oracle to post a Notice regarding Oracle H1-B employee(s) at the work site prior to the employee's arrival on site.
15. LAC DHS Project Management Office shall provide a project manager to provide overall direction for the project.
16. LAC DHS shall provide senior level staff as participants either who are already technically proficient in one or more project areas or who are appropriately trainable.
17. LAC DHS shall help resolve and escalate project issues within the organization, as necessary.

18. LAC DHS is responsible for Acceptance Test Planning.
19. LAC DHS shall conduct all Acceptance Testing.
20. LAC DHS is responsible for creating test data in a data structure and format to be mutually agreed upon between Oracle and LAC DHS. LAC DHS will ensure that test data shall not include any personally identifiably protected healthcare information (PHI).
21. LAC DHS is responsible for documentation of process.
22. LAC DHS shall create and populate staging tables of OWF RPS process data in agreed upon format.
23. LAC DHS shall perform any necessary data cleansing.
24. LAC DHS shall execute follow up migration after data cleansing.
25. LAC DHS staff participating in this project shall be assigned no less than half time to the project with full time assignment strongly preferred.
26. LAC DHS management shall make all efforts to minimize distractions for participating LAC DHS staff.
27. LAC DHS shall make functional and data experts available on an as need basis to work with Oracle to resolve any issues that emerge while creating the new application.
28. LAC DHS shall provide adequate information regarding LAC DHS business policy, processes, and organization sufficient to support Oracle's provision of all services hereunder.
29. LAC DHS shall respond to all Change Orders marked "critical" within 24 hours, and to all other Change Orders within three (3) business days.
30. Oracle consultants working on-site will work Monday through Thursday/early Friday each week.
31. It is Oracle's intent to provide consistency in staffing. However, Oracle may, from time to time, introduce specific skill sets or release an individual from the project whose skill set is not needed at the time. If the skill set becomes needed again, Oracle may bring in a different individual to complete the task.
32. Oracle consultants are encouraged to attend one week of training per quarter in order to maintain and enhance their skills. They are also permitted two to three weeks of vacation per year, depending on their length of employment with Oracle. Oracle consultants will make reasonable efforts to schedule training sessions and vacation to avoid project conflicts.
33. Estimated Completion dates are in terms of weeks after project start. The RPS User Interface will be created with standard OBPM capabilities.
34. The RPS BAM reports will be created with standard OBPM BAM reporting capabilities.
35. The development / test and production install process will be performed largely by Oracle, in cooperation with LAC DHS technical and managerial staff as required.
    a. Client installs, if required, shall be the responsibility of LAC DHS.
    b. Security integration shall be via standard OBPM configuration of an LDAP or Active Directory. No single-sign-on (SSO) integration is included.

c. Any observations and recommendations made by Oracle regarding 3rd party products will be made as it relates to their interaction with the core Oracle products and are not intended to substitute for the product manufacturer guidelines, documentation, and support.

d. Oracle will make reasonable efforts to provide informal training and advice and guidance to LAC DHS staff throughout the project, but this is not a substitute for formal Oracle University training.

e. Personnel at LAC DHS shall have sufficient knowledge of the current IT architecture to assist Oracle in the assessment of the current and proposed architectures.

f. Oracle's approach to developing systems and software architecture will require frequent collaboration between Oracle and LAC DHS project staff.

g. The necessary business and technical personnel at LAC DHS must be available for interviews and workshops throughout the project. LAC DHS personnel shall be available to help resolve any issues or outstanding questions.

h. Following are the versions of the Oracle software products to be installed by Oracle at LAC DHS:

- Oracle WLS 10gR3.
- Oracle BPM 10gR3.

37. Other Assumptions

a. Changes in assumptions may materially impact the project estimates, cost, scope, and/or timeline.

b. Any change in scope will be handled though Oracle's change control process unless otherwise agreed.

c. LAC DHS shall provide its project management methodology documentation relevant to the project to the Oracle project manager as well as any templates for deliverables.

d. Testing standards shall be agreed upon that define levels of defects and standards in which testing is completed.

e. Oracle and LAC DHS both may record and classify defects.

f. The Oracle and LAC DHS project managers will review defect levels during testing and change the level of any defect to an agreed upon level after appropriate review.

38. Work Product Assumptions

a. Document work products will be in Microsoft Word 2003 format or Windows format text files.

b. The contents of document work products (content and sections) will be agreed upon by LAC DHS and Oracle prior to the creation of the work product.

c. Architecture diagram work products will be either as JPEG images or Microsoft Visio 2003 format.

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d. Walkthrough of work products will be conducted by the Oracle Project Manager and DHS personnel and address a predefined list of features to be inspected.

e. Acceptance on document work products will be that all expected sections are present and complete after review.

39. LAC DHS shall provide the following turnaround times for specific request types in order to expedite the project.

Request Type	**Turnaround Time (Business Days)**
Specifications and Document Reviews (non-final)	2
Specifications and Document Reviews (final)	5
Testing Feedback	When Issue Identified
Requests for documentation on Systems and Processes	2
Requests for information on Systems and Processes	2
Requests for Meetings	2

40. LAC DHS and Oracle will work together to resolve Project Issues as specified in project management documentation (controls). Based on the tight timeframe, project issues must be resolved in a timely manner (48 hours for critical issues, 72 hours for less complex issues). Failure to resolve issues in accordance with the project management documentation and in a timely fashion may have an impact on the project schedule and/or cost.

41. Oracle will create the Baseline Project Plan, including timeframes, work products, and resource assignments and validation of the budget during the Inception Phase. The Inception Phase deliverables will be reviewed jointly by LAC DHS and Oracle. If needed, Oracle will present a Change Request to adjust the budget and / or timeline based on the Inception Phase deliverables.

42. Oracle may, after discussion with (or with the agreement of) LAC DHS alter the proposed schedule.

43. Oracle will perform one (1) execution of the fully tested migration process in the development / test environment and in the production environment using the test data provided by LAC DHS.

    a. Oracle will provide feedback in the form of an error report in order to aide LAC DHS in data cleansing.

44. With respect to SOW Task 12, the Technical Assistance funding must be used within 90 days from completion of Milestone 6, Software Installation, or as mutually agreed by both parties.

45. LAC DHS is responsible for the correction of all data quality errors or other data related errors that occur during the operation of the migration processes developed as a part of this project. LAC DHS may either correct the data at the source system and re-run the delivered migration

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processes, or LAC DHS may resolve the data issues through other means such as modifying the delivered data migration processes.

46. Out of scope items for Oracle include:

    a. Operating system or hardware configuration
    b. Network installation and/or configuration, performance/tuning issues related to network architecture
    c. Preparation for cut over from OWF based RPS to OBPM based RPS
    d. End User training
    e. Integration Testing
    f. Performance Testing
    g. Error correction on data that fails to import when running the delivered data migration processes
    h. Migration of RPS process to the production environment
    i. Migration of data which includes protected healthcare information to the production environment

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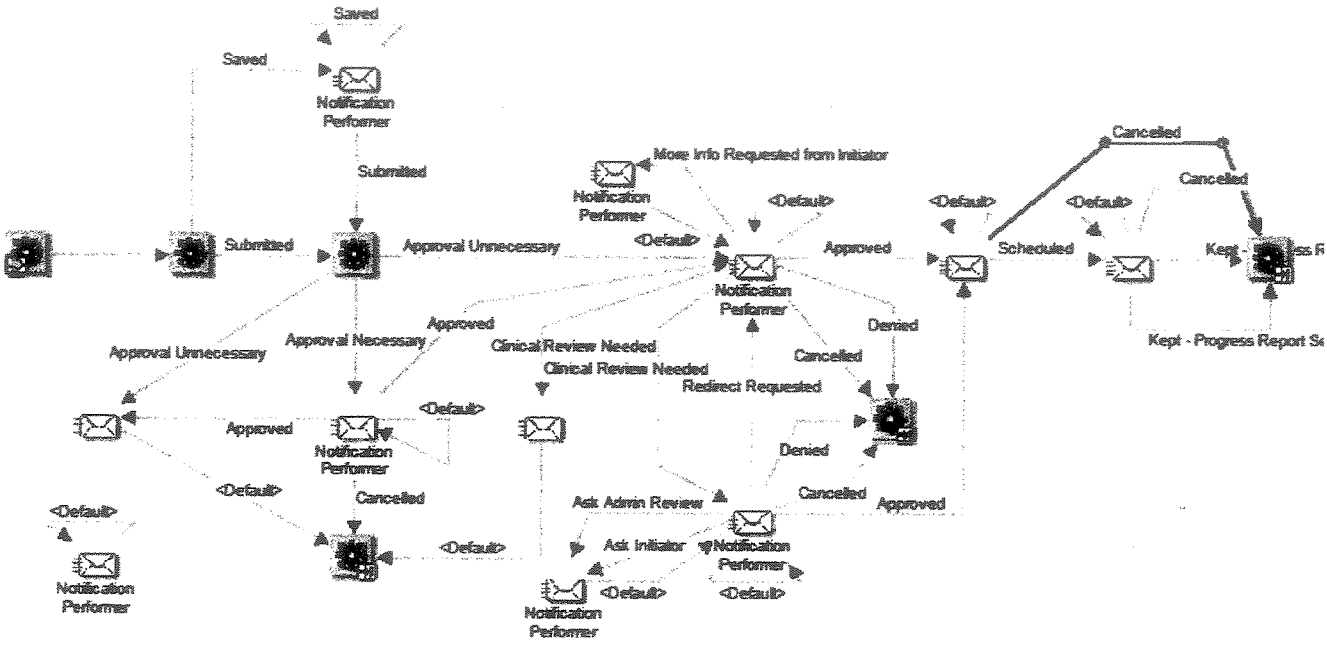
High Level RPS Process Diagram



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