

MASTER VENDOR PROGRAM
Business Requirements/Needs Assessment/ System Design/Quality Assurance
Category 3 Qualifications

Tasks and activities that are:

- Assist in the development of a work statement or full RFP.
- Assist in the selection process
- Provide quality assurance (Q/A) during the resulting project.

Vendors in this category will not be allowed to bid on both the 2nd tier work statements and on a full RFP, but will be expected to supply Q/A services. The purpose of the analysis is to determine the specific requirements, deliverables, products and the high level plan, including required deadline dates, needed to fill the business partner's requirements. Examples of the associated tasks/skills are:

Needs Assessment

- Identification of all business requirements
- Analytical skills
- Organizational skills
- Communication skills at the executive level
- Interviewing skills
- Depth of knowledge of current and emerging information technologies, including e-commerce, their strengths and weaknesses, and appropriate application to business needs

Requirements Analysis

- Structured techniques
- Professional discipline
- Use of analytical software tools
- Ability to reduce volumes of detail to concise and easy to read form

Feasibility Studies

- Analysis of new technology projects
- Comparison of conducting IT work in-house versus outsourcing
- Analysis of joint venture and partnership projects
- Project definition and planning methods
- System development project methods using the State's standard development methodology.

Cost Benefit Analysis

- Determining tangible and intangible costs and benefits
- Ability to apply DMB/DIT IT portfolio management standards
- Comparative analysis of in-house versus outsource costs
- Knowledge of present value analysis
- Understanding of the state budgets cycle and state accounting methods

Coordination of Stakeholders

- Organizational requirements
- Communication and facilitation
- Principles of information technology, business principles, and negotiation strategies
- Facilitation of stakeholders of e-commerce projects

Project Management and Reporting

- Preparation of project plans
- Monitor status and initiate corrective action when needed
- Perform status reporting, and plan amendments
- Define and track issues through resolution

- Skill in working with all levels of technical and management staff.
- Ability to get work done through others in a matrix organization
- Ability to deal successfully with large amounts of detailed data and information
- Be capable of giving attention to detail while still understanding and dealing with the global aspects of the project
- Objectively assess the appropriateness and accuracy of system plans
- Provide a concise assessment
- Make objective recommendations to the Project Manager, agency executives oversight agencies, and Vendors
- Establishing and maintaining a system of project records
- Gathering data needed to create project reports and documentation
- Use of various software tools to report project progress and document project results

Quality Assurance and Testing

- Provide quality assurance on a major project.
 - Development and implementation of quality assurance measures for all aspects of project planning and execution.
 - Development and execution of program and system test and acceptance processes.
 - Assists project manager in monitoring business related activities
 - Assists in resolution of key project issues
 - Assists in monitoring and ensuring project scope is controlled
 - Assists in identification of project risks, and risk mitigation strategies
 - Assists in development of strategies for system development, verification, and implementation
 - Ensures that application programs have been thoroughly tested
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- User Change Management
 - Development and implementation of change management processes dealing with user needs and expectations
 - Skill in working with all levels of management and line staff.
 - Ability to get work done through others in a matrix organization
 - Individuals must have skills and personal characteristics that enable them
 - Be able to deal successfully with a large variety of management personnel and users
 - Capability of giving attention to detail while still understanding and dealing with the global aspects of the project.