

Template L

Work Plan

Including Response Template

Instructions for RFP Response

RFP #: 03410-128-14

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1. Instructions

The Vendor must submit an Implementation Phase Work Plan that will be used to create a consistent and coherent management plan. This Work Plan will demonstrate that the Vendor has a thorough understanding of the scope of work and what must be done to satisfy the project requirements and implement a Care Management system that meets the requirements of the State.

The Work Plan must include detail sufficient to give the State an understanding of how the Vendor's knowledge and approach will:

- Manage the Work;
- Guide Work execution;
- Document planning assumptions and decisions;
- Facilitate communication among stakeholders; and
- Define key management review as to content, scope, and schedule.

At a minimum, the Vendor's Work Plan must include the following:

- Work breakdown structure;
- High Level Project schedule for all Project deliverables and milestones;
- Who is assigned responsibility for each deliverable within the work breakdown structure to the level at which control will be exercised;
- Identification of deliverables that require a more prompt State acceptance than described in the RFP, including the proposed acceptance period for the deliverable;
- Performance measurement baselines for technical scope and schedule;
- Major milestones and target date(s) for each milestone that are consistent with this RFP's dates;
- Description of the Vendor's proposed organization(s) and management structure responsible for fulfilling the Contract's requirements and supporting the Work, in terms of oversight, management and control;
- Definition of the review processes for each milestone and deliverable (e.g. mandatory design review) and a description of how the parties will conduct communication and status review;
- Description of the Vendor's internal Project issue resolution process including an escalation plan, where the escalation plan includes contact information for each person identified in the proposed problem reporting and escalation procedure and describes the amount of time elapsed before a problem is escalated within its organization; and
- If the Vendor chooses to use Subcontractor(s), this part of the Vendor's Proposal must describe its approach to managing its Subcontractor(s) effectively.

<Response>

2. Assumptions

Document the assumptions related to the Work Plan in Table 1. The Vendor may add rows as necessary.

Table 1 **Work Plan Assumptions**

ITEM #	REFERENCE (SECTION, PAGE, PARAGRAPH)	DESCRIPTION	RATIONALE
1.			
2.			
3.			