

CMU 2811

REQUEST FOR PROPOSAL:
Section 5.4: Exit Services

Issue Date: July 25, 2024

Proposal Due Date: August 26, 2024, 11:00 AM MST

Contents

1.0	Introduction.....	3
2.0	General Conditions and Requirements.....	4
2.1	Conditions and Requirements.....	4
2.2	Pre-Transfer Services	6
2.3	Transfer Services	6
2.4	Specific Exit Requirements by Expected Services Schedule	7
2.4.0	5.5.1: Governance & Project Management.....	7
2.4.1	5.5.2: Planning & Design Phase Exit Requirements	7
2.4.2	5.5.3: Configuration/Build/Test Phase Exit Requirements.....	8
2.4.3	5.5.4: Deploy/Initial Support Phase Exit Requirements	9
2.4.4	5.5.5: Org. Change Mgmt. (OCM) & Training Exit Requirements.....	9
2.5	General Acceptance and Sign-off Requirements.....	10
2.6	Post-Transfer Services.....	10
3.0	Exit and Transfer Services Responsibilities.....	11

1.0 Introduction

The purpose of this document is to present the conditions and requirements for the services to be delivered by the Supplier, upon request of Colorado Mesa University, in the event of termination of one or more of the Services by either party. This schedule would also apply, as mutually agreed to by both parties, to lengthy suspension of the program, at Colorado Mesa University's request.

This schedule summarizes the services, requirements, standards and the roles and responsibilities of all parties. Related charges will be specifically identified in a subsequent final contract with the selected Supplier.

2.0 General Conditions and Requirements

The Supplier shall at the time of Exit address at a minimum the requirements and activities set forth in this schedule and shall prepare a check list to be used by both parties to verify that the applicable criteria have been met.

2.1 Conditions and Requirements

Upon notice from Colorado Mesa University, Supplier shall fully co-operate with Colorado Mesa University and/or designee and shall promptly take all steps required to assist Colorado Mesa University in effecting the transfer of Services from Supplier, as per the final contract.

The term “Exit Plan Project” is used throughout this schedule to indicate an instance when a Service is being transferred to either Colorado Mesa University personnel or a contracted third-party. Supplier shall prepare an Exit Plan that provides the necessary information to facilitate a transfer of the knowledge, tools, documentation, and data from Supplier to Colorado Mesa University or to another contracted third-party as directed by Colorado Mesa University.

As may be applicable, Supplier shall state, describe and document project and non-project specific:

- Processes and methodologies that Supplier will use to transfer a service to a new contracted third-party
- Activities that Colorado Mesa University will need to plan, schedule and/or initiate prior to the start-up of an Exit Plan Project, including but not limited to a collaboration model for conducting reviews of configurations, security operations, and similar processes
- Conditions that must be completed prior to commencement of an Exit Plan Project
- Criteria and requirements that must be met by Colorado Mesa University prior to the commencement an Exit Plan Project
- Processes and tools to be applied for the necessary Knowledge Transfer

For each Exit Plan Project, the Supplier shall describe in detail how services will be transferred. Each plan shall include (but not be limited to):

- Access to all contracted services that were in existence the hour before notification of the Exit and access to Key Personnel throughout the Exit process and until all services and assets are transitioned
- A comprehensive checklist that identifies each of the tasks/processes/decisions that will be used by Supplier and Colorado Mesa University as a traceability document to ensure each tasks/process/decision is addressed in the Exit Plan and delivered in the Exit Plan Project
- Costs to Colorado Mesa University shall only be required for additional resources that are required to be added to execute the Exit Plans. Where other activities can be shed (without degradation of service delivery) to focus on the exit activities, these costs will be absorbed by the existing or replaced resources
- Work with Colorado Mesa University to identify the key criteria to measure success of the Exit Plan Project, including any specific performance criteria that will be evaluated by Colorado Mesa University prior to acceptance by Colorado Mesa University

- Prepare a Microsoft Project (or other mutually acceptable plan) file that describes the time scale, dependencies, staffing (Supplier, Colorado Mesa University and/or contracted third-party) and similar information required for the withdrawal of the Services from the Supplier
- State, describe and document those project specific activities, if any, that Colorado Mesa University will need to plan, schedule and/or initiate prior to the start-up of the Exit Plan Project
- State, describe and document those project specific activities, if any, that Colorado Mesa University will need to complete prior to the start-up of the Exit Plan Project. For purposes of clarification, this includes, but is not limited to, identifying specialized software, test environments or connectivity that is not a part of the normal level of Services
- State, describe and document those project specific activities to achieve full Knowledge Transfer by the end of the Exit Plan Project
- State, describe and document those project specific activities to achieve the transfer to a fully configured, fully working environment by the end of the Exit Plan Project
- State, describe and document an estimate of how many Colorado Mesa University and/or third-party FTE resources that the Supplier believes will be needed to carry out the Exit Plan Project, along with a description of the skills, knowledge and experience required for each identified role
- State, describe and document a collaboration model for conducting procedure reviews (e.g., configuration, security, operations, etc.) that will occur during the Exit Plan Project
- Identify start date of Exit and timing of transfer activities including final end date of transfer
- Identify resources, assets and assigned contracts to be transferred to Colorado Mesa University (or designee) as set forth below:
 - Supplier training to appropriately skilled Colorado Mesa University -designated personnel to perform the Services that are to be transferred
 - Provide Colorado Mesa University or replacement contracted third-party with information regarding the services that are necessary to transfer the Services to either a third party or back to Colorado Mesa University, and provide such information regarding the Services as necessary for Colorado Mesa University or its designee to assume responsibility for continued performance of the Services in an orderly manner, so as to minimize disruption to the operations of Colorado Mesa University, including key support contacts (names and phone numbers) of Colorado Mesa University and/or third party personnel, and of the Supplier personnel during the transition
 - Provide to Colorado Mesa University or replacement contracted third-party a complete inventory and documentation on the then current Colorado Mesa University environment, technical specifications, and all other materials and user documentation for each item of software that the Supplier is licensed or otherwise authorized to use with effect from the effective date of termination, along with run documentation and job control listings, and other similar information necessary for Colorado Mesa University to run such software on and from the date of termination for Colorado Mesa University or its replacement Provider

- Provide Colorado Mesa University or the replacement contracted third-party with all specifications of the project and environment that supports some or all of the then current Services
- Provide Colorado Mesa University or designee with reasonable access to, and use of, Supplier equipment and software
- Provide all information regarding the Services or as otherwise needed for such transfer, including all code and configuration information and documentation prepared and maintained by Supplier, ticket history, data conversion, interface specifications, and related professional services and any other information, data or material as required by Colorado Mesa University
- Fully cooperate and assist with due diligence activities by Colorado Mesa University or replacement Provider on the Services

Colorado Mesa University shall accept and sign-off on the Exit Plan Project prior to commencement of each Exit Plan Project.

The Supplier shall ensure that all other Services are maintained without interruption or impairment during the Services specific to each Exit Plan Project executed in accordance with this schedule, whether the Exit Plan Project is for one, multiple or all the Services provided to Colorado Mesa University, unless expressly agreed in writing by Colorado Mesa University.

2.2 Pre-Transfer Services

Specific pre-transfer assistance to be provided by the Supplier shall include the following:

- Assist in the preparation of that portion of the Exit Plan detailing Provider responsibilities, including schedules and resource commitments
- Provide to Colorado Mesa University documentation used by the Supplier to provide the Services
- Assist Colorado Mesa University in notifying third party Providers of the procedures to be followed during the transfer
- Identify and explain naming conventions
- Cooperate and assist Colorado Mesa University with the preparation and testing of transitioning systems, applications, and services

2.3 Transfer Services

Specific transfer assistance to be provided by the Supplier shall include the following:

- Work with Colorado Mesa University and third-party providers to fully transfer knowledge and assets necessary for the continuation of the services by Colorado Mesa University or its third-party providers in conjunction with Colorado Mesa University and/or designee, conduct a rehearsal of the Exit prior to cutover at such time as is reasonably acceptable to the Parties
- Participate to ensure all documents, software, data and configurations arrive safely from the Supplier to the new workspaces provided

- Provide any source code managed by the Provider and ensure arrival at the new source code location
- Once all services are transferred and accepted, protect Colorado Mesa University Data including: removal of all Colorado Mesa University Data files and other Colorado Mesa University Confidential Information from the systems except as the Supplier is required to keep pursuant to the audit and record keeping requirements set out in the Agreement; return all Colorado Mesa University Data and other Colorado Mesa University Confidential Information to Colorado Mesa University; transfer responsibility for off-site tape and document storage; make available any Colorado Mesa University Data stored on desktop computers and servers for which the Supplier is responsible, including backups
- Deliver all requested Colorado Mesa University documents and data files (with content listing) and printouts of control file information to Colorado Mesa University
- Provide an image copy of Colorado Mesa University Data files in dump / restore mode
- Ensure the integrity and accessibility of all data provided throughout the transfer and Exit processes
- Participate in the ongoing service delivery to Colorado Mesa University to ensure Colorado Mesa University's ongoing full-scale business continuity for a seamless transfer

2.4 Specific Exit Requirements by Expected Services Schedule

The following sections describe the specific exit requirements in the event a termination will occur during the execution of any of the following services for any of the rollouts contracted under the Agreement.

2.4.0 Schedule D-0: Governance & Project Management

In addition to that which is applicable above, Supplier will provide all the deliverables for work completed to date. The Colorado Mesa University PMO, Business Process Leads, and IT Leads will determine the level of work completed to date. The artifacts include but are not limited to the following in the event of an Exit during or after completion of the Governance & Project Management Services:

- Organizational chart of current and historical team members from the system integrator, and how they related to the Colorado Mesa University ERP team
- Overview of key decision-making individuals or groups
- Program Lead status reports and project documentation
- Functional Lead status reports and project documentation
- Documentation of any fee reductions or changes in scope over the course of engagement

2.4.1 Schedule D-1: Planning & Design Phase Exit Requirements

In addition to that which is applicable above, Supplier will provide all the deliverables for work completed to date. The Colorado Mesa University PMO, Business Process Leads, and IT Leads will determine the level of work completed to date. The artifacts include but are not limited to the following in the event of an Exit during or after completion of the Planning & Design Services:

- Complete up to date global template plan, status, issues log, and risk log
- Communications plan and roles, as it pertains to global template stakeholders and delivery staff
- All documents, e.g., requirements, functional specifications, checked in to any applicable document management or configuration management tool
- Complete and up-to-date inventory of reports, interfaces, conversions, extensions, forms, and workflows
- Scope for deployment as known, including updates to reflect any changes
- Data Migration Plan, including data mapping status, data standards identification, data normalization/conversion tools identification, and data governance process definition
- Requirements traceability matrix as known
- Business and Technical reference architectures as known
- Clear documentation of all credentials/authentication configurations as required for Colorado Mesa University security transition
- Integration architecture as known
- Current state, gap analysis, target state as known
- Up-to-date staffing and budget analysis
- Value Realization Plan
- Test plans, as known
- OCM and training development plans as known
- Infrastructure status, environment, security, connectivity, site analyses as currently developed
- End-to-End business functional processes and configurations as presently known documented and placed into applicable configuration management tool
- Demonstrate a documented transition plan and complete all elements to mutual agreement between Provider and Colorado Mesa University before departure

2.4.2 Schedule D-2: Configuration/Build/Test Phase Exit Requirements

Supplier will provide a set of artifacts that include but are not limited to the following in the event of an Exit during or after completion of the Configuration/Build/Test Services. The Colorado Mesa University PMO, Business Process Leads, and IT Leads will determine the level of work completed to date.

- The full list of documents and components as described in the previous section
- Complete up to date deployment plan, status and issues
- Communications plan and execution roles, as it pertains all remaining implementation activities
- Configuration and specific status by business capability

- Documentation (i.e., functional and technical specifications) and source code for all development objects created by the Provider – all within the applicable configuration management tool
- Clear documentation of all credentials/authentication configurations as required for Colorado Mesa University security transition
- Tests executed with error logging reviewed; tests yet to executes known and documented; all included in the applicable testing tool being used
- Process changes (business and IT) identified and applicable documentation completed
- OCM and training plans updated and confirmed
- Training development and delivery status; “Train-the-Trainer” sessions scheduled
- Demonstrate a documented transition plan and complete all elements to mutual agreement between Provider and Colorado Mesa University before departure
- Business Leaders / Stakeholder business readiness sign-off

2.4.3 Schedule D-3: Deploy/Initial Support Phase Exit Requirements

Supplier will provide a set of artifacts that include but are not limited to the following in the event of an Exit during or after completion of the Deploy/Initial Support Services. The Colorado Mesa University PMO, Business Process Leads, and IT Leads will determine the level of work completed to date.

- The full list of documents and components as described in the previous sections
- Complete up to date deployment plan, status and issues
- Configuration and specific cutover status by business capability within each region/site
- Tests executed (including post-mock migration testing) with error logging reviewed; tests yet to executes known and documented; all included in the applicable testing tool being used
- Cutover and Roll-out plans documented
- Demonstrate a documented transition plan and complete all elements to mutual agreement between Provider and Colorado Mesa University before departure
- Business Leaders / Stakeholder business readiness sign-off

2.4.4 Schedule D-4: Org. Change Mgmt. (OCM) & Training Exit Requirements

Supplier will provide a set of artifacts that include but are not limited to the following in the event of an Exit during or after completion of the OCM & Training Services. The Colorado Mesa University PMO, Business Process Leads, and OCM/Training leads will determine the level of work completed to date.

- Change management and stakeholder engagement plans, as it pertains all remaining implementation activities
- Communications plan and execution roles, as it pertains all remaining implementation activities

- Training plan and development/delivery roles and work products/artifacts, as it pertains all remaining implementation activities
- Process change (business and IT) readiness documented with risk mitigation recommendations
- If applicable, training development and delivery status; “Train-the-Trainer” and end user training scheduled/completed
- Business Leaders / Stakeholder business readiness sign-off

2.5 General Acceptance and Sign-off Requirements

Acceptance of each Exit Plan Project will be based on Supplier meeting the criteria set forth in this schedule and as articulated in each Exit Plan.

During the performance of each Exit Plan Project, Supplier shall be responsible for maintaining all Exit Plan Project documentation including: the Microsoft project plan; Deliverables identified in the Exit Plan and tracking the acceptance/rejection of each Deliverable; and other performance measures set forth in the Exit Plan.

Supplier shall identify any contingencies that could have an impact on its ability to deliver the Services under an Exit Plan Project and shall review such with Colorado Mesa University for Colorado Mesa University’s approval.

Supplier shall promptly identify any changes during the execution of the Exit Plan that impacts its ability to deliver the Services under the Exit Plan Project in accordance with the approved project schedule.

Upon successful execution and completion of each Exit Plan Project, Supplier shall prepare an acceptance letter for Colorado Mesa University’s review and approval. Final payment for each Exit Plan Project will be contingent upon approval of the Services.

2.6 Post-Transfer Services

With respect to the Services that have been terminated under a partial termination and following the completion of the Services specific to the Exit Plan Project, the Supplier shall provide additional assistance as requested by Colorado Mesa University to assure continuity of operations.

The Supplier shall return to Colorado Mesa University any remaining property in its possession or under its control (or its Subcontractors), including any remaining reports, material, data, information, Colorado Mesa University Data and other Colorado Mesa University Confidential Information that are related to the terminated Services and are not otherwise reasonably required by Supplier to continue to deliver other Services for which the Supplier remains responsible.

- For each Exit Plan Project, Provider will present a traceability matrix and exit acceptance plan.
- Remove and destroy data requiring destruction per the terms of the agreement after full acceptance.

3.0 Exit and Transfer Services Responsibilities

The following table identifies the underlying roles and responsibilities for the Exit Services. An “X” is placed under the party that will be responsible for performing the task.

Table 1. Exit Roles and Responsibilities

Exit Roles and Responsibilities	Supplier	Colorado Mesa University
Notify Supplier of full or partial termination		X
Prepare a check list of the criteria identified in this schedule	X	
Prepare and present Exit Plan	X	
Evaluate Exit Plan		X
Approve Exit Plan		X
Execute all Exit Services	X	
Return all Colorado Mesa University Data	X	
Approve completion of Exit Services		X