PENNSYLVANIA GAMING CONTROL BOARD
Consulting Services for Case Management/FileNet RFQ
First Round of Questions and Answers

NOTE: Similar questions have been grouped together with a single answer. All questions received by the 12 noon deadline on June 23,2008 have been included into this response. Answers from the PGCB are provided in italics.

1. How many users will this system have?
2. Are there external users, or just internal users?

   All PGCB staff will have access to this system with the maximum number of individuals for next year between 300 and 315. Only PGCB users will access this system.

3. Is this is web based system?
4. Which existing and technologies this will this new system interface with?

   All PGCB developed applications are web based using Microsoft .NET. The document imaging system should be accessible through our existing applications. The case management system should be compatible with existing applications.

5. Are there any existing requirements documents we can review?

   All known requirements are included in the RFQ. Phase 1 of this project is to develop detailed project plans and a schedule that will be the result of preparing requirements documents.

6. Are High Availability and Disaster Recovery of concern to PGCB that need to be addressed as part of this engagement?

   Pennsylvania casinos operate 24 hours a day, 7 days a week. The PGCB staff's all the casinos, so the system needs to be available 24 X 7 X 365. The servers are backed up nightly with back-up copies stored offsite. If a Contractor is advising that project time should be spend to improve the availability, then that should be included it in your proposal

7. The RFQ indicates that vendors need to "Work with designated representatives from the Bureau of Licensing, the Bureau of Investigations and Enforcement, and other bureaus as identified by the PGCB" How many bureaus will be involved in this project? This is desired to estimate the number of meetings and analysis time.

   There are approximately 9 bureaus and major offices within the PGCB. Some of the bureaus have units or offices within them.

8. For planning purposes, what is the approximate planned start date for the project?

   This project should begin as soon as a contract is negotiated and a purchase order issued.

9. Do we sign the Non-Disclosure Agreement before or after the contract is awarded?

   Non-Disclosure Agreements must be signed before any work is begun. It is not anticipated that any confidential information will be needed by the Contractor until after the contract is signed and a purchase order issued.

10. The RFQ states "All companies claiming Small Disadvantaged Business status, whether as a result of BMWBO certification or Small Business Administration certification as an 8(a) or small disadvantaged business, must submit proof that their gross annual revenues are less than $20,000,000 ($25,000,000 for those businesses in the information technology sales or service business). This can be accomplished by including a recent tax or audited financial statement." Is this required for Small Disadvantaged Businesses that are responding as subcontractors?

    The PGCB will award a contract to a primary contractor(s) only and will not be dealing with subcontractors. Suggest you contact the BMWBO Office identified in the RFQ with questions pertaining to subcontracting.

11. RFQ Section III-3 describes prior performance information that needs to be included in the proposal; however, Section III-4 states that the "Technical Submittal and Non-Collusion Affidavit, [are] in response to Sections III-5 through III-8 and III-10". Is it right to assume that the prior performance information should be included in proposal section III-8 Work Skills? If yes, then does the following list completely describe the sections required for the Technical Submittal?

      III-2   Proposal Cover Letter
      III-5   Management Summary
      III-6   Detailed Work Plan
      III-7   Technical Solution
      III-8   Work Skills (including the prior performance information)
      III-10 Non Collusion Affidavit

Prior performance information should be included in the work skills section of your technical submittal. Technical submittal should be comprised of III-2, III-5, III-5, III-7, III-8.

12. RFQ Section I-19 states that "Each proposal should be submitted in one (1) original and nine (9) copies to the Commonwealth. In addition, contractors must submit one copy of the technical response on CD-ROM" and Section III-9 states "All cost data for the proposal shall be submitted in one (1) original and nine (9) copies in a separate sealed envelope within the sealed proposal and kept separate from the technical proposal" and Section III-13 states "In addition to a hard copy, a CD-ROM, containing the cost proposals, must be included in the sealed envelope." How many copies (original + copies) are required for the Disadvantaged Business Submittal? Should the Disadvantaged Business Submittal also be submitted on CD-ROM? If yes, can we assume there should be a separate CD-ROM for each of the submittals?

There should be a separate CD-ROM for each of the submittals.

13. This question reference the following language from the RFQ - II - 4 b. Task 4 "Design the Repository and Configure the Scanners. Utilizing the classification structure developed in Task 4, above, design the repository and configure the scanners so that documents can be scanned, indexed, validated and stored/ retrieved from the PGCB document repository." Should Task 4 in the copied paragraph be Task 3?

Yes, that should read "… developed in Task 3, above, design . . ."

14. This question references the following language from the RFQ - III - 9 Costs 3rd paragraph. ..."The selected Contractor will be paid after the completion of each task, provided it is in accordance with the work plan and approved by PGCB's Project Manager…" What is the process and timeline for this approval?

The selected Contractor will submit their request for approval to the PGCB Project Manager when each task as listed in the RFQ is completed. If approved by the PGCB, that task will be received as completed on the purchase order. It will then be the selected contract's responsibility to bill the commonwealth according to the terms and conditions previously agreed to in the ITQ contract ME: 481350.

15. Is a goal of the system to be able to be self-sufficient and maintain and enhance the solution in house with PA Gaming resources?
16. What staffing will be provided from the PA Gaming team? PM, BA, TA etc?
17. Do you need to be able to have PA Gaming Admin or super users handle certain functions such as creating new screens, creating new workflows, or creating new reports?
18. What resources does PGCB intend to supply to vendors (from PGCB OIT and from the bureaus)? What % of availability will they have?

It is the goal of this project to become self-sufficient regarding the ongoing support and maintenance. Various staff from the Office of Information Technology will be available throughout this project. The selected Contractor should make recommendations on the required staffing needed to become self-sufficient.

It is the selected Contractor's responsibility to provide sufficient staff to meet their obligations within this project. If the task states to train end users regarding scanning, then the PGCB staff will be responsible for the ongoing scanning otherwise the selected Contractor must staff for that task.

19. Are the regional offices listed the only ones currently existing?
20. Are there other offices planned in the near future?

As stated in the second paragraph of section II-1, all the offices have been listed. It also states that there will be seven additional casino offices when those are open.

21. Does PGCB have different locations to which our team needs to travel?

If the selected contract deems it necessary to meet with staff in those other offices then travel will be required. However, the PGCB has a videoconferencing system that can connect all three regional offices, the Hearing and Appeals office, and the main offices in Harrisburg.

22. Please clarify where should the work is to be performed. The RFQ states that work should be performed on-site at PGCB, however there are also references to off-site work. Is a combination of on and off site acceptable?

23. Can the vendor do some of the work at a vendor site that is not at the PGCB facility?

24. This question references the following language from the RFQ:
I - 14 After the bullet points. "All Contractors work for this project must be done at the PGCB facility and within the PGCB computer environment(s)."
II - 3 Second Paragraph. "For each step in the project plan, Contractors shall identify the work location of the staff involved (onsite or offsite)."
III - 6 End of section B. "Identify personnel who will work off-site, and the tasks/deliverables to which they will be assigned."
Can the vendor do some of the work at a vendor site that is not at the PGCB facility?

What ever is the most efficient and cost effective approach is acceptable.

25. Will this only be rolled out in certain offices initially?

All staff within the PGCB works together so that this will be rolled out through all offices and to all staff. The selected Contractor may select a test group where appropriate.

26. Does PGCB have an available scanner that the vendor can use during development/implementation?

Yes, there will be a scanner available for development and testing.

27. Is the contractor responsible for the installation and configuration of the FileNet P8 software?

Not initially. IBM FileNet staff will install the software and configure the application. However, it is the responsibility of the Contractor to make sure that the system has been configured according to the specific needs of the PGCB.

28. Is the contractor responsible for the installation and configuration of the blade servers and/or operating systems?

29. Does the IBM software order include implementation packages from IBM Lab Services? If so, could we get a list of the packages purchased?

No, IBM is installing the blade servers, SANS, back-up system, and operating system.

30. How many environments does the PGCB need? For example: DEV, TEST, PROD?
31. For how many environments has FileNet been procured (e.g., production, development, test, etc.)?

    The plan is to have a production system and two non-production systems; one for development and the other for testing & training (staging).

32. What FileNet software modules have been purchased by PGCB for use on this project?
33. Has PGCB already purchased the FileNet software? If so, please provide a detailed list of the modules purchased. If not, what modules will be purchased and via what means?
34. What is the current state of the FileNet software and related hardware purchases by the PGCB? If PGCB has already bought the FileNet, which components have been procured?

    PGCB IBM FileNet Software Configuration

    Licenses for each of the following:
    - *IBM FileNet P8 Professional Server License*
    - *IBM FileNet SharePoint Connector Doc Lib Server License*
    - *IBM FileNet Business Process Framework System License*
    - *IBM FileNet CFS for Content Services Server License*
    - *IBM FileNet CFS for Content Services Connector License*
    - *IBM FileNet Business Activity Monitor CPU License*
    - *IBM FileNet System Monitor Platform Server License*
    - *IBM FileNet System Monitor App Server License*
    - *IBM FileNet eForms Designer License*

    Two (2) non-production licenses for each of the following:
    - *IBM FileNet P8 Workgroup Server License*
    - *IBM FileNet SharePoint Connector Doc Lib Server License*
    - *IBM FileNet Business Process Framework System License*
    - *IBM FileNet CFS for Content Services Server License*
    - *IBM FileNet CFS for Content Services Connector License*
    - *IBM FileNet Business Activity Monitor CPU License*

    200 Named User Licenses for each of the following:
    - *IBM FileNet Business Process Manager*
    - *IBM FileNet eForms*
    - *IBM FileNet Records Manager*
    - *IBM FileNet SharePoint Connector Web Parts*
    - *IBM FileNet System Monitor*

    20 Concurrent User Licenses for each of the following:
    - *IBM FileNet Business Process Manager*
    - *IBM FileNet eForms*
    - *IBM FileNet Records Manager*
    - *IBM FileNet SharePoint Connector Web Parts*
    - *IBM FileNet System Monitor*

35. The RFQ mentions that the P8 software will run on IBM BladeCenter. Are there other hardware (Architecture) decisions that have been made? If so, could we get a list of these? For example:
    a. Content Storage Architecture (SAN, NAS, Fix Content Device, etc)
    b. Database of choice (SQL Server, Oracle, DB2).
    c. Application Engine (IBM WebSphere?)
    d. Rules Engine?
    e. Scanning Hardware
36. Please provide the details of the operating environment? (OS, Database & custom integration tools J2ee / .net, app server)
37. What is the current hardware environment, number and type of scanners, servers etc.?
38. Will the existing scanners be used?
39. What are the specifications on the existing scanners?
40. What manufacturer and model of scanners has the PGCB purchased?
41. Is there a preference for Application Development technology? (i.e. .NET, Java).

IBM Server Environment, Disk Storage, and Tape Backup Systems

IBM BladeCenter including:
- *BladeCenter E chassis with (2) Cisco Gigabit Ethernet switches, (2) 20-port Brocade fiber SAN switch modules*
- *For Production Systems – (5) BladeCenter HS21 blades with 3.0GHz Intel Xeon Quad-Core E5450 processors, 8GB RAM, (2) 73GB SAS hard drives, and (1) QLogic dual-port 4Gb fiber channel HBA*
- *For Development and Staging/Training Systems – (9) BladeCenter HS21 blades with 2.5GHz Intel Xeon Quad-Core E5420 processors, 4GB RAM, (2) 73GB SAS hard drives, and (1) QLogic dual-port 4Gb fiber channel HBA*
- *Each blade includes Windows Server 2003 Enterprise Edition x64*

IBM System Storage DS3400 including:
- *DS3400 dual controller, fiber connected*
- *(24) 146GB 15krpm SAS hard drives providing 3.0TB usable capacity at RAID 5*
- *(4) 4Gbps short wave SFP transceivers*

IBM System Storage TS3310 including:
- *TS3310 tape library, fiber connected*
- *(2) Ultrium 4 fiber channel tape drives*

Software Environment
- *SQL Server 2005 and 2008*
- *IBM WebSphere*
- *Microsoft .NET*

Scanners
- *Harrisburg Office – Kodak i280 and Kodak i260 Scanners*
- *Regional Offices and Hearing & Appeals – Kodak i260 Scanners*

42. Will any new scanners be added during the project year?

    That depends on the recommendations of the selected Contractor to handle our volume of documents.

43. Can PGCB please specify the bandwidth it has between the central Harrisburg site and its other offices? Is that bandwidth currently being heavily utilized?

    The PGCB has T-1 data lines with all the regional and casino offices. Those lines are monitored and currently are not reaching capacity.

44. How many concurrent users does PGCB anticipate it will need for scanning and indexing documents?
45. How many scanners need to be configured and where are they located?

    That depends on the recommendations of the selected Contractor to handle our volume of documents. The PGCB currently has scanners in the Harrisburg, Conshohocken, Pittsburgh, and Hearing & Appeals offices. All of those offices currently scan documents into SharePoint.

46. This question reference the following language from the RFQ - II - 4 b. Task 4 "Design the Repository and Configure the Scanners. Utilizing the classification structure developed in Task 4, above, design the repository and configure the scanners so that documents can be scanned, indexed, validated and stored/ retrieved from the PGCB document repository." Would vendor staff need to go to each location to modify the configuration of the existing scanners? If so will the travel expenses need to be covered in the hourly rate?

    That depends on how the selected Contractor plans to make the required modification. If travel is required, then those expenses should be included in the hourly rate.

47. Is there a goal to try and build the application with the minimal coding possible? Are assembly products recommended?
48. Are there new interfaces that need to be created shortly after roll-out?
49. Can you confirm that PA Gaming IT resources will create the interfaces to your systems based on our specifications?
50. Are "Cases" as referenced by the term "case management" expected to contain structured data in other ancillary systems? Now or in the future?

    SQL databases and .NET applications have been created for the licensing data. The document imaging system must be integrated into those PGCB developed applications so that from the PGCB applications, users will have the ability to click on links that display the requested documents for that applicant. It is the responsibility of the selected Contractor to

create any and all interfaces that will be used between the case management/document imaging system and PGCB applications. PGCB OIT staff will be responsible for making changes to PGCB software where needed. The selected Contractor is required to train PGCB application developers so that they can make those changes.

51. Does the order include IBM FileNet Capture or is there existing (or new planned) 3rd party software (i.e. Kofax) planned for this project? If not FileNet, could we get an expected configuration of this software or are we to specify?
52. Is there any existing imaging tool in the PGCB system? Can we assume a Capture tool has been procured for document scanning and capture solution?
53. What software does the PGCB intend to use for scanning?
54. Are there plans to use OCR/ICR technology now or in the future?

If a Contractor determines that additional software is needed, such as a capture tool, then the purchase of that software must be included as an additional cost in that Contractor's proposal. Surprises and add-ons after the contact is signed are unacceptable. Do not assume that the PGCB will spend any additional money on required items that are not included in your original proposal.

55. Is there a need to imprint scanned documents as a part of the scanning process?

That will be determined in Phase 1 of this project.

56. How many documents need to be converted from SharePoint?
57. How many documents or pages are currently stored in SharePoint that need to be migrated to FileNet? Can PGCB please provide the average number of pages per document?
58. How many pages are in those documents?
59. What is the volume of pages/year that the PGCB wishes vendors to account for? Please specify current volumes and any recommend growth
60. What is the type and volume of documents that are in the scope of Task 3 for the document classification?
61. How many files (type, volume, no of pages per document) need to be converted from SharePoint to FileNet in Task 6? Are all the documents to be converted in PDF format?

Over 65,000 documents are currently stored in SharePoint. The object of this project is for the contractor to train PGCB staff so that we can convert the documents and make them fully searchable. The page length varies depending on the document.

62. Which document types are currently being scanned into SharePoint?

All documents scanned and stored in SharePoint are in a PDF format. Documents that are uploaded are Microsoft Office formats.

63. How many types of documents does the PGCB wish vendors to include as part of this project?
64. Could you please provide a list of the types of documents and the envisioned index values of each document type?
65. Does the PGCB intend to store electronic documents (eg WORD files) in the FileNet repository?

    The most common document types will be all of the Microsoft Office formats, most graphic files (such as but not limited to jpg, gif, png, tiff, bitmap, etc.), and PDFs

66. Does PGCB intend to have users specify additional index values for the documents than what is currently in SharePoint?

    Documents in SharePoint are not currently indexed. Task 3 of this project is to develop a classification system for the purposes of searching, indexing and retrieval

67. This question references the following language from the RFQ - II -1 Objectives paragraph 5 "As an interim solution, the PGCB has been scanning documents in a PDF format and storing them in SharePoint. All those documents must be converted to a searchable format and stored in the FileNet document repository." Please confirm that PGCB requires the converted files to be searchable via index metadata and not content searchable.
68. Please confirm that PGCB requires the converted files be to searchable via index metadata and not content searchable.

    It is the objective of the PGCB to be able to search all documents. It is up to each Contractor to propose their approach to providing that capability either by index metadata, content search, or any other method.

69. What business processes are you looking to support with automated workflows?
70. How many business processes will be implemented as workflows?
71. How many business processes (workflows) are envisioned for the Case Management portion of the project?
72. What is the scope of the Business Processes (Workflows) to be automated for case management? How many workflows are in the scope? What is the estimated complexity of these workflows?
73. From a high level view, how many different processes are there that need to be implemented through BPF?
74. Describe the scope of the case management solution. What is the volume and complexity of the case management workflows?
75. This question references the following language from the RFQ - II - 4 c. Task 8 …"An inventory of business processes will be developed…" Who is developing this inventory?

Task 8 is for the selected Contractor to work with the PGCB to build an inventory of business processes which will be prioritized by PGCB staff. Only those business practices that can be streamlined utilizing automated workflows will be considered in this Case Management project.

76. Will there be only a certain number of screens, reports, workflows?
77. How many steps are envisioned for each business process (workflow) within the Case Management portion of the project?
78. Please provide some information on the types of workflows to be developed in terms of number of process steps, external integrations, swim lane diagrams, or other information to help determine the level of effort required for the workflows.
79. Please provide any information you may have on the number of data items to be stored in the case record for the case management part of the implementation.

The number of screens, reports, data items, and workflows will be dependant on the inventory list of business practices and user requests developed in Task 8.

80. Although Phase III, Task 8 refers specifically to the analysis of workflows for case management, Phase I Task 1 is not limited to case management in terms of the analysis of current capabilities; therefore, are there other workflows outside of case management that are also included in scope in terms of the automation of workflows.

Phase 1, Task 1 refers to business processes as they relate to scanning and retrieval of documents. Some of that work will probably be used in Phase III, Task 8 to develop the inventory of business practices that could be improved with automated workflow.

81. How many retention schedules are there that need to be applied to records? What are the business/regulatory requirements for the Records Management?

Our records retention policies are in the process of being finalized. That is why incorporating those policies into this project is the last task (Phase IV, Task 12).

82. Is there an existing transactional system of record? What is it?

The PGCB has several applications that have been developed to track and process an applicant through licensing. These applications have been developed by the PGCB utilizing .NET front end with a SQL database.

83. What are the scope constraining factors?

As a new agency, the business processes are continually being developed and refined. The scope of this project is to bring together all of the PGCB content into a document imaging system and to automate business processes into a Case Management system. The PGCB does not want to work with a Contractor that will limit the scope so that every change or addition falls into a change in scope thereby increasing the project costs.

84. Is there now, or in near future, a need to do remote inspections or have this work in a disconnected mode?

Not sure this question. This system must be accessible from all PGCB offices that are connected to the CWOPA network. It is also the desire to provide access to this information through a secured website for staff access while traveling.

85. Are there looming changes that we should be aware of?
86. New laws, regulations or guidelines that will dictate changes to system?
87. Should the system be able to add new requirements for license types?

Although we would like to know what the future will be, we do not know what changes, if any, will happen in the next twelve months. As with all IT projects, there are always changes or enhancements that will be identified by the users during the project. To be the selected Contractor, you must be able to allow for these changes without adjustments to the costs.

88. Does the agency have a SOA initiative? Are there plans to use OCR/ICR technology now or in the future?

There is not a formal SOA initiative at this time. Some of the recent development by the PGCB has incorporated SOA. Plans to use OCR/ICR are dependant on the recommendations of the selected Contractor.

89. How much, if any, FileNet administration training will your staff need?
90. This question references the following language from the RFQ - II - 4 c. Task 11 "Educate the Information Technology Staff…" How many PGCB OIT Staff will need training?

The PGCB just selected and is now installing FileNet. We will need sufficient training for us to administer and provide ongoing support.

91. How many people must be trained as a part of this initiative?
92. Will only a certain number of initial users have access and be trained?
93. How many users need to be trained in Task 5, 10 and 11? Please classify these users by type.

94. This question reference the following language from the RFQ - II -4 b. Task 5 "Train Users. Train end users regarding scanning, indexing, validation, search and retrieval of new documents from the PGCB document repository. This includes providing a "train the trainers" for the PGCB to educate staff at all locations on document storage and retrieval." How many end users need to be trained?

95. How many trainers need to be trained?

96. This question references the following language from the RFQ - II - 4 c. Phase III Case Management … "This also includes user training, "train the trainer" and a knowledge transfer to the PGCB information technology staff for ongoing support and operations." and II - 4 c. Task 10 "Train users. Training users on the navigation and utilization of the Case Management System consists of end users training and a "train the trainer" approach for PGCB staff to train staff in all locations." How many users need to be trained? How many trainers need to be trained?

    As stated in the RFQ, the approach is to train the trainers so that the PGCB is self-sufficient. The number of individual will vary depending on the training subject matter.

97. This question references the following language from the RFQ - II -4 b. Task 5 "Train Users. Train end users regarding scanning, indexing, validation, search and retrieval of new documents from the PGCB document repository. This includes providing a "train the trainers" for the PGCB to educate staff at all locations on document storage and retrieval." Where will the training take place?

98. How many people can be trained at one time in these facilities?

99. Will PGCB provide training facilities that have equipment like the equipment the staff will be using?

100.   This question references the following language from the RFQ - II - 4 c. Task 11 "Educate the Information Technology Staff…" Will training facilities be provided? Will all of this training be done in Harrisburg?

101.   This question references the following language from the RFQ - II - 4 c. Phase III Case Management … "This also includes user training, "train the trainer" and a knowledge transfer to the PGCB information technology staff for ongoing support and operations." and II - 4 c. Task 10 "Train users. Training users on the navigation and utilization of the Case Management System consists of end users training and a "train the trainer" approach for PGCB staff to train staff in all locations." Where will the training take place? Will PGCB provide training facilities? Where will that training be done?

    The PGCB has a training room in its Harrisburg offices that can accommodate up to 28 people (not that it will be filled during the training). In addition, that room is equipped with video conferencing to include the four regional offices. The PGCB has systems that can be set up in the training room so that those being trained can have hands on experience.

102.   How many of those trained are PCGB trainers?
103.   Will the PGCB staff to be trained have prior FileNet Training or experience?

No one is train on FileNet. Some of the training requested is to train individuals to become PGCB FileNet and Case Management trainers.

104.   How many PGCB application developers will need training?
105.   This question references the following language from the RFQ - II - 4 b. Phase II Document Imaging. "The PGCB application developers will require training on how to link documents directly into the PGCB custom applications." How many PGCB application developers will need training and, given your understanding of the experience of these people do you picture the training to be a one day course of something more or less than that?
106.   This question references the following language from the RFQ - II - 4 Task 7 "Train PGCB Application Developers." How many PGCB application developers need to be trained? Will training facilities be provided?

Currently, the PGCB has two application developers and a web designer on staff that will need to be trained. There may be additional staff if needed. Training will be conducted onsite in the PGCB training room.

107.   Given your understanding of the experience of these people do you picture the training to be a one day course of something more or less than that?
108.   This question references the following language from the RFQ - II - 4 c. Task 11 "Educate the Information Technology Staff…" Given your understanding of the experience of these people do you picture the training to be a one day course of something more or less than that?

It has nothing to do with the experience of these individuals. It depends on the material to be covered, the structure of the training, and the training skills of the selected Contractor.

109.   This question references the following language from the RFQ - II - 4 Task 6 "Develop a Conversion Process for Existing PDF Files in SharePoint. ... and train PGCB staff on the process to import the documents to the PGCB document repository." How many PGCB staff needs to be trained?
110.   Will training facilities be provided?

There will be a minimum of eight (8) individuals trained on the conversion process. Training will be held in the training room located in the Harrisburg office.

111.   This question references the following language from the RFQ - II - 4 c. Phase III Case
        Management … "This also includes user training, "train the trainer" and a knowledge
        transfer to the PGCB information technology staff for ongoing support and operations." and
        II - 4 c. Task 10 "Train users. Training users on the navigation and utilization of the Case
        Management System consists of end users training and a "train the trainer" approach for
        PGCB staff to train staff in all locations." Will these trained trainers do any of the end user
        training or are they being trained to do continual training after the vendor's contract has
        ended?

        *The objective is to use the trained users to provide the staff end user training as part of this
        project. The selected Contractor will be responsible to make sure that those trainers are
        providing accurate and appropriate end user training. These trainers will then have the
        ongoing responsibility to provide all ongoing training after the selected Contractor's
        obligations have concluded.*