

APPENDIX A

sample

PROJECT REQUIREMENTS DOCUMENT

Business Name/Details/Contacts:

Date:

PROJECT REQUIREMENTS DOCUMENT

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1. BACKGROUND

1.1 The Organisation

The Victorian Casino and Gaming Authority (VCGA) regulates and monitors the operations of Victoria's gambling activities. The general framework for the regulation of gaming, casino and wagering activities within the State are set out in the following acts:

Gaming and Betting Act,
Gaming Machine Control Act,
Lotteries, Gaming and Betting Act.

The Authority was established by the Victorian Government to ensure that industries regulated under the above Acts develop without criminal influence or exploitation and are conducted honestly.

1.2 Reason for Need

The VCGA has seen the need for the development of in-house licensing operations data base. To this end data bases have been developed to assist in licensing and monitoring of special employees and licensing of venues. The functionality required of the new system will be similar to the existing system.

In line with the systems development strategic plan, the new software needs to be developed to run on a standardised corporate platform, Sun Spark Unix fileserver, utilising the corporate development tool set and database, Oracle Designer and Developer 2000 tool set and Oracle version 7 database.

2. SYSTEM REQUIREMENTS (THE END PRODUCT)

2.1 Client Business Area

The data base will be maintained by the Licensing branch. Data will be entered by registry staff with processing of applications being performed by licensing staff.

2.2 Application Type

The outputs required from the system will include screen reports and printed reports.

2.3 Specific Functional Requirements

At Appendix A is a detailed Function Point Count which may or may not accurately reflect the functionality required to be provided by the software to be developed. This document is included to provide a good feel for the type of functionality and the functional size of the delivered software. Some reports as specified in appendix A are no longer required reducing the final function count but it is envisaged that new reports might be needed.

The first phase of the development will be the specification of the actual functional requirements to be delivered.

The format by which this is to be specified is to be agreed by the Client and the Developer as part of contract negotiations.

2.4 Target Platform

Hardware - The server will be a Sun Spark 10 Unix fileserver and the clients IBM compatible PC's running Windows for Workgroups 3.11.

Software - The clients will run Oracle Forms 4.5 screens and Reports 2.5 reports.

CASE - The development will be carried out with the use of Oracle Developer 2000

Database - The clients will access the Oracle 7 database on the Sun utilising TCP/IP.

2.5 Delivery Date

The project will be required to deliver a software application accepted by the client into production no later than < *date* >. The penalty for late delivery will be 10% of final payment for each week after the delivery date.

2.6 Quality

We recognise that we cannot “inspect in” quality. We will therefore prefer Developers that work to the AS3563 standard and are accredited or in the process of accreditation, and whose usual quality of past work is acceptable to us.

2.7 Performance

Along with the functional requirements (2.3) the developer must specify the requirements in relation to transaction capacities, data volumes and response times. These must then be met as part by the production system prior to the Final Payment. A guide to VCGA expectations for system performance for a specific single record retrieval max 2 sec, a general record selects max 4 sec, committing a single transaction max 2 sec, on a 50,000 record file of medium complexity.

2.8 Deliverables

The following will be required to be delivered to the VCGA at the completion of the project in conjunction with the delivered software:

- User Manual
- Operations Manual
- System Documentation
- Oracle Developer 2000 documentation, modules, tables etc.

2.9 Ownership of Software

The VCGA will be the sole owner of the developed software. If you feel that it is not practical for VCGA to own all components of the development and run time environments such as libraries or software tools that you have developed, VCGA requires at least free and unrestricted lifetime rights to use and modify them. These rights would extend to any future outsourcing of VCGA.

2.10 Implementation Support

Please outline the level of training and support you plan to provide as part of this proposal.

2.11 Warranties

Please detail in you proposal any warranties that will apply to :

- the developed software
- other software making up the development or target environments.

2.12 On-going Maintenance

Although the maintenance phase is not part of this tender, please outline in your proposal if you would be prepared to support this application at the same \$ per function point rate as offered in the initial development or how you would otherwise be prepared to support this application.

3. PROJECT SPECIFICATION (THE PROCESS)

3.1 Project Duration

The development will commence as soon as possible after < *date* > and be completed no later than < *date* >.

3.2 Development Platform

The software will be developed on a IBM compatible PC utilising TCP/IP. Acceptance testing and implementation will be on VCGA standard PC and Sun Spart 10 fileserver.

3.3 Project Management, Direction and Responsibilities

Both the VCGA and the Developer will nominate Project Managers. These will be ultimately responsible to identify and resolve issues likely to impact the efficiency of the development on a day-to-day basis. These people will communicate on a regular pre-planned basis.

Once per fortnight the Developer will report to a Steering Committee on the progress and any project related issues. This report will use a set format and venue and the meeting should take around thirty but no longer than forty-five minutes.

The VCGA will nominate a *Project Assigned Client* who will be available to answer all questions and to input the business perspective and client needs during this development as is required.

3.4 Methodology

The project management approach to be followed by the VGCA during this project will be southernSCOPE. Details and supporting documentation for this method may be downloaded from the Victorian Government web site www.mmv.vic.gov.au.

The VGCA has no requirement that the developer use a specific development methodology. In your proposal you must specify the methodology you intend to use, the milestones and deliverables of that methodology and the timing and roles that VCGA staff would be required to play. These must comply with milestones of the southernSCOPE method.

It is imperative that the proposed methodology comprises a phase of high quality analysis which will determine the specific client requirements of the software to be delivered and will deliver those components specified in 2.8 and 3.6.

3.5 Scope Control

Separate Function Point Counts will be carried out by an independent organisation (the 'Scope Manager') at the following project stages:

- At the completion of the Functional Requirements Document (known as the 'Baseline Function Point Count')
 - for the purpose of determining the agreed size and specific functionality to be delivered
- Following implementation
 - to determine the functionality which was actually delivered to production.

Note: The cost of engaging the Scope Manager conducting the Function Point Counts will be borne by VCGA.

From the completion of the Functional Requirements Documents to the completion of the project a log will be kept of all changes to the requirements as requested by the Client. These changes will be part of the standard reporting to the Steering Committee and will be used to determine the total project cost using the following method of calculation:

Any change required by the Customer to agreed requirements after the Baseline Function Point Count is completed will incur cost variations to the Customer calculated on the basis of an agreed process.

<Refer to Section 4.4 of the southernSCOPE Reference Manual for additional guidance.>

3.6 Project Milestones

The following major milestones will be used to ensure the project is on track

- Delivery of Functional Requirements
- Delivery of Software to Acceptance Testing
- Agreement of Issues Resolved /Unresolved Following Acceptance Testing
- Implementation of Software into Production Environment

- Final Payment Determination.

3.7 Work Environment Provided

If required by the Developer the VCGA will provide the following:

- Office accommodation for 3 staff.
- Oracle v 7 on a Sun Spark Unix fileserver.

3.8 Acceptance Testing of Delivered Software

The following steps will be followed in relation to client Acceptance Testing

Step-1: The Developer Project Manager will formally advise the VCGA Project Manager that, in his/her opinion the software has been successfully completed.

Step-2: The Client representative/s conducts acceptance testing to confirm that the product meets specifications

Step-3: The VCGA Project Manager formally advises the Developer Project Manager of the shortcomings VCGA believe exist

Step-4: The product is modified to the satisfaction of both parties

3.9 Acceptance of Other Deliverable's

All deliverables will be clearly depicted in the project schedule submitted by the Developer. One week prior to having a deliverable ready the Development PM will advise the VCGA Project Manager. At the agreed time the VCGA Project Manager will take delivery and immediately arrange a formal review of the deliverable. By an agreed time the VCGA Project Manager will submit a list of any shortcomings with the deliverable to the Developer Project Manager for rectification.

4. PROPOSAL REQUIREMENTS

4.1 Content of Proposals

Any interested party (the Developer) should submit a proposal which will include:

1. A Company Profile of the primary company involved,
2. CVs for all the employees who would be proposed for the development,
3. A list of Site References where the Developer has successfully completed similar developments. Also confirmation that you are happy to co-operate in several reference checks and/or site visits of part of the selection process,
4. A fixed statement of the cost in Australian dollars that you are prepared to deliver each function point of delivered software (eg. "\$x" per function point) with associated deliverable's,
5. A statement that you understand and agree to the proposed costing and payment arrangements,
6. A statement that you understand and agree to VCGA probity requirements,
7. What you would plan to deliver in relation to issues raised at Part 2 above,
8. How you would plan to address the issues raised in Part 3 and
9. Any concerns or suggestions you may have in relation to this development.

4.2 Closing Date

The closing date for proposals will be 4 pm on < date >.

4.3 Address for Lodging Proposals

All proposals should be submitted to:

<Name and Address>

4.4 Information Session

As this approach to software development may not be well known to potential tenderers, should there be sufficient interest an information session will be held prior to the closing of tenders to provide information of the approach, the need for the software and other general issues. Details of this meeting are < *time, date and place* >. Full information and supporting documentation of the southernSCOPE method may be obtained from the Victorian government web site (www.mmv.vic.gov.au).

4.4 Further Enquires

For further information or clarification of any matter please contact: < *details of contact person* >

5. SELECTION PROCESS

Based upon the most competitive cost bid (\$ per function point) the responses received will be short listed.

Preliminary evaluation will then take place to shortlist the most suitable tenderers based upon such factors as:

- the tendered cost per function point
- ability of the developer to deliver as planned (similar assignments and client referees)
- the developers past productivity (on a \$ per function point basis)
- quality of the products which will be delivered
- the developers quality accreditation status
- the developers methodology and project management approach
- ability to support the application in the future (if required).

The short-listed tenders will then be asked to submit a detailed project plan and to address any issues with which the selection panel may have concerns. After individual negotiations with the short-listed tenders a selection will be made and a contract drafted.

The decision is subject to the selected developer submitting to and passing all probity and police checks, finger printing of proposed employees and signing of confidentiality agreements. The < *organisation* > also reserves the right not to proceed with the project or be bound to select the lowest bid.

6. TERMS OF PAYMENT

6.1 First Payment

Based upon the contract price of delivery per Function Point and the agreed size of the required functionality as specified in the Functional Requirements Document, 25% of the project cost will be paid upon delivery of the Functional Requirements Document.

6.2 Second Payment

Based upon the same factors a further 35% will be delivered when the developed software is delivered to the clients for acceptance testing.

6.3 Third Payment

Again, based upon the same factors, a further 20% will be made when the software is placed into production.

6.4 Final Payment

Final payment will be made at the cessation of the warranty period. The amount of this payment will be based upon the size of the functionality actually placed into production and calculated using the contract price of delivery per function point with adjustments made for:

- payments previously made
- changes to the scope as specified in 3.5 above.

7. CONTRACT

When the terms of delivery have been negotiated with the successful tendered a Contract will be drafted to reflect the agreement.

8. DISPUTE SETTLEMENT

If the parties cannot agree upon the resolution of any matter concerning deliverables the matter will be put to an independent expert acceptable to both parties whose decisions will be fully binding upon both parties. Both parties will share equally in any costs in engaging the arbitrator.