

Exhibit A SCOPE OF WORK IMPLEMENTATION of eDISCOVERY SOLUTION

1. General Information

- 1.1. Scope of Work (SOW). This Scope of Work defines the services and deliverables (the Project) to be completed for the successful implementation of the eDiscovery solution. This SOW also provides the background information and Software and Technical Requirements for the eDiscovery solution.
- 1.2. System Overview. The eDiscovery Software and Technical requirements (Exhibit B), provides a description of the system structure and major system components essential to its implementation.
- 1.3. Assumptions and Constraints. The following additional assumptions and constraints apply to the implementation of the eDiscovery solution:

- Contractor will install, configure, and validate the Ringtail software suite only;
- Contractor will install and configure Ringtail in two environments, a ten-user test environment and a fifty-user production environment;
- Test environment includes Ringtail Server Suite and Ringtail Predictive Coding, and excludes Ringtail Processing worker;
- DOJ will perform recommended infrastructure and pre-requisite software installation, setup and configuration, prior to Contractor commencing the Ringtail implementation work;
- Contractor will include in their pricing two (2) all-inclusive onsite implementation trips that will be determined and scheduled by both parties. Each trip shall be a minimum of two days onsite and shall be all inclusive of any travel expenses including travel time, transportation, lodging and meals.
- Any Contractor assistance for work outside of the scope of work identified herein (such as assistance with SQL Server or additional environment upgrade necessary for the proper installation and implementation) shall be follow the change control process described in the Master Contract.

1.4. Definitions

Workflow means the flow of data through Ringtail and the business processes surrounding the data flow. This includes processes and best practices for managing data in Ringtail, documentation of those processes and best practices, template forms and databases related to use of Ringtail, and roles and responsibilities that support the use of Ringtail.

UAT – User Acceptance Testing means a formal testing process, usually the last formal phase of software testing process conducted before go-live, where actual software users test the software to determine whether a system satisfies the acceptance criteria with respect to user needs, requirements, business processes and contract specifications.

Final System Acceptance - shall be completed 90 days after from the Go-Live date. Final System Acceptance shall be considered complete when all system technical and functional specifications, features and workflows are validated to perform in accordance with Contract specifications, performance requirements, Final System Acceptance Checklist and all applicable Contract documents.

2. Implementation Management

- 2.1. Implementation Schedule. The Project assumes a six month implementation schedule from Project Kick-off to Project Closure.
- 2.2. Pricing and Payment. Pricing and payment shall be in accordance with the Contract Pricing and Payment Schedule.
- 2.3. Implementation Approach. The Scope of Work (SOW) described in this Exhibit specifies the professional services for the installation, implementation, testing and acceptance of the system. This SOW describes the methodology and phases tied to specific Milestones/Deliverables that will serve as the basis for payments for

this project. Upon completion of a Milestone/Deliverable, the parties shall follow the acceptance process in accordance with this SOW, Pricing and Payment Schedule and other applicable requirements included in documents that comprise the Contract.

3. Contract Administration and Project Management

3.1. Project Management – Mutual Responsibilities

- 3.1.1. The DOJ and the Contractor shall each designate a Project Manager who will perform specific contract oversight and project management functions for the duration of the contract.
- 3.1.2. The DOJ and the Contractor shall establish regular meetings and shall meet as often as deemed necessary, to evaluate contract performance and operations for the purpose of maintaining high quality standards for service implementation. Such meetings shall stipulate necessary action steps to be taken by the Contractor and/or the DOJ in order to meet and improve contract efficiencies and standards.

3.2. Contractor Responsibilities

- 3.2.1. The Contractor shall provide a contract manager/administrator to administer the contractual terms and operations for the contract.
- 3.2.2. The Contractor's Project Manager and lead consultants shall report to DOJ's Project Manager within the project's governance structure.
- 3.2.3. The Contractor's manager shall cooperate with the DOJ's program manager on all activities and events related to the administration of the contract. DOJ's program manager shall be copied on all notices, requests, and other formal communication under this contract.
- 3.2.4. The Contractor shall be responsible for coordinating the project tasks, including, but not limited to:
 - Developing and managing the project plan
 - Scheduling activities, activity duration, sequencing and dependencies
 - Completion of each task
 - Monitoring progress and completion of milestones
 - Ensuring accuracy of accounting tasks

3.3. DOJ Responsibilities

- 3.3.1. DOJ shall designate in writing a person to act as the DOJ's Project Manager with respect to the work to be performed under this Agreement.
- 3.3.2. The DOJ Project Manager shall direct the overall contract oversight as well as management and executive functions for the contract.
- 3.3.3. The DOJ and its designated representatives shall have the authority to relay instructions, approve the execution of the proposed work tasks, receive information, determine the percent of earned values based on work accomplishments, and express DOJ's policies and decisions. The Contractor shall be aware that DOJ reserves the right to eliminate any portion of work that it deems unnecessary prior to and during the course of the project.
- 3.3.4. DOJ shall make available to the Contractor information in the DOJ's possession, which it believes is pertinent to the Project.
- 3.3.5. DOJ shall make all reasonable efforts to provide access to, and provision for the Contractor, or the Contractor's subContractors, sub-consultants, and sub-vendors, to enter upon public and private lands as required to perform the work under this Agreement.
- 3.3.6. DOJ shall examine all studies, reports, sketches, estimates, specifications, drawings, proposals and other documents presented by the Contractor and shall render in writing decisions pertaining thereto within a reasonable time so as not to delay the work of the Contractor.
- 3.3.7. DOJ shall give prompt notice to the Contractor whenever DOJ observes or otherwise becomes, aware of any defect in the project.

- 3.3.8. DOJ may, at its discretion, and to the extent determined necessary by DOJ, evaluate the Contractor's and Contractor's subContractors, sub-consultants' or sub-vendors' performance. Timeliness in meeting the project schedule and the overall relationship with the Contractor are factors that will be considered in the Contractor's performance rating. An unfavorable performance rating shall be a factor when future assignments are being considered.
- 3.3.9. DOJ makes no representation or warranty of any nature whatsoever as to the accuracy of information or documentation provided by the DOJ to Contractor, which were generated or provided by third parties.
- 3.3.10. DOJ reserves the right to conduct audits, (on-site or otherwise) of the Contractor's records for the purpose of verifying deliverables and contract compliance.

4. Scope of Work

This SOW is provided as a blueprint for the eDiscovery implementation and includes phasing recommendations and milestones tied to specific tasks/deliverables that are envisioned by DOJ to be appropriate for the size and complexity of the project. The final SOW may be modified and organized alternatively if deemed by DOJ to be in its best interest. Any modifications to the SOW shall be made such that the intended goals and outcomes for each of the phases are achieved and addressed to the satisfaction of DOJ.

SCOPE OF WORK	
MILESTONES, TASKS AND DELIVERABLES	
1.0	PLAN Contractor shall develop a plan that will include the following deliverables:
1.1.	Project Kickoff Meeting – to be conducted within two weeks of effective date or as agreed upon by both parties in the contract.
1.2.	Project Plan <ol style="list-style-type: none"> a. Assist DOJ in preparing the implementation environment, technical team and users for the Ringtail deployment. b. Provide guidance on size and design of the Ringtail infrastructure, software prerequisites and recommended environment configuration, as well as validate that the environment is properly readied for the implementation. The infrastructure will be designed and configured to meet DOJ's specific business needs and technical requirements, including, if applicable, access by external users. c. Prepare for training and first use consulting, including preparation of custom training curriculum, if required.
1.3.	Integrated Management Plan <ol style="list-style-type: none"> a. Create and follow a shared integrated management project plan. b. Plan shall include anticipated reports for managing the project to ensure that the contract is completed on time, within budget and meets all functional requirements. c. Provide and maintain a shared project decision, risks, issues, future release configuration log or build tracker
1.4.	Communications Plan <ol style="list-style-type: none"> a. Plan shall include development, documentation, storage, transmission and disposal of project information
1.5.	Project Schedule <ol style="list-style-type: none"> a. A timetable that depicts major milestones as well as tasks and deliverables starting from the date of contract execution through completion of go-live date.
1.6.	Staffing Plan <ol style="list-style-type: none"> a. Identify resource assignments and Contractor commitment levels to meet the target completion date.

	<ul style="list-style-type: none"> b. Identify Contractor vs. DOJ responsibilities and tasks. c. Identify Contractor person for helpdesk, go-to and escalation issues. d. Identify expected resource needs from DOJ during each phase.
1.7.	Escalation Plan <ul style="list-style-type: none"> a. Identify and document escalation paths.
1.8.	Accounting Procedures <ul style="list-style-type: none"> a. Identify the proposed methods for providing documentation for audit purposes, including staff responsible for overseeing all costs that are charged to the State under the contract.
1.9.	Assumptions <ul style="list-style-type: none"> a. State all vendor's assumptions or constraints with regard to the proposed solution and overall project management.
1.10.	Reference Customer <ul style="list-style-type: none"> a. Identify at least 1 reference customer contact for best practice sharing prior to the start of implementation.
1.11.	Acceptance of Project Plan <ul style="list-style-type: none"> a. DLS understands and has documentation for the way work will be managed and completed using Ringtail. b. All stakeholders have a shared understanding of the timeline, cost, scope and quality of the eDiscovery project.
2.0	BUILD, DESIGN and INSTALL Contractor shall ensure that DOJ requirements for a fully functioning Ringtail system is built, designed and installed in accordance with Contract specifications. Contractor shall provide the following deliverables:
2.1.	Baseline Definition, Gap Analysis <ul style="list-style-type: none"> a. Prior to commencing the installation, the Contractor will analyze, configure, document and verify that all baseline definitions and gaps, workflows, security and architecture design and interface requirements are prepared and configured to ensure successful implementation.
2.2.	Software, Hardware and Infrastructure Analysis <ul style="list-style-type: none"> a. Contractor shall verify that all pre-requisite software has been installed and configured properly. Contractor shall verify that all necessary hardware and infrastructure is in place to ensure successful implementation. The Contractor will assist with the installation of all necessary components of the software, perform functionality testing, and assist with deployment to end-users. The DOJ technical staff will work side-by-side with the consultant during this phase to gain knowledge of the implementation process and have a good understanding of the system setup and configuration.
2.3.	Workflow Analysis <ul style="list-style-type: none"> a. Contractor shall work with the DOJ Technical Team to review existing business processes and goals. b. Contractor will design, develop and document Ringtail workflows, best practices and documentation to complement those business processes and goals in visual diagrams with explanatory text. c. This can include drafting and creation of, as well as updating of existing, workflow documentation, best practice recommendations, template forms and documentation, and template cases. The workflow consulting shall cover any and all phases of the case lifecycle, including, but not limited to, initial case creation, setup of user access and permissions, loading of data and initiation of document review.
2.4.	Definition of Business Goals and Requirements: <ul style="list-style-type: none"> a. Contractor shall gather information related to DOJ's business goals, existing processes, roles and responsibilities, and pain points related to case management. This may include understanding of

	<p>business goals and needs outside of Ringtail, to better help Contractor develop Ringtail processes that support the business goals effectively.</p> <p>b. Contractor will meet with key stakeholders from all business roles – lawyers, paralegals, litigation support and IT, if needed - to gather detailed business requirements, goals and needs to ensure Contractor and Client are working in tandem.</p> <p>c. Contractor will document existing processes, pain points and business goals then validate with Client before moving forward.</p> <p>d. The final result will be a project plan that outlines the direction of the work and the tasks that will be required by each party to achieve successful completion.</p>
2.5.	<p>Design and Development:</p> <p>a. This phase will focus on designing, developing, drafting and reviewing Ringtail roles and responsibilities, and documentation using the DOJ workflow model, processes and best practices as recommended by Contractor. If existing workflows and documentation exist, Contractor will leverage those, to the extent possible and appropriate, as starting points for their work.</p> <p>b. Contractor shall:</p> <ul style="list-style-type: none"> • Provide a user role definition document • Provide a report registry and data dictionary • Track and document chain of custody for data flow through Ringtail • Provide template registry that captures coding and review forms. <p>c. The workflow model can include but not be limited to:</p> <ul style="list-style-type: none"> • Documented data flow model and diagram • Documented Ringtail user roles and responsibilities • Template database configuration, including coding forms, review forms and standard Cubes • Data ingestion strategies, including related documentation to track chain of custody and status reports • Recommendations for data review and analysis strategies that leverage Ringtail functionality to its full potential, including reporting strategies • Recommendations for case strategy development and preparing for presentations, such as depositions and hearings, using Ringtail.
2.6.	<p>Validation:</p> <p>a. Contractor will work with DOJ to test and validate the established workflow and supporting documentation using Ringtail and DOJ data.</p> <p>b. Validation will include review of documentation, beta testing of work and data flow processes, and evaluation of each phase of the technology process. Should changes be required to the workflow design and documentation, re-validation will take place once the changes have been incorporated into the workflows and documentation. Validation is a critical component of the work, as it ensures each phase of the work meets the business needs and fits seamlessly within the larger business and technology workflows.</p>
2.7.	<p>Knowledge Transfer</p> <p>a. This phase will focus on rolling out to DOJ the workflow with related documentation, forms and templates. Contractor will work with Client to socialize the workflow and identify areas of improvement, if any. This can include transferring workflow practices and procedures to Client's Ringtail users and assisting in supporting users in their day-to-day use of Ringtail with focus on consistency and uniformity in application of the workflow and associated best practices.</p>
2.8.	<p>Deliverables</p> <p>a. Contractor can work with DOJ to deliver the following documentation:</p> <ul style="list-style-type: none"> • Documented data flow model and diagram; • Documented user roles and responsibilities;

	<ul style="list-style-type: none"> • Template database models, including coding forms, review forms and • Data ingestion strategies, including related documentation to track chain of custody and status reports; • Recommendations for review strategies that leverage Ringtail functionality to its full potential, including reporting strategies; and, • Recommendations for case strategy development and preparing for presentations, such as depositions and hearings, using Ringtail.
2.9.	<p>Review of Information Security and Architecture Design</p> <p>a. At a minimum, the Department of Justice (DOJ) Chief Information Security Officer will review architecture design prior to installation, and again prior to go-live if there have been changes.</p>
2.10.	<p>Install , Configure, Build and Validate Software</p> <p>a. Contractor shall Install, configure and validate Ringtail software with both DOJ and Contractor verification and sign-off prior to the start of UAT.</p>
2.11.	<p>DOJ Acceptance - Build, Design and Install Sign-off</p> <p>a. The Ringtail Build, Design and Install Deliverables have been completed and accepted to the satisfaction of DOJ.</p> <p>b. The Ringtail Build, Design and Install implementation will meet DOJ security standards.</p> <p>c. DLS workflows align with recommendations and best practice from software publisher to take advantage of the Ringtail functionality. Unique or special workflows are approved through DLS leadership, documented, and the DLS and Bureau of Computing Services (BCS) teams understand the impacts of maintaining these unique workflows.</p> <p>d. The implementation of Ringtail will improve review quality and reduce review time.</p>
3.0	TRAIN
3.1.	<p>Training Plan</p> <p>a. Contractor shall develop and deliver a training plan that will ensure that training is delivered in the most effective manner so that users master skills as needed. This may include delivery of training in shorter, more focused sessions, segmenting of training by level and user role to ensure maximum productivity for student groups and to train students on the functionality they will be using.</p> <p>b. Training may be delivered remotely using web- and tele-conferencing technology. To ensure maximum productivity and success, each session shall accommodate up to twelve (12) participants, unless otherwise specified.</p> <p>c. Training shall be flexible and customizable to suit your specific business model and workflows, as well as to incorporate best practice recommendations in the training course.</p>
3.2.	<p>Training Materials</p> <p>a. Contractor shall develop and deliver training materials to support onboarding of new staff or role changes.</p> <p>b. Contractor shall deliver System and Application Administrator Manuals and all system documentation.</p>
3.3.	<p>Training Courses</p> <p>Following are the contemplated training courses for on-boarding:</p> <p>a. Reviewer Training is designed for lawyers and paralegals that perform data review and analysis; prepare for production, case or deposition; and oversee document reviews. This course will focus on functionality that will facilitate efficient and accurate search, review, search and analysis of data, as well as general reporting and quality control functionality.</p> <ul style="list-style-type: none"> • Contractor will deliver up to eighteen (18) hours of Reviewer training. Reviewer consists of Reviewer I (basic, 2 hours) and Reviewer II (advanced, 6 hours) topics. The course can accommodate up to twenty (20) participants per session.

	<p>b. Case Manager Training is designed for lawyers, paralegals or litigation support with responsibility for set-up, creation and management of technology aspects of reviews; database configuration, creation and set-up; team assignments and user permission allocation; creating productions; and data and transcript ingestion and upload of transcripts. These individuals also collaborate with the reviewers to advise on technology strategies to achieve substantive objectives in Ringtail. This course focuses on training on functionality needed to enable case managers to support reviewers as they use Ringtail to complete document search, review and analysis and to report on review progress and statistics.</p> <ul style="list-style-type: none"> Case Manager training will consist of one session of up to fourteen (14) hours broken into 2-3 hour Webinars. <p>c. Ringtail Administrator/Configuration Training is suited for application administrators and litigation support that are responsible for administration, management and maintenance of the Ringtail environment. The training course focuses on functionality required to setup cases, assign permissions, ingest and export data, and generally manage the Ringtail environment. Litigation support will essentially be trained to be Ringtail administrators with responsibility for enabling end users' successful use of the tool.</p> <ul style="list-style-type: none"> Ringtail Administrator Training will consist of one 3-hour Webinar. A minimum of 2 people have completed Ringtail configuration training. <p>d. Data Processor Training is designed for those users who will stage, process, and ingest electronically stored information (ESI) data into Ringtail. The course focuses on Ringtail functionality to stage, process and ingest data using the Ringtail integrated processing module. Topics will include: understanding and defining ingestions requirements, criteria and settings, such as de-duplication, suppression, filtering and organizational options; managing and resolving errors and exceptions; managing the processing queue effectively; and, generating reports to manage project progress. At the conclusion of the training an attendee will be able to stage, process, ingest and prepare for review ESI using Ringtail Processing. Data Processor training will consist of one 3-4-hour Webinar.</p> <p>e. Predictive Coding Training focuses on delivering the knowledge needed to leverage Ringtail Predictive Coding functionality to its full potential and to make informed review and data analysis decisions. The training covers end-to-end Predictive Coding functionality to ensure your team has a complete understanding of how to leverage this Ringtail module. The training will include strategies for achieving optimum results, determining the best next course of action in the process, evaluating when to use Predictive Coding, and best practices for the usage and application of this functionality.</p> <p>Predictive Coding training will consist of one session of up to six (6) hours delivered in two 3-hour Webinars.</p>
3.4.	<p>User Acceptance Training</p> <p>Prior to the start of user acceptance testing, users will have completed user acceptance training.</p> <p>a. UAT Tester training is targeted training focused on functionality that will be validated by those performing User Acceptance Testing. This training will be aligned with the UAT test plan that is developed with DOJ and designed to enable execution against the plan.</p> <p>b. UAT Tester training will consist of one session of up to sixteen (16) hours broken into 2-3 hour Webinars.</p>
3.5.	<p>Technical Knowledge Transfer</p> <p>Contractor will deliver to the DOJ technical team training to expand on the knowledge learned during the Software Installation phase described above. The training will include a deep-dive into the Ringtail architecture and your specific configuration, including how to best manage, administer and monitor the Ringtail environment. The Contractor technical engineer will include in the training best practices and strategies for troubleshooting Ringtail issues, should any arise.</p>
3.6.	<p>DOJ Acceptance – Training Sign-off</p> <p>a. All Training Deliverables have been completed and accepted to the satisfaction of DOJ.</p> <p>b. All users have completed necessary training for Ringtail and can work within the tools available to them.</p>

	c. DLS and BCS technical support teams understand basic and advanced configuration options for Ringtail and can work within the tools available to them to optimize the software for DLS.
4.0	TEST
	a. Contractor shall incorporate a comprehensive testing approach to ensure that all system functionality and features of the Ringtail Solution meet <i>contract specifications</i> ? Contractor shall provide the following deliverables:
4.1.	<p>UAT Test Management Plan</p> <p>a. Contractor will develop and deliver a UAT Test Management Plan that will describe how the Contractor and DOJ will verify that the product meets the functionality requirements identified in Contract Specifications.</p> <p>b. Contractor will work with DOJ technical team to design and develop a UAT test plan to validate Ringtail functionality and performance within DOJ's UAT and production environments. During the UAT testing, Contractor will support DOJ testers' efforts and assist with troubleshooting and resolution of any questions, issues or concerns that may arise. During the UAT testing, Contractor will provide DOJ with a template UAT results and issue tracking report.</p>
4.2.	<p>User Acceptance Pilot / Test Production Environment</p> <p>a. Contractor will develop in partnership with DOJ a User Acceptance Testing plan that will include provisions for:</p> <ul style="list-style-type: none"> • System Testing • Security Testing • Performance Testing • Interface Testing • Regression Testing, if applicable. <p>b. Contractor will develop in partnership with DOJ, a Pilot/Test Production Environment that will be used to validate:</p> <ul style="list-style-type: none"> • all the functionalities defined in Exhibit B, Software and Technical Requirements and • workflows defined in B.2, Workflow Analysis <p>c. Prior to the start of user acceptance testing, users will have completed user acceptance training.</p> <p>d. DLS-identified use cases will be completed in Ringtail prior to go-live and evaluated for optimization of workflow or configuration, and to identify potential knowledge gaps with staff.</p>
4.3.	<p>DOJ Acceptance - Testing Sign-off</p> <p>a. Contractor shall develop in partnership with DOJ, a User Acceptance Sign-Off document that will document at a minimum the following:</p> <ul style="list-style-type: none"> • User Acceptance Checklist of Completed Deliverables • Test Results Attached • Outstanding issues with resolution plans attached <p>b. The Ringtail Test/Pilot Environment will meet DOJ security standards.</p> <p>c. The Ringtail Test/Pilot implementation will meet DOJ technical standards and workflows</p> <p>d. At the completion of the testing, Ringtail 8 and all purchased modules as applicable, will be fully installed, functional and ready for use.</p>
5.0	GO-LIVE, SYSTEM REVIEW AND FINAL SYSTEM ACCEPTANCE
5.1.	<p>Go-Live Checklist</p> <p>Contractor shall develop in partnership with DOJ, a Go-Live Checklist that will:</p> <p>Include a list of actions to be performed and validated to successfully launch a site Live.</p> <p>Provide the DOJ Technical Team, Users, and Support Teams with an effective way to manage possible risks and issues during the site development and go-live phases of the eDiscovery implementation project.</p> <p>Ensure that prerequisites for go-live transition are completed:</p> <p>UAT completed</p>

	End users and administrators trained Content loaded
5.2.	Launch Go Live
5.3.	Baseline Quality Review <ol style="list-style-type: none"> Baseline metrics of review quality will be (a) developed and (b) captured with Contractor assistance at defined intervals a minimum of 2 times post-live with Contractor assistance.
5.4.	Baseline Time Review <ol style="list-style-type: none"> Metrics of review time will be (a) developed and (b) captured at defined intervals a minimum of 2 times post-live.
5.5.	Security and Architecture Design Review <ol style="list-style-type: none"> At a minimum, the Department of Justice (DOJ) Chief Information Security Officer will review architecture design prior to implementation, and again prior to go-live if there have been changes.
5.6.	Joint Review of Compliance with Project Requirements <ol style="list-style-type: none"> agreement on resolution or planned resolution for all open issues found during all phases of testing and go-live; and sign-off on a deployment and post-production support plan
5.7.	Post-live Survey <ol style="list-style-type: none"> A 90-day post-live survey will be completed to evaluate user acceptance of Ringtail and identify potential knowledge or training gaps.
5.8.	Documentation <ol style="list-style-type: none"> At the completion of the implementation, your company will receive an Implementation Binder that details the as-built Ringtail system and supporting infrastructure as well as System and Application Administrator Manuals. The Binder will be provided to DOJ for DOJ's records and a copy maintained by Contractor for future reference.
5.9.	First Use Assistance <ol style="list-style-type: none"> A consultant specializing in product use consulting will work with your team to support their initial use of Ringtail and add-on modules, such as applying Predictive Coding to live cases. This can include, but not be limited to, initial case creation, setup of user access and permissions, loading and processing of data, and initiation of document review and analysis. The support provided can cover any and all phases of the case lifecycle, time permitting. As your staff begins to use Ringtail products, the consultant will provide guidance and assist with questions as they arise. During this phase, the consultant will provide process and workflow recommendations, as well as deliver best practice advice to Ringtail end-users and application administrators. This phase will complement training and transfer our knowledge and expertise to your team with the goal of making you self-sufficient and successful. Contractor will deliver up to thirty-two (32) hours of remote First Use Assistance using tele- and Web-conferencing technology.
5.10.	Support <ol style="list-style-type: none"> Software maintenance, technical and customer support shall be provided during the SOW implementation and continue to be provided for the duration of the contract.
5.11.	Final System Acceptance – Sign Off Checklist <ol style="list-style-type: none"> Contractor shall develop in partnership with DOJ, a Final System Acceptance Sign-Off Checklist that will document the measures for DOJ to consider the project successful. At a minimum, the document shall include: <ol style="list-style-type: none"> User Acceptance Checklist of All Completed Deliverables Test Results of system functionalities are attached Outstanding issues with resolution plans are attached

	<ul style="list-style-type: none">• Completed documentation for Ringtail workflows• DLS workflows align with recommendations and best practices for the use of Ringtail• All staff that support eDiscovery are comfortable completing their work with Ringtail.• DLS and BCS technical support teams understand basic and advanced configuration options for Ringtail and can work within the tools available to them to optimize the software for DLS.• The implementation of Ringtail will improve review quality and reduce review time.• The Ringtail implementation will meet DOJ technical standards.• All stakeholders have a shared understanding of the timeline, cost, scope and quality of the eDiscovery project. <p>b. “Final System Acceptance” shall be completed 90 days after from the Go-Live date. Final System Acceptance shall be considered complete when all system technical and functional specifications, features and workflows are validated to perform in accordance with Contract specifications, performance requirements, Final System Acceptance Checklist and all applicable Contract documents.</p>
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