**Service Timelines**

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| **Services** | **Year 1** | **Year 2** | **Year 3** |
| **Policy and Planning Services** |
| OESC01PP01 Need and Gap Analysis |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC01PP02 Data Collection Analysis |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC01PP03 Policy Development |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC01PP04 Project Scoping |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC01PP05 Strategic Planning |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC01PP06 Architecture Design |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC01PP07 Project Management |  |  |  |  |  |  |  |  |  |  |  |  |
| **Implementation Services** |
| OESC03IS01 Installation and Configuration  |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC03IS02 Migrate Data Transactions |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC03IS03 Migrate Data Warehouse |  |  |  |  |  |  |  |  |  |  |  |  |
| **Support Services** |
| OESC04SS01 Annual Cloud Hosting |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC04SS02 Annual Support |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC04SS03 Local Support |  |  |  |  |  |  |  |  |  |  |  |  |
| **Training Services** |
| OESC07TS01 Professional Training Course |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC07TS02 Administrator Training Course |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC07TS03 Analyst Training Course |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC07TS04 Trainer Training Course |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC07TS05 Advanced Lab Training Course |  |  |  |  |  |  |  |  |  |  |  |  |
| **Analytical Services** |
| OESC02AS01 Business Intelligence |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC02AS02 Monitoring and Evaluation |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC02AS03 Interactive Dashboards |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC02AS04 Data Profiles |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC02AS05 Report Publication |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC02AS06 Simulation Modeling |  |  |  |  |  |  |  |  |  |  |  |  |
| **Ad Hoc Services** |
| OESC05AH01 Data Entry Services |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC05AH02 Data Quality Assurance |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC05AH03 GIS Mapping Services |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC05AH04 Language Translation Services |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC05AH05 System Integration Services |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC05AH06 Indicator Development |  |  |  |  |  |  |  |  |  |  |  |  |

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|  | Recommended |  | Optional |

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| **Services** | **Year 1** | **Year 2** | **Year 3** |
| **Software Development Services** |
| OESC06SD01 Custom Reports |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC06SD02 Mobile Application |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC06SD03 Module Customization |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC06SD04 New Feature |  |  |  |  |  |  |  |  |  |  |  |  |
| **Advocacy Materials** |
| OESC08AM01 Brochure |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC08AM02 CD-ROM |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC08AM03 Poster |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC08AM04 USB Drive |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC08AM05 Video |  |  |  |  |  |  |  |  |  |  |  |  |
| OESC08AM06 Website |  |  |  |  |  |  |  |  |  |  |  |  |

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|  | Recommended |  | Optional |