

Revision History

Date	Description of Changes	Author
10 JUL 2024	Initial Draft	Mel Brothers
	Review and edits	
	Final Draft - Incorporating changes from peer review.	

Implementation Support Services

Statement of Work (SOW) for Financial Reporting System Implementation – Implementation Support (Post Go-Live)

Statement of Work (SOW)

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Statement of Work for Archer, Clay, and Montague District Courts – Implementation Support (Post Go-Live)

11/19/2020 10:58:00 AM

<ul style="list-style-type: none">• Archer, Clay, and Montague District Court (97th Judicial District Court,• Archer, Clay, and Montague Office of the District Attorney)
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As with the initial software implementation, leadership involvement is extremely important for ensuring that the project is on schedule, on budget, and quality is maintained.

In line with our experience with similar projects, below we will expand upon the general roles expected for the Client team, along with a suggested composition of resources for the specified group or individual.

Client Project Manager - This individual will serve as the primary and central point of contact for Client that will work closely with the Tyler Technologies Project Manager, and will be liaison between Tyler, and the Consultants. This individual will also represent the interests of all the Client stakeholders. Further information on the responsibilities of this individual is provided below.

Client Project and Subject Matter Expert Team - This group consists of Client operational, technical, and other resources with deep knowledge of the local processes, data, and functionality of the legacy systems. These are key members of the Project Team and are generally assigned to the project permanently, or at least in such a way as to be called upon as needed.

Note: Some SMEs will have unique expertise in a single area, where others may have a broader understanding of the operations and can speak as a subject matter expert in many areas. In many instances the Project Team includes team leads, often managers or supervisors, who may or may not be primary Subject Matter Experts. The "lead" role helps guide and influence, keeping focus on the overall project goals.

Client IT Team - This group consists of Client IT and other key technical personnel from potential interface partners, as determined by the Client and Courts. The Consultants will largely fill this role.

External Stakeholders - This group includes all external parties to the project including the state- and federal- level justice partners and local law enforcement agencies' representatives.

Project Management Office (PMO) - The PMO is a joint group consisting of the project managers and project leads from both Consultants and Client, where applicable.

RESPONSIBILITIES – CLIENT PROJECT TEAM

The client project team is an integral part of any successful software implementation. The Roles section above outlined the general structure of the Client organization, but the detailed breakdown of the client roles and responsibilities for the Project Team is listed below. The Consultants strongly encourage the following when considering the Project Manager and Project Team structure:

- **Strong Subject Matter Expert** representation from key operational areas
 - Ability to fully understand their process areas and the upstream or downstream impact for all decisions
 - Active participants in all related project activities
- **Command level decision makers** must be present, and empowered to make and drive important business decisions

Note, that each project is unique, and the duration required for each participant type may change. Some of these roles will be fulfilled by the consultants.

Business Analyst - Understands current business practices; able to visualize and articulate the end-to-end process and help craft solutions with the software that meet the business needs. Example activity involvement: Business Process Review; Data Review; Solution Validation.

Data Migration – (Non-Technical*) Ability to understand and identify data elements as they migrate from the legacy system into new CMS; Understands operation impacts of data; able to assist in explaining data rules to be applied to conversion programs. Example activity involvement: Data Reviews; Configuration; Migration Data Mapping.

Data Migration – (Technical) Ability to understand the legacy data structure at the infrastructure or database level. Understands the current construct and data definitions of the legacy data; able to assist in extracting the legacy data; able to participate in eCourt data reviews and in the conversion balancing process. Example activity involvement: Data Extracts; Data Pushes; Data Reviews.

Forms Owner - Intermediate to advanced user of Microsoft ® Word; Understands data token concepts and the mail merge concept; having operational subject matter expertise is also helpful. Example activity involvement: Forms creation.

SME – (Operations*) Deep knowledge and understanding of current business practices and policies; understands the “why” behind the business – possesses an attitude and understanding that questions the “we’ve always done it that way” ideology. Example activity involvement: Business Process Review; Data Reviews; Business Process Definition and Documentation; Configuration.

Statement of Work for *Healthcare Data Analytics* – Implementation Support (Post Go-Live)

- Mileage is reimbursed at the current IRS rate
- Lodging and meals are reimbursed at the current GSA rates

ACTIVITIES WITH SPECIFIC ON-SITE EXPECTATIONS

Many activities can be completed remotely by Consultant’s staff working at their office location(s). Status meetings, certain consulting activities and follow up items, and even certain training courses can be facilitated by remote mechanisms. Other activities, however, are more suited to an on-site presence. The following table of activities will indicate whether the activity will be conducted on site or remote. Note that for the purpose of this agreement there is no travel in scope.

Requested one-week on-site support will include Monday noon – Friday noon of the scheduled week.

Additional 40 hours remote support.

Any additional hours will be billed at the previously negotiated reduced rate.

CHANGE MANAGEMENT & SCOPE CONTROL

Deliverable Approvals

As the project tasks and activities are completed, Consultants will provide Deliverables as described within this Statement of Work. These Deliverables will correspond to an invoice for services or software. Consultant’s will provide the Deliverables as soon as practical after the tasks representing the Deliverable(s) have been completed. By sending the Deliverable, Consultants states that the tasks and activities for that Deliverable have been completed in accordance with the Statement of Work.

The Client will have 10 business days to review and approve the Deliverable, though the client may request additional time to review; in some instances, the project will not be able to continue without Deliverable approval, so strict adherence to the approval timeline is required. The Consultants will alert the Client if approval is required before project work can continue. **Deliverables that are unsigned after ten business days are considered approved and will be invoiced, if required.**

Remediation: if the Client does not approve the Deliverable, Client will provide written explanation of the tasks, activities, or issues that Consultants has not completed per the SOW or contract for that specific Deliverable. Consultants will then ensure the tasks, activities, or issues are completed per the SOW or contract and will re-submit the Deliverable for approval. The Client will have an additional five business days to confirm the tasks have been completed and the Deliverable can be approved, otherwise the cycle of remediation will continue until the Deliverable is approved.

Statement of Work for [redacted] – Implementation Support (Post Go-Live)

[redacted]

Payment for Professional Services is based on time & materials (T&M):

Contract is based on time & materials (T&M) and billed at a reduced rate of \$125/hour with minimum commitment of 80 hours and will be invoiced in weekly billing cycles.

Estimated LOE for Deliverables	Projected Date	Milestone Payment
40 hours on-site support plus applicable travel expenses*	10 Jan 2025	\$6,450.00
40 hours remote support**	24 Jan 2025	\$5,000.00

* Travel expenses are estimated on expenses of booked at the time of this contract, and may vary based on GSA rates, rental and hotel expenses at the time of the scheduled on-site activities, all billable hours will be on a Time and Materials basis at the contracted rate of \$125/hour.

**Assumes remote support may not necessarily be concurrent and could potentially extend beyond a one week period.

Statement of Work for *Arroyo Valley* - *San Diego* - *California* - *Implementation Support (Post Go-Live)*

Approved by the Client on *11/19/20* and the Consultants on *11/21/20*

Client:	<i>San Diego District Attorney's Office</i>
Project:	<i>Consultation Services - District Attorney's Office</i>
Date Completed:	

This sign-off sheet represents an agreement between *San Diego District Attorney's Office* and the Consultants (MnM Consulting Services) that the project statement of work as defined above has been accurately described, and is accepted by the Client.

Acceptance of Statement of Work	
Client Project Manager:	Date:
<i>Michael J. ...</i>	<i>11/21/2020</i>
Consultants:	Date:
<i>MnM Consulting Services</i>	