Information Builders

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<u>STATEMENT OF WORK</u>

This Statement of Work ("SOW") sets forth the services to be provided hereunder ("Services") pursuant to the terms and conditions of the Information Builders Master Services Agreement and the City of Columbus Contract for Services Over $20,000 (collectively, the "Agreement") dated June 27, 2012 between Information Builders, Inc. ("Vendor") and City of Columbus ("Client") and which terms and conditions are incorporated herein by reference.

<u>OUR UNDERSTANDING OF THE PROJECT</u>

The City of Columbus (CoC), Department of Technology (DOT) and Department of Public Utilities (DPU) have a business need to continue to implement several functional specific dashboards and reports using WebFOCUS. The functional dashboards and reports are for the following subject areas: Finance, Performance Level of Service, Safety, Asset Performance, Operations & Maintenance, and Regulatory Compliance. Client has requested Vendor assist in the following activities for the various functional specific dashboards and reports:

- Confirming the business requirements.
- Reviewing the functional and technical requirements.
- Reviewing the architecture of the reporting data mart currently being planned to support the WebFOCUS dashboards and reports.
- Reviewing the WebFOCUS security needs of the reporting application.
- Reviewing the planned extract – transform – load (ETL) processes which will load the reporting data mart.
- Providing WebFOCUS dashboard and report development.
- Providing DataMigrator ETL development for the reporting data mart.

<u>IMPLEMENTATION APPROACH</u>

Client has sought the assistance of Vendor's Professional Services personnel ("Consultants") to augment Client's staff on a project to assist Client with implementing WebFOCUS Dashboards and reports supported by a reporting data mart and ETL load processes (the "Project"). Consultants will provide advice and guidance (or assistance) for the Project as set forth below. The Consultants shall work at the direction of the Client's and Vendor's Project Manager who shall manage and direct the Project in accordance with its own project and/or implementation methodology.

<u>SCOPE OF SERVICES</u>

Vendor will provide Client with Consultants, in the roles identified below to work (full/part-time) as a part of Client's project team (the "Project Team") at Client's Columbus, Ohio facilities, or such other designated facilities as the parties may agree. The Consultants shall augment and support the Project team, at the direction of the Client's Project Manager, in the performance of the tasks related to the Project as more particularly set forth below.

TASKS

Vendor will implement the following subject area Dashboards:
1. Finance
2. Performance Level of Service
3. Safety
4. Asset Performance
5. Operations & Maintenance
6. Regulatory Compliance

Vendor will provide development activities using an Agile approach to assist client with the following areas. Each of the following will be implemented in one or more of the above Dashboards. KPI's implemented in multiple dashboards will have the same logic and be in the same format.

For each Dashboard to be developed Vendor will take a checkpoint with Client to confirm estimates for level of effort and associated costs for delivery based upon Vendor's review of the Client requirements. Project tasks estimated costs and estimated schedule may be adjusted as a result of this review. This review will take place after Vendor has reviewed the requirements for each identified area and before any development activities begin. Client must provide approval on the defined requirements to proceed at the beginning of each sprint. If approval is not received as originally scheduled, work would not begin on schedule and the revised start date of that Sprint will be mutually agreed based on resource availability.

Development activities
- Data Sources
    - IVR (Call Center Metrics)
    - Data Mart (The data for the following data sources will be moved to the data mart)
        - Columbus Utilities Billing Systems (CUBS)
        - Work and Asset Management (WAM)
        - Geographical Information System (GIS)
        - Other sources may include MS Access, Excel, and others

Implementation
- Remediate UAT items for the previously developed IVR reports
- Remediate UAT items for the previously developed AR Aging report
- Review and provide input to the requirements provided by Client
- Total across all subject areas:
    - 14 to 26 KPI's – TBD
    - 14 to 26 PDF outputs
- CDC Log Creation/ Automate Refresh
- UAT Support/Remediation
- Implementation – Assist with Migration to Production
- Knowledge Transfer - Provide a Technical Overview document

SCHEDULE

The following is the estimated schedule.

Weeks

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28

Subject 1 & 2				Subject 3 & 4				Subject 5 & 6			
ETL Sprint 1		ETL Sprint 2		ETL Sprint 3		ETL Sprint 4		ETL Sprint 5		ETL Sprint 6	

IVR (Remediate)		Subject 1 & 2				Subject 3 & 4				Subject 5 & 6			
Sprint 1	Sprint 2	Sprint 1	Sprint 2	Sprint 3	Sprint 4	Sprint 5	Sprint 6	Sprint 7	Sprint 8	Sprint 9	Sprint 10	Sprint 11	Sprint 12

OUT OF SCOPE

- Requirements Gathering
- Formal Requirements Documents
- Use Case Development
- User Documentation
- User and technical Training / Formal Class Room Training
- Security Integration / Single Sign-on
- Load Testing

PROJECT MANAGEMENT APPROACH

Vendor will assign a part-time Engagement Manager who shall be responsible for coordinating Vendor resources with the Client Project Manager. The Vendor Engagement Manager will be responsible for:
- Assisting the Client Project Manager with Project Kickoff activities.
- Assisting the Client Project Manager with the development and monitoring of the Project plan.
  - Provide guidance on identifying the right tasks in the project schedule to follow the Agile method.
  - Assistance with deployment plan.
- Working with Client's Project Manager and Vendors technical staff to bridge between Client's defined requirements and the Project Team at the technical level and provide guidance on the technical tasks necessary for deployment.
- Working with the Vendor Project technical staff to support/identify technical issues/concerns and discuss possible solution(s).
- Preparing and reviewing weekly status reports with the Client Project Manager and Vendor Management. The weekly status reports will include:
  - Vendor activities accomplished during the previous period.
  - Anticipated Vendor activities for the next period.
  - Project funding status.
  - Risks and issues.
- Managing risks and issues.
- Escalation management as required.
- Change control as required during the life of the project.
- Performing project closure activities.

Client will assign a project manager who shall be responsible for coordinating all Client resources. The Client Project Manager will also be responsible for coordinating with the Vendor Engagement Manager and escalating project issues to Client Executive Management as appropriate.

CLIENT RESPONSIBILITIES

Client acknowledges that its participation and cooperation is critical for the success of the Project. Client further acknowledges that it has a number of responsibilities and obligations that it must fulfill before Vendor is able to perform its obligations hereunder. Client's responsibilities and obligations include but are not limited to the following:

General
1. Prior to the start of the Project, workspaces, computers, and telephone access will be available for all Vendor staff assigned to the Project. Specifically, Client is responsible for providing the following: office space, workstations, network logon ID(s) and system access for each consultant, as necessary to complete the Project. Also required is telephone access with local and long distance dialing capabilities, internet access for email communication and access to a network printer. Such facilities, equipment and access shall be comparable to what Client provides its own employees.
2. As the Agile Sprints progress, Client shall make timely decisions during the scheduled Sprint. Decisions not made in a timely manner may result in a lower number of KPI's developed and implemented. Changes outside the Sprint timeline would require change orders.

3. Client shall be responsible for production of the Client Test Plan, production of User Acceptance Test (UAT) Scripts and for the provision of the necessary resources to execute the UAT. Vendor will assist with each of these tasks as set forth herein.
4. Client will begin the UAT immediately at the completion of the last development task and take no more than five (5) business days (or such other duration identified in the mutually agreed to Sprint schedule) to identify errors or issues.

Technical
1. Client shall be responsible for installing and maintaining the development, test, production, and training environments in accordance with Vendor specifications, including wide area networks, local area networks, network servers, operating systems, relational database management systems and other hardware.
2. Client shall provide Vendor Consultants with full access to its development and production environments, as well as access to other environments where necessary data files are stored.
3. Client shall be responsible for all reasonable backup and recovery to ensure no interruption or loss of work in the development, test, training and production environments.
4. Client shall provide ongoing systems administration support as required during the term of the Project.
5. Client shall be responsible for production deployment of all applications and all post-implementation first-level support (help desk, operations, etc.) except when explicitly set forth as Vendor's responsibility in this Statement of Work.
6. Client has purchased the adapters needed for the scope outlined in this SOW.

Resources
1. The Client Database Administrator shall be available for identifying required interfaces and data sources.
2. Client Project Manager, Subject Matter Experts, Business Sponsor and all other business resources and requisite personnel shall be available to meet the requirements of the Agile development approach.
3. Client shall provide all of the resources specified in the Client Staffing Plan section of this Statement of Work, to be available when needed. Changes in or additions to the list of identified resources or their scheduled availability may impact the cost and effort estimates, as well as the time of completion.
4. Client shall provide the Vendor Project Team remote VPN access into Client's development and test environment for the named application. Vendor's estimates assume effective use of off-site Consultants to perform specific tasks.
5. The Client Project Manager shall ensure that during all test runs, the proper resources are available to participate in the testing. These resources include systems integration resources, database administrators, network administrators, and systems administrators.

Data
1. Client shall be responsible for data quality including but not limited to data validation, data cleansing and de-duplication of all underlying source data.
2. Client shall be responsible for provision of all test data. Test Data will be a sub-set of production data.
3. Client shall provide the Vendor Consultants assigned to the Project, access to all necessary databases and schemas of data stores from which information must be obtained.
4. Client shall provide clean and scrubbed production-quality test data. No test data provided by Client shall contain any customer or personal information that can be used to identify an individual. Such test data shall be of sufficient quantity to satisfy the required testing criteria.
5. The Final Requirements and Formulas (including the ETL requirements, formulas and data mappings) for the defined KPI's/Metrics will be provided prior to starting development for the associated subject area. There will be a review/approval phase to determine when development is to begin for each Sprint. Changes after the start of the associated subject may require a change order or result in a reduced number of metrics delivered.

6. The Data Mart will be defined and implemented prior to starting the beginning of each subject area. Changes to the Data Mart designed after the start of the associated subject may require a change order or result in a reduced number of metrics delivered.

PROJECT ASSUMPTIONS

Vendor used the following technical and business assumptions to develop this Statement of Work. These assumptions are based on information provided by Client to Vendor relating to the Project and Client's current business systems as of the effective date of this Statement of Work, and have been used to develop Vendor's current estimated level of effort and cost. Any deviation from these assumptions may affect the actual scope of work and lead to commensurate changes in such estimates and the associated Services fees and expenses.

General
1. This Statement of Work is based upon Vendor's initial understanding of the Project. High-level requirements and processes have been verbally communicated to Vendor such that an estimate may be provided for the level of effort and cost associated. If any scope/level-of-effort changes are discovered during the Project, the estimate for the timeline and the resources required to complete the Project will be communicated both verbally and in writing to Client's management. The Project Plan and timeline, resource requirements and cost estimates may be refined throughout the Project as details on requirements are accumulated.
2. Increases in scope outside of the identified and defined tasks or any change to requirements, that will have an impact on cost and schedule will be documented as Change Orders. Change Orders will be submitted to Client for review and must be executed by both parties as an amendment to this Statement of Work prior to incorporation into the Project baseline. Any Change Orders will identify extended timeframes, if applicable, services to be provided and cost for said services.
3. Client will provide information regarding Client's business policy, processes, and their organization sufficient to support Vendor's provision of Services hereunder.

Technical
1. Client has a working knowledge of the technical environment and data required to help Vendor in performing the approach and scope outlined in this Statement of Work.
2. Vendor assumes no responsibility for application performance issues except to the extent that Client can demonstrate that the substandard performance is solely caused by defective application code written by Vendor.
3. Integration with a non-IB portal is outside the scope of this Statement of Work.
4. Security integration is not included in the scope of this Statement of Work.

Data
1. The parties acknowledge that in the course of their business relationship and in the provision of Professional Services, that Vendor shall not have or receive any Client customer or personal information that can be used to identify an individual as part of their normal course of business dealings. It will be Client's responsibility to assess the necessity of providing such information to Vendor on a case by case basis and in the event that Client deems it necessary, then Client and Vendor shall agree as to the method and means of its dissemination and timely removal. To the extent Client is providing test data to Vendor, such data shall have any such customer or personal information removed or redacted unless the parties otherwise agree in writing.

PROJECT STAFFING

Vendor Staffing Plan: The staffing plan for the Vendor team is as follows:
1. Sr. Consultant - WebFOCUS
2. Sr. Consultant – ETL
3. Engagement Manager

Client Staffing Plan: The role and responsibilities for Client's resources are described below:
1. Project Manager
2. IT Subject Matter Experts (SMEs)
3. Business SMEs

Vendor will schedule the appropriate resource(s) upon execution of this Statement of Work. A two to three week notice may be necessary.

PAYMENT TERMS

All Services related to this Project, as outlined in this Statement of Work, shall be performed on a time and materials basis. Services are estimated and billed on an hourly basis, based upon an eight (8) hour workday per Consultant and a forty (40) hour workweek per Consultant. A minimum engagement duration of five (5) workday(s) per Consultant is required. The applicable billing rate for the Consultant shall be at the rates shown below per Consultant per day). Any and all hours per Consultant require the prior written consent of Vendor; however, all hours worked will be billed to and in excess of ten (10) hours per day per Consultant or fifty (50) hours per week paid by Client. All overtime shall be billed at the same hourly rate per Consultant as regular time for such Consultant.

Resource Level	Hourly Rate (US$) (Including Expenses)	Hours	Total (US$)
Senior Consultant – WF	$215	1120	$240,800
Senior Consultant – ETL	$225	960	$216,000
Engagement Manager	$235	512	$120,320
Total Estimated Fees			$577,120

The estimated consulting hours provided above is for budgeting purposes only and should not be construed as a fixed price quotation. In the event additional hours are required, Vendor will extend these services, subject to the availability of personnel, on a time and materials basis, upon receiving written authorization from Client.

Payment: All fees and charges shall be billed on a monthly basis and such bills shall be due and payable 30 days from receipt. All invoices shall be provided to:

> Client's Name: DOT Financial Office
> Client's Address: PO Box 2949
> City, State, Zip: Columbus, OH 43216

Client shall inform Vendor promptly in writing if it changes the person to whom invoices should be sent.

Client shall be solely responsible for payment of any sales taxes (but expressly not for taxes on Vendor's income, employee benefits, employee, officer, director or affiliate salaries or other compensation or for licenses or other governmental permits required in order for Vendor to do business generally) associated with Vendor's provision of the Services; should Vendor be required to pay any taxes or other incidental charges associated with the provision of the Services outlined in this Statement of Work, then such taxes or other charges shall be billed to and paid in full by Client.

Miscellaneous: All pricing is valid through December 31, 2014 for the Services performed hereunder provided that this Statement of Work is executed on or before November 30, 2013. Subcontracted

personnel assigned to the Project will be invoiced to Client at the same rates set forth above. Except as otherwise stated in this Statement of Work with regard to the Services performed hereunder, Vendor reserves the right to change the services it offers to its Clients generally and the related rates at any time.

The Effective Date of this Statement of Work shall be _____.

Executed By:

CITY OF COLUMBUS

Signature: _____

Name: _____

Title: _____

Date: _____

Executed By:

INFORMATION BUILDERS, INC.

Signature: _____

Name: _____

Title: _____

Date: _____