**Information Builders**

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# STATEMENT OF WORK

This Statement of Work 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 _____ 20___ between Information Builders, Inc. ("Vendor") and City of Columbus ("Client") and which terms and conditions are incorporated herein by reference.

## OUR UNDERSTANDING OF THE PROJECT

The City of Columbus, Department of Technology and Department of Public Utilities has a business need 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 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, and providing DataMigrator ETL development for the reporting data mart.

## PROJECT APPROACH

Client has sought the assistance of Vendor's Professional Services personnel ("Consultants") to augment Client's staff on a project to assist in gathering the requirements and 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 Project Manager who shall manage and direct the Project in accordance with its own project and/or implementation methodology. The Client will coordinate all Vendor and Client resources during the Project.

## SCOPE OF SERVICES

Vendor will provide Client with four (4) Consultant(s), in the roles identified below to work (full 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 Consultant 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, commencing on or about April 2, 2012 and continuing for an anticipated period of eight (8) weeks.

## TASKS

Business Requirements Review
- Vendor will meet with the Client to review and discuss the documented business requirements which have been collected prior to this engagement. This will allow the Vendor to understand the business drivers for this reporting effort.
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<u>Functional and Technical Requirements Review</u>
- Dashboards and Reports Requirements
  - o Vendor will meet with the Client, review and assist with updating (as needed) the functional and technical requirements document for the dashboards / reports content for the Finance, Performance Level of Service, Safety, Asset Performance, Operations & Maintenance, and Regulatory Compliance business areas.

  - o The documentation for the identified dashboards and reports may include: functional / technical requirements, measures, dimensions, presentation format, data transformation processes, and mapping data mart data or source data to the report elements.

- Data Mart Requirements
  - o Vendor will meet with the Client and review and assist with updating (as needed) the reporting data mart architecture requirement document which will be designed to contain the data needed for the dashboards and reports.

  - o The documentation for the reporting data mart will include the data mart structures, and entities / relationships.

- ETL Requirements
  - o Vendor will meet with the Client and review and assist with updating (as needed) the ETL process document which will detail the DataMigrator loading activities of the reporting data mart from the source systems.

  - o The documentation for the DataMigrator ETL processes will include mapping and loading the reporting data mart from the source systems.

- WebFOCUS Security Requirements
  - o Vendor will meet with the Client and review and assist with updating (as needed) the WebFOCUS security requirements for the identified dashboards and reports.

  - o The documentation will include the current and future WebFOCUS security requirements.

At the completion of the collection of the requirements, Client and Vendor will confirm / reconfirm the scope for the implementation of the WebFOCUS dashboards / reports and the ETL data mart loading process to make sure the scope is appropriate for the estimated project timeframe and allocated budget.

<u>WebFOCUS Dashboard and Report Implementation</u>
- Vendor will work closely with the Clients IT development staff to provide assistance and guidance for implementing the WebFOCUS dashboards and reports as outlined in the technical requirements document created in the Functional and Technical Requirements Documentation Phase.

<u>DataMigrator ETL Implementation</u>
- Vendor will work closely with the Clients development staff to provide assistance and guidance for implementing the DataMigrator ETL processes as outlined in the technical requirements document created in the Functional and Technical Requirements Documentation Phase.

**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 successfully perform its obligations hereunder. Client's responsibilities and obligations include but are not limited to the following:

- Assigning a project manager to be the primary point of contact for Vendor. The project manager will take responsibility for reviewing status reports, issues, and progress of the project with Vendor and will have the primary responsibility for managing the project. The Client project manager will also be responsible for escalating project status and project issues to Client' Senior Management/Project Sponsor and Vendor as necessary and appropriate.
- Assigning Client Technical staff and End User representatives to support the project as necessary.
- Providing Vendor team members with access to the WebFOCUS and DataMigrator server and the data files to containing data needed to develop the various reports, as well as access to other data as deemed necessary.
- Providing data mapping and business logic / calculations required for this engagement.
- Client shall be responsible for provision of all test data
- Developing and publishing all user and systems documentation for the WebFOCUS reporting applications.
- Accepting responsibility for the accuracy of the data stored in the data sources. Vendor will not be held responsible for results that are inaccurate or incomplete caused by insufficient or corrupt data.
- Providing clean and scrubbed production-quality test data that does not 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.
- Providing all user training and training materials for the WebFOCUS application.
- Providing all project management duties and responsibilities including change control management and communications to the users.
- Providing sufficient workspaces, telephone access with long distance dialing capabilities, internet access, workstations, network logon ID(s), and system access for all Vendor staff, as necessary to complete the project.
- Providing word processing/printing capability for project related documents.
- Client shall provide the Vendor Project Team remote VPN access into Client's development and test environment for the named application

## 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.

- 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.
- Client has working knowledge of the technical environment and data required to help Vendor in performing the scope of work outlined in this Statement of Work.
- Client is responsible for the design and implementation of the reporting data mart.
- Vendor will work off-site, from time to time, to accomplish their tasks and activities.

## PROJECT STAFFING

**Vendor Staffing Plan:** The staffing plan for the Vendor team is as follows:
1. Architect
2. Systems Integration Engineer
3. Sr. WebFOCUS Consultant
4. WebFOCUS Consultant

**Client Staffing Plan:** The role and responsibilities for Client's resources are described below:

1. Project Sponsor
2. Project Manager
3. Business Subject Matter Experts (SME's)
4. IT SME's

Vendor will schedule the appropriate resource(s) upon execution of the Agreement and 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. Any and all hours in excess of ten (10) hours per day per Consultant or fifty (50) hours per week per Consultant require the prior written consent of Vendor; however, all hours worked will be billed to and 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 (Including Expenses) (US$) | Estimated Hours | Estimate Total (US$) |
|---|---|---|---|
| WebFOCUS Consultant | $135 | 200 | $ 27,000 |
| Sr. WebFOCUS Consultant | $215 | 200 | $ 43,000 |
| Systems Integration Engineer | $225 | 200 | $ 45,000 |
| Architect | $235 | 320 | $ 75,200 |
| Total Estimated Fees | | | $190,200 |

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 thirty (30) days from receipt. All invoices shall be provided to:

Client's Name: _____
Client's Address: _____
City, State, Zip: _____
Attn: Name: _____
Phone Number: _____
Email Address: _____

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, 2012 for the Services performed hereunder provided that this Statement of Work is executed on or before ~~April 30, 2012~~September 30, 2012. 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.

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

**Executed By:**                                    **Executed By:**

CITY OF COLUMBUS                        INFORMATION BUILDERS, INC.

Signature: _____        Signature: _____

Name: _____        Name: _____

Title: _____        Title: _____

Date: _____        Date: _____