



Project Statement of Work for:

Columbus City Attorney Zach Klein's Office
Civil Division

For a:

Case Management System

Presented To:

Jay Saunders
Columbus City Attorney's Office

By:

Matrix Pointe Software, LLC
30400 Detroit Rd. Suite 400
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June 30, 2021

DRAFT





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June 30, 2021

Jay Saunders, IT Specialist
Columbus City Attorney's Office
375 S. High St., 7th Floor
Columbus, OH 43215

Re: Matrix Pointe Software Preliminary Proposal

Dear Mr. Saunders:

We are pleased to provide our Statement of Work. At the request of DoT, we have prepared this document based on the information provided to us. Please let us know if you have any questions or comments.

Thank you for this opportunity to work on this important project and we look forward to working with you.

Sincerely,

Thomas J. Coury,
Chairman and Chief Software Architect

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Executive Summary

This Statement of Work outlines our proposal to implement our web based MatrixCivil Case Management Suite for the Civil Division of the Columbus City Attorney Zach Klein's Office (CAO) by end of November 2022.

We propose a phased project approach beginning with a 3-month Discovery/Preliminary Design phase at no cost to the CAO. Commencing September 1, 2021, Matrix will review and analyze CAO's business systems and processes and create preliminary designs for New Features requested by the CAO. Afterward, Matrix will review its findings and preliminary designs with CAO. CAO can determine whether it would like to move forward with the MatrixCivil Case Management implementation according to the plan described below.

Beginning December 1, 2021, Matrix proposes implementing the MatrixCivil Suite with CAO's Civil sections in two Groups (i.e., 2 separate implementations) over 12 months, including Data Conversions. During this same timeframe and running parallel with these MatrixCivil implementations, Matrix will create detail designs, develop and implement CAO's requested New Features as described in the Discovery/Preliminary Design phase.

The table found in the Proposed Project Approach section fully outlines our approach.

Proposed Products

The MatrixCivil Case Management Suite includes:

- MatrixCivil (for your Law Department)
- MatrixCivil Client Portal
- MatrixCivil Public Records Request Page (to embed into your public website)

MatrixCivil is our fully integrated, web-based case management system. MatrixCivil is configurable to handle various matter types the City may manage including public records requests.

The MatrixCivil Client Portal is a secure, integrated, web-based portal for electronic legal matter submission from city departments, and other clients, to the Law Department. This two-way interface allows your office to collaborate on legal matter requests, to update your clients on case progress, submit draft documents for client review, assign tasks and exchange notes with your clients.

The MatrixCivil Public Records Requests is a webpage which can be embedded into your public website. This allows for the electronic request of public records to the Law Department. Requests can also be managed by other departments using the MatrixCivil Client Portal.

Site Deployments

We will spin up all MatrixCivil sites on-premises with your DoT, and on your servers, which have already been configured for Matrix systems.

This includes 2 versions (i.e., 2 URLs) of both MatrixCivil and MatrixCivil Client Portal, one version for training (includes testing and data conversion) and another for production. URLs are determined by your office and the DoT.

1. MatrixCivil Training
2. MatrixCivil Production
3. MatrixCivil Client Portal Training
4. MatrixCivil Client Portal Production

The MatrixCivil Public Records Requests Page embeds into your public website.

Proposed Project Approach

Project Phases

Matrix proposes the following project phases:

Phase or CAO Section	Implementation Group	Date	Included
0. Preliminary Design Phase for New Features	NA	9/1/2021-11/30/2021	At no cost
0. Detail Design, Development Implementation Phase for New Features	NA	12/1/2021-11/30/2022	At no cost
1. General Counsel 2. Labor & Employment 3. Litigation 4. Solicitor General 5. Support Staff 6. Claims Division	Group 1 (37 users)	12/1/2021-5/31/2022	<ul style="list-style-type: none"> • MatrixCivil Suite • ProLaw Data Conversion • New Features required for Group's Go Live
7. Real Estate Division 8. Zone Initiative	Group 2 (23 users)	6/1/2022-11/30/2022	<ul style="list-style-type: none"> • MatrixCivil Suite • 4 Access Databases Data Conversion • New Features required for Group's Go Live

New Features Design and Implementation

Preliminary Design Phase

During the Preliminary Design Phase, Matrix will review and analyze CAO's business systems and processes and create mockups for New Features requested by CAO's Civil Division. Matrix will conduct interviews with CAO's subject matter experts to thoroughly understand, document, and create preliminary designs for requested features.

Detail Design, Development and Implementation Phase

Matrix will create detail designs for requested features and develop and implement them into our MatrixCivil product as part of our regular monthly releases.

Feature	Division/ Section	In ProLaw or Access Database	Must be in MatrixCivil to Go Live
1. Billing and Payment: Ability to track and record transactions made by and for the divisions, including interest calculations	Claims/ Collections	ProLaw	Yes
2. Time Tracking that will allow for tracking by individual working on a specific project	Real Estate	Access Databases	Yes
3. Time Tracking: Ability to create invoices and reports	Real Estate	Access Databases	Yes
4. Time Tracking: Report for Section Chiefs/Supervisor to review, revise and approve billable hours	Real Estate	Access Databases	Yes
5. Track/Index Physical Records	All	ProLaw & Access Databases	No
6. Video Storage	All	NA	No
7. Saving Draft Version	All	NA	No

Project Implementation Methodology

Matrix has found that using a methodology with clear milestones and objectives has contributed to the overall success of our implementation projects. Matrix continually improves upon this methodology to incorporate lessons learned from experiences with prior implementations to make future implementations as effective as possible.

Matrix strives to meet the challenges each office faces during implementation and transition to a new case management system. Our team works very closely with the client during each milestone of the project, starting with bi-weekly meetings and quickly ramping up to weekly meetings. We pride ourselves in taking the time to get to know our clients and identify their concerns and challenges prior to training. Consequently, this allows the transition for the client to be as efficient as possible.

Milestones include:

1. Project Initiation & Information Gathering
2. Configuration Analysis and Design
3. System Deployment
4. Testing
5. User Training
6. Data Conversion
7. Interfaces (None)
8. Implementation and Transition
9. Project Management

Based on our implementation experience, we would like to suggest the following project management plan and methodology for the Columbus City Attorney's Office (CAO).

Milestone 1 – Project Initiation & Information Gathering

We will assemble a Matrix project team specifically for your office, formally kickoff the project and begin gathering important information about your office. We will provide a series of documents to be completed by CAO to help us understand configuration requirements.

Milestone 1

Matrix Responsibilities	CAO Responsibilities	Deliverables
<ul style="list-style-type: none"> • Conduct a kickoff meeting • Review and confirm project schedule • Explain project structure, roles, and responsibilities • Explain Office Setup documentation • Schedule weekly project meeting • Establish communication protocol 	<ul style="list-style-type: none"> • Attend a kickoff meeting • Confirm project schedule • Designate Civil Section Project Policy Administrator, Project Lead, Super Users (2) • Complete Office Setup documentation 	<ol style="list-style-type: none"> 1. Project Schedule 2. Project Communication Plan

Milestone 1**Matrix Responsibilities**

- Gather samples of case files, forms, and reports

CAO Responsibilities

- Provide samples of case files, forms, and reports

Deliverables**Milestone 2 – Configuration Analysis and Design**

We will work with CAO to understand your business so we can configure the software to support your office's environment.

Milestone 2**Matrix Responsibilities**

- Review Office Setup documents, sample case files, forms, reports
- Review your office's business processes using Matrix
- Configure your office's system

CAO Responsibilities

- Discuss your office's business processes
- Identify your office's business processes using Matrix
- Update configurations for your office's system

Deliverables

3. Requirements matrix

Milestone 3 – System Deployment

Our engineers, along with The City of Columbus DoT, will spin up and deploy test/training, data conversion, and production sites on-prem.

Milestone 3**Matrix Responsibilities**

- Work with DoT to provision and deploy system on-prem
- Work with DoT and provide scripts for testing on-prem training, data conversion and product sites

DoT Responsibilities

- Work with Matrix to provision and deploy system on-prem
- Test CAO's on prem sites with Matrix support

Deliverables

4. Environment certification

Milestone 4 – Testing

Your training and live sites are thoroughly tested to ensure all services are running properly to support various features and tools used in Matrix. We test to ensure configurations are set to support your office. The Matrix team along with your office will update configurations based on your office's preferences. User Acceptance Testing (UAT) will be conducted together to ensure configurations are complete.

Milestone 4

Matrix Responsibilities	CAO Responsibilities	Deliverables
<ul style="list-style-type: none"> Conduct User Acceptance Test 	<ul style="list-style-type: none"> Conduct User Acceptance Test Acknowledge acceptance 	<ol style="list-style-type: none"> UAT plan Test cases/scripts and completed systems test UAT cases/scripts and completed UAT

Milestone 5 – Training

We provide an extensive training program both remote and on-site (if possible), with staff and with real cases if practical. We can conduct training for varying knowledge levels and work with Super Users selected to become system experts.

Our training plan is customized to accommodate your workflow and office requirements. The training will reflect any policy decisions or workflow efforts identified by your office. All training materials will be in an electronic format.

Milestone 5

Matrix Responsibilities	CAO Responsibilities	Deliverables
<ul style="list-style-type: none"> Finalize training plan and schedule Provide training documentation Conduct user training 	<ul style="list-style-type: none"> Finalize training plan and schedule Coordinate training locations and setup Attend User training 	<ol style="list-style-type: none"> Training plan/schedule Training documentation Training database and application software Conduct training

Milestone 6 – Data Conversion

Matrix will convert the following databases. Matrix requires access to all systems.

Database Conversion	Up to # of Columns
ProLaw	2,100
Real Estate Blue Log Access Database	45
Real Estate Closed Parcel Access Database	20
Real Estate Invoice Tracking Access Database	55
Real Estate Login Data Access Database	30

No document conversion has been requested.

Milestone 6

Matrix Responsibilities	CAO Responsibilities	Deliverables
<ul style="list-style-type: none"> Develop conversion plan Develop conversion template Develop conversion programs Run test conversion and reconcile data Run production conversion and reconcile data 	<ul style="list-style-type: none"> Provide access to all source data. A copy or subset of ProLaw and all Access databases will be made available for use on the Matrix development servers. Alternatively, data will be provided in a consistent and ready to convert format. Verify conversion mappings Test converted data Approve converted test data and ready for conversion into production 	<ul style="list-style-type: none"> 12. Data Conversion plan 13. Conversion programs 14. Conversion and reconciliation of data (Test) 15. Conversion reports (Test) 16. Conversion and reconciliation of data (Production) 17. Conversion reports (Production) 18. Letter certifying acceptance of converted data

Milestone 7 – Interfaces

Matrix integrates with Microsoft Exchange allowing you to sync your Outlook calendar and organize your emails, sending them directly to a Matter in MatrixCivil.

Matrix assumes there is no other integration from Matrix to any other system.

Milestone 8 – Implementation and Stabilization

After the system is live, we will provide additional training to ensure a smooth transition to full operational use. The Matrix QA Director conducts a review to identify opportunities and make recommendations to gain further efficiencies when using the system.

Your section will accept and signoff on the system.

Milestone 8

Matrix Responsibilities	CAO Responsibilities	Deliverables
<ul style="list-style-type: none"> Go Live support Conduct follow up training, if needed Request system acceptance Review Help Desk procedures QA Review from our VP of Client Services 	<ul style="list-style-type: none"> Prepare staff for Go Live Attend follow up training Accept System Participate in QA Review 	<ul style="list-style-type: none"> 19. Signed implementation certification/acceptance letter

Milestone 9 – Project Management

We will work with you to provide project management throughout the life of the project. The Matrix Project Manager is responsible for creating the project plan and ensuring proper communication channels, adhering

to the project methodology and addressing contract and billing matters. Your Matrix Project Lead will provide weekly project status updates and conduct weekly meetings with you.

Milestone 9

Matrix Responsibilities

- Establish and maintain project plan
- Coordinate the Matrix implementation team, project communication, contract, and billing
- Provide weekly project status reports
- Conduct weekly project meetings

CAO Responsibilities

- Lead and implement internal business processes using Matrix
- Sign off on deliverables as needed
- Attend weekly project meetings

Deliverables

20. Weekly status reports

Deliverables Summary

The following table summarizes the project's deliverables.

Many are considered Working Deliverables, meaning they are created and updated throughout the project's life cycle.

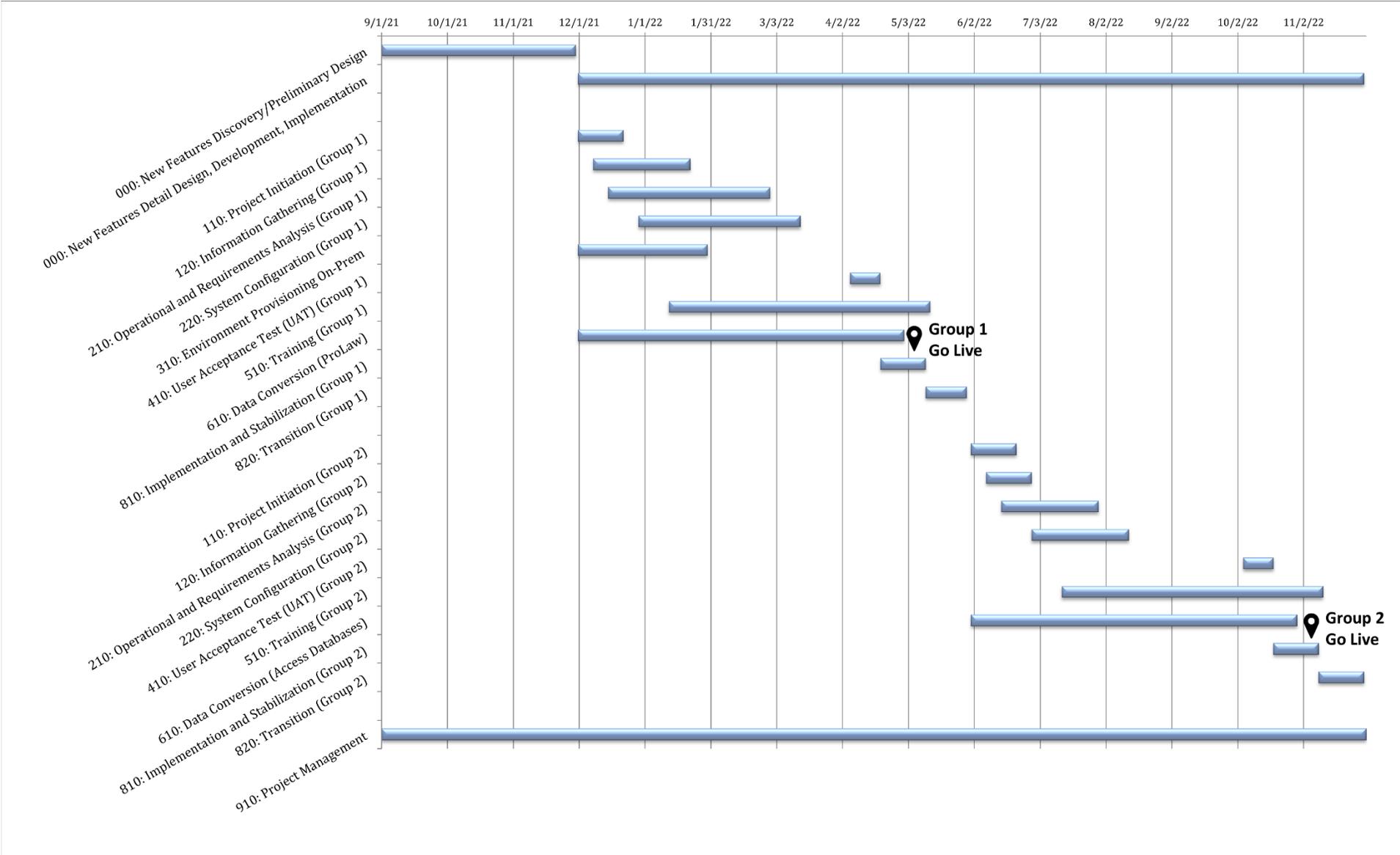
Two deliverables, upon approval, are related to payment:

- #18 Document certifying acceptance of converted data
- #19 Document certifying acceptance of implementation

Deliverables	Frequency*	Required for Payment
1. Project Schedule	2x	No
2. Project Communication Plan	1x	No
3. Requirement matrix	1x	No
4. Environment certification	1x	No
5. UAT Plan	1x	No
6. Test cases/scripts and completed systems test	2x	No
7. UAT cases/scripts and completed UAT	2x	No
8. Training plan/schedule	2x	No
9. Training documentation	1x	No
10. Training database and application software	1x	No
11. Conduct training	2x	No
12. Data conversion plan	2x	No
13. Conversion programs	2x	No
14. Conversion and reconciliation of data (Test)	2x	No
15. Conversion reports (Test)	2x	No
16. Conversion and reconciliation of data (Production)	2x	No
17. Conversion reports (Production)	2x	No
18. Document certifying acceptance of converted data	2x	Yes
19. Document certifying acceptance of implementation	2x	Yes
20. Weekly status reports	Weekly	No

*1x = Once for total project, 2x = Once for each Group

Project Timeline



Project Detail – Group 1

	<u>Milestone/Area</u>
100.00	Project Initiation and Requirement Gathering (M1)
110.00	Project Initiation
110.05	Project Preparation
110.10	Prepare Client Setup Documents
110.15	Project Kick-off meeting including Prep
110.20	Update project schedule
120.00	Information Gathering
120.05	Obtain and review Client Setup Documents
120.10	Obtain and review sample case files
200.00	Configuration Analysis and Design (M2)
210.00	Operational and Requirements Analysis
210.05	Conduct Operational Interviews
210.10	Map key processes/workflow
220.00	System Configuration
220.05	Build Matter Type and Configuration and Maintenance
300.00	System Deployment (M3)
310.00	Environment Provisioning On-Prem
310.05	Initial environment setup
310.10	Application deployment
310.25	Deployment testing
400.00	Testing (M4)
410.00	UAT Test
410.05	Develop user acceptance test plan (UAT)
410.10	Conduct user acceptance test (UAT)
410.15	Correct defects found during testing
500.00	Training (M5)
510.00	Training (Group 1)
510.05	Training preparation and administration
510.10	Develop a training plan and schedule
510.15	Develop training documentation

	<u>Milestone/Area</u>
510.20	Prepare and maintain training database and application software
510.25	Civil Training Class 1 (4 hours x 2 session(s) of 19 people)
510.30	Civil Training Class 2 (4 hours x 2 session(s) of 19 people)
510.35	Civil Training Class 3 (4 hours x 2 session(s) of 19 people)
510.40	Client Portal Training
510.45	Super User Training
510.50	Follow Up Training
600.00	Data Conversion (M6)
610.00	Data Conversion (ProLaw)
610.05	Develop a conversion plan
610.10	Design data conversion program
610.15	Write data conversion scripts
610.20	Run trial conversion
610.25	Verify trial conversions results
610.30	Run live conversion
610.35	Verify live conversions results
610.40	Conversion management
800.00	Implementation and Transition (M8)
810.00	Implementation and Stabilization
810.05	Develop an implementation/Go Live plan
810.15	Stabilization/Post Go Live follow up
810.20	Present system to Section for final acceptance
820.00	Transition
820.05	Complete Client staff technical training
820.10	Transition to ITS Call Center and Help Desk
820.15	Complete system transition/process letter of acceptance
900.00	Project Management (M9)
910.00	Project Management
910.05	Prepare weekly status reports
910.10	Attend weekly status meetings
910.15	Project Management Activities

Project Detail – Group 2

<u>Milestone/Area</u>	<u>Milestone/Area</u>
100.00 Project Initiation and Requirement Gathering (M1)	510.40 Client Portal Training
110.00 Project Initiation	510.45 Super User Training
110.05 Project Preparation	510.50 Follow Up Training
110.10 Prepare Client Setup Documents	
110.15 Project Kick-off meeting including Prep	600.00 Data Conversion (M6)
110.20 Update project schedule	610.00 Data Conversion (4 Access Databases)
120.00 Information Gathering	610.05 Develop a conversion plan
120.05 Obtain and review Client Setup Documents	610.10 Design data conversion program
120.10 Obtain and review sample case files	610.15 Write data conversion scripts
	610.20 Run trial conversion
200.00 Configuration Analysis and Design (M2)	610.25 Verify trial conversions results
210.00 Operational and Requirements Analysis	610.30 Run live conversion
210.05 Conduct Operational Interviews	610.35 Verify live conversions results
210.10 Map key processes/workflow	610.40 Conversion management
220.00 System Configuration	
220.05 Build Matter Type and Configuration and Maintenance	800.00 Implementation and Transition (M8)
	810.00 Implementation and Stabilization
400.00 Testing (M4)	810.05 Develop an implementation/Go Live plan
410.00 UAT Test	810.10 Go Live
410.05 Develop user acceptance test plan (UAT)	810.15 Stabilization/Post Go Live follow up
410.10 Conduct a user acceptance test (UAT)	810.20 Present system to Section for final acceptance
410.15 Correction of defects during testing	820.00 Transition
	820.05 Complete Client staff technical training
500.00 Training (M5)	820.10 Transition to ITS Call Center and Help Desk
510.00 Training (Group 2)	820.15 Complete system transition/process letter of acceptance
510.05 Training preparation and administration	
510.10 Develop a training plan and schedule	900.00 Project Management (M9)
510.15 Develop training documentation	910.00 Project Management
510.20 Prepare and maintain training database and application software	910.05 Prepare weekly status reports
510.25 Civil Training Class 1 (4 hours x 1 session(s) of 23 people)	910.10 Attend weekly status meetings
510.30 Civil Training Class 2 (4 hours x 1 session(s) of 23 people)	910.15 Project Management Activities
510.35 Civil Training Class 3 (4 hours x 1 session(s) of 23 people)	

Pricing for Licenses, Services and Maintenance

<u>Description</u>	<u>Qty</u>	<u>Unit of Measure</u>	<u>Price</u>	<u>Total</u>	<u>Annual Maintenance*</u>
Group 1					
MatrixCivil License	37	Named User License	\$3,250.00	\$120,250.00	\$18,037.50
OCR License	1	750,000 Pages	6,000.00	6,000.00	
Professional Services and Installation				26,300.00	
Training				12,100.00	
ProLaw Data Conversion				110,000.00	
Total				\$274,650.00	\$18,037.50
*Year 1 Maintenance	15%	Percent of Software License			
<u>Annual Maintenance and Budget Year 2-3</u>					
MatrixCivil Maintenance	20%	Percent of Software License		\$24,050.00	
Professional Services Fee to assist with software updates for On-Prem data Hosting				Included	
Total				\$24,050.00	
*Annual Maintenance includes software updates, maintenance, and unlimited business hour support by email or phone.					

<u>Description</u>	<u>Qty</u>	<u>Unit of Measure</u>	<u>Price</u>	<u>Total</u>	<u>Annual Maintenance*</u>
Group 2					
MatrixCivil License	23	Named User License	\$3,250.00	\$74,750.00	\$11,212.50
Professional Services and Installation				16,900.00	
Training				9,700.00	
Access Databases Conversion	4	Access Database	22,000.00	88,000.00	
Total				\$189,350.00	\$11,212.50
*Year 1 Maintenance	15%	Percent of Software License			
<u>Annual Maintenance and Budget Year 2-3</u>					
MatrixCivil Maintenance	20%	Percent of Software License		\$14,950.00	
Professional Services Fee to assist with software updates for On-Prem data Hosting				Included	
Total				\$14,950.00	
*Annual Maintenance includes software updates, maintenance, and unlimited business hour support by email or phone.					

<u>Description</u>	<u>Qty</u>	<u>Unit of Measure</u>	<u>Price</u>	<u>Total</u>	<u>Annual Maintenance*</u>
Total Project					
MatrixCivil License	60	Named User License	\$3,250.00	\$195,000.00	\$29,250.00
OCR License	1	750,000 Pages		6,000.00	
Professional Services and Installation				43,200.00	
Training				21,800.00	
ProLaw and Access Databases Migration				198,000.00	
Total				\$464,000.00	\$29,250.00
*Year 1 Maintenance	15%	Percent of Software License			
<u>Annual Maintenance and Budget Year 2-3</u>					
MatrixCivil Maintenance	20%	Percent of Software License		\$39,000.00	
Professional Services Fee to assist with software updates for On-Prem data Hosting				Included	
Total				\$39,000.00	
*Annual Maintenance includes software updates, maintenance, and unlimited business hour support by email or phone.					

Payment Schedule

Matrix does not require any payment until your Matrix system has been deployed and configured, your users have been fully trained, and your section is Live and using the system. Upon Signoff and Acceptance, your payment schedule is as follows:

<u>Payment</u>	<u>Deliverable</u>	<u>Payment Type</u>	<u>Amount</u>	<u>Time Period</u>
Group 1				
1	MatrixCivil Implementation, Training, Licenses (Group 1)	On Acceptance	\$164,650.00	First month after Acceptance
2	Data Conversion (ProLaw)	On Acceptance	<u>110,000.00</u>	Upon Completion
	Total		\$274,650.00	

<u>Payment</u>	<u>Deliverable</u>	<u>Payment Type</u>	<u>Amount</u>	<u>Time Period</u>
Group 2				
3	MatrixCivil Implementation, Training, Licenses (Group 2)	On Acceptance	\$101,350.00	First month after Acceptance
4	Data Conversion (Access Databases)	On Acceptance	<u>88,000.00</u>	Upon Completion
	Total		\$189,350.00	

Total Project			\$464,000.00	
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And Finally...

Thank you for taking the time to review this Statement of Work.

We would be pleased to provide you with any additional information you may need.

