Statement of Work

City of San Antonio

SAPL Public Printing Project

Version 9.0

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Konica Minolta Business Solutions USA

Contents

1 Project Summary

San Antonio Public Library (SAPL) has identified the need to improve constituent services through an enhanced pay for print and copy solution, as well as its public computer access & print releasing services. This will be accomplished through a fully integrated turnkey solution that includes the following three components for main and branch locations:

1) An office print & copy equipment management solution, AND
2) A Payment Management solution, AND
3) A Public Computer Access & Print Release Management solution

The solution will result in reduced overall costs, and increased system reliability for San Antonio Public Library. By implementing the latest standardized version of Pharos software, SAPL will fulfill existing system requirements and support additional custom requested requirements as needed now and in the future.

1.1 Project Scope

The purpose of this section is to understand and document in as exclusive terms as possible those factors which govern the KMBS and Pharos project work necessary to satisfy San Antonio's business needs with Print Management Solution based on the scope defined for the SAPL card system implementation at the Main and all remote Branch locations through:

- Defined timelines, deliverables, roles and responsibilities
- Support of SAPL staff or Pharos resources to meet objectives and timelines
- Minimal downtime during Installation

Minimum and general requirements are as follows:

1. The Office Print & Copy Equipment Management solution will provide printing, copying (black & white and color), scanning, and faxing equipment as well as maintenance and support for such equipment. (Minimum)

2. The Payment Management solution will provide the capability for patrons to pay for print/copy/scan/services via US currency and credit/debit card technology that is Payment Card Industry (PCI) compliant and processed through the City's payment gateway provider. (Minimum)

3. The Public Computer Access and Print Management solution will provide a system for managing public computer sessions and managing printing from these sessions. (Minimum)

4. The full turnkey solution will be scalable to accommodate an increase or decrease in the number of computers, multifunctional devices, printers, self-pay devices, and/or library service locations. (Minimum)

5. The Office Print & Copy Equipment Management solution shall be able to deliver patron printing/copying/scanning services and provide methods for creating rules which govern different fees for different types of charges (e.g. different charges printing/copying/scanning for black and white vs. color documents). (General)

6. The Payment Management solution will allow patrons to be able to pay for print/copy/scan/services with little to no staff involvement. (General)

7. The Office Print & Copy Equipment Management solution will allow patrons to be able to print/copy/scan/fax with little to no staff involvement. (General)

8. The Payment Management solution will be able to process and track all patron

funds paid to the Library, whether the transactions are made over the counter, via a self-service kiosk, or online. (General)

9. The Payment Management solution will be able to update patron payment records via a direct integration into the Library's integrated library system (i.e. Innovative's Millennium ILS). (General)

10. The Payment Management solution will be able to provide capability for patrons to make online payments to the Library for print/copy/scan/services. (General)

11. The Public Computer Access & Print Release solution will not require patrons to use a card other than their existing library card to use public access computers and comply with Requirement 4.12 and 4.13 defined in the Requirements Traceability Matrix (RTM) ver 1.19 document. (General)

The project consists of the following phases:

Phase 1 – Payment management solution involving kiosk or payment system supporting cash only functionality. Also includes rollout of Office Print & Copy Equipment Management, and Public Computer Access & Print Management solutions

Phase 2 – Payment Management solution involving credit/debit card barcode, magstripe and EMV-compliant functionality

Subsequent phases, as necessary, will be contracted for in separate statements of work.

1.1.1   What is in the Project Scope

Included in the scope is project management, software installation and base configuration, training, skills transfer workshops, integration and onsite technical support as defined in this document, including

1. Complete the City's requirements (i.e. background check) in the Non-employee Provisioning Guide to receive access to the Library network for solution installation and on-going management.

2. Supply, install, and configure all hardware (excluding CoSA network/server infrastructure), software, accessories, and supplies to create a turnkey system that provides the functionalities defined in the Requirements Traceability Matrix (RTM) ver 1.19 document.

3. Train Library staff (including Finance, Digital Services, and Public Services) and Information Technology Services staff in the proper and efficient use of the system.

4. Provide applicable ongoing operational, system, and technical support for a period not shorter than five years from the date of system acceptance and adherence to Requirement 13.4 defined Requirements Traceability Matrix (RTM) ver 1.19 document.

5. Provide two optional one-year extensions.

6. Provide an implementation plan for all the hardware and software required to support 26 branch locations, the Central Library, and future additional branch library locations within the next five (5) years for

    a. A full turn-key integrated solution that includes all three components

        i. an Office Print & Copy Equipment Management solution

        ii. a Payment Management solution, AND

iii. a Public Computer Access & Print Release Management solution.

b. A delivery plan of equipment and functionality (Phase 1 and 2) to all locations including timelines.

c. Include in the plan an outline addressing prevention of disruption to library services.

The following SAPL locations, in order of priority, are included in the scope of this project. Any additional locations will require the execution of a Change Order and incur additional costs:

1. Collins Garden
2. Las Palmas
3. Thousand Oaks
4. Mission
5. Great Northwest
6. Cody
7. McCreless
8. Central
9. Westfall
10. Guerra
11. Memorial
12. Carver
13. Pan American

14. Bazan
15. Semmes
16. Johnston
17. San Pedro
18. Cortez
19. Forest Hills
20. Maverick
21. Tobin
22. Brook Hollow
23. Igo
24. Parman
25. Landa
26. Encino

1.1.2 What is not in the Project Scope

This project does not cover the following functions or deliverables.

1. Network sizing, capacity analysis, and performance considerations apart from that necessary to scope and configure solution recommended
2. Advanced, automated document workflow analysis
3. Custom coding or programming, except where specified
4. Training beyond the sessions specified

1.1.3 Estimated Project Timeline
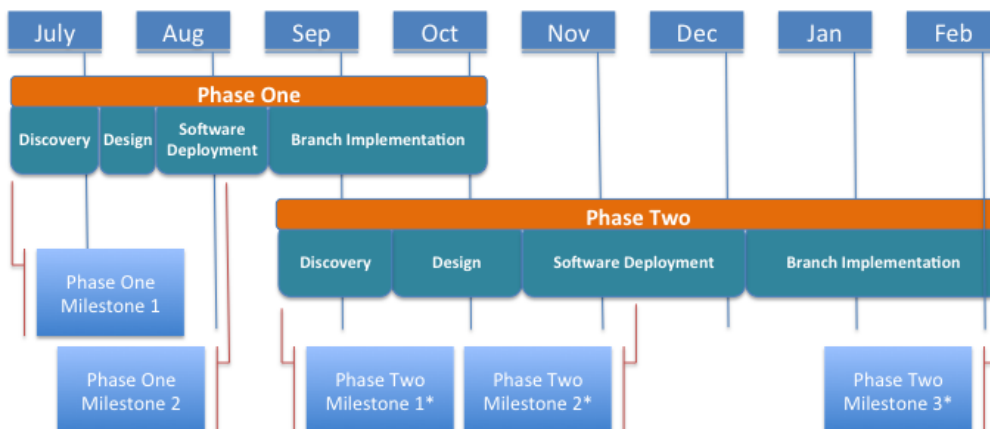
2 Project Management

The project management approach is based upon standards set forth in the Project Management Institute's (PMI) "A Guide to the Project Management Body of Knowledge (PMBOK® Guide)," addressing each of the five major project management processes: Project Initiation, Project Planning, Project Execution, Project Control, and Project Closeout.

A comprehensive project management methodology is focused upon the following tasks required for the planning of activities, identifying milestones, and ensuring on-time, on-budget deliverables:

- Managing staff
- Allocating resources
- Performing quality assurance activities
- Controlling project scope
- Producing meaningful project status reports
- Identifying project risks and risk mitigation strategies
- Providing a structure for planning the sequencing and timing of tasks
- Collecting relevant progress data
- Managing changes to the project work plan
- Controlling project costs
- Managing the deliverable review process

A project management methodology consists of project management strategies, control mechanisms, quality assurance protocols, and risk identification and mitigation plans. Most project management tasks will be continuous throughout the project implementation life cycle, providing a planning framework for the management of the project.

Quality assurance and performance reporting aspects of project management are particularly important. We can monitor the quality of the project because strict client-management and end-user measures are agreed on during the initial project phases. The process helps ensure that clients stay abreast of developing issues on their projects so that potential problems are addressed and solved before they become liabilities.

2.1 Project Status Reporting

Project status reporting is the presentation of relevant, factual project data in an objective, understandable format. Reporting provides management with an objective picture of the project's current status. Status reporting is an inherent part of the management of a project. Reporting does the following:

- Provides a picture of project status
- Identifies obstacles and vulnerabilities
- Highlights future trends

- Communicates the appropriate level of detail for the designated audience

When effective project control processes have been implemented, project reports present management with very few surprises. Most problems will have been anticipated and appropriate corrective actions will already be in place.

A variety of reports can be used to identify project status and trends. Project characteristics, including project risk levels and duration, are assessed to determine the specific reports required. Basic report categories are presented in the following table, along with a sample listing of analytical questions to be addressed by reports in each category.

2.1.1 Project Reporting Tools

The City uses Microsoft Project to manage project activities and deliverables. Reports from this project management application can be distributed to all members of the project team at any time, permitting evaluation of project events. KMBS and Pharos will work with the City project management team to determine appropriate formats for reporting.

2.1.2 Project Reporting Schedule

Project status meetings will be held on a regular basis. This helps ensure that all project staff are up to date on the current project status, possible issues and risks, and planned activities in the coming weeks and months. The following describes our recommended project status reporting schedule.

2.1.2.1 Weekly status report and meeting

The project management team attends this meeting along with various staff from both teams who are involved in that week's activities. This meeting generally lasts no longer than one hour and gives an overview of the week's successes and issues. It also discusses strategies and plans for the following week. The meeting is scheduled regularly on the project calendar. We will also prepare and deliver a weekly status report, risk and issues log, and project plan update (as required). The typical weekly project management reporting includes the following:

- Status report
- Issue summary and resolution report
- Change control summary with detailed change control report
- Project work plan updates, incorporating agreed changes and defining the implications for resources and schedules

2.1.2.2 Periodic quality assurance review meetings

As part of the management structure, a quality assurance team will perform independent reviews of the progress of the project. This review will verify and validate the following:

- Project resource utilization and budget status
- Outstanding issues and risks and how these issues and risks will affect the project
- Whether work products meet KMBS and Pharos and City standards

2.1.2.3 Project Management Plan

KMBS and Pharos will provide a project management plan to the City which will include the agreed Statement of Work. This will be presented to the City and, once approved, a project kick-off meeting will be scheduled for the project team and stakeholders.

2.2 City Responsibilities

The City also expects a significant number of informal meetings to take place on specific project issues. These meetings, unscheduled or unplanned at project onset, are documented and included in the monthly status reports.

KMBS and Pharos will rely on the City's Project Manager to provide all information necessary for satisfactory   performance of the required tasks. KMBS and Pharos will direct all communication to, and take direction from the City's project manager. Project meetings should be scheduled on a regular basis and will serve as a means of identifying emerging issues and reporting on progress. The initial meetings may be brief,   but subsequent meetings will at times require a number of personnel to address problems and answer questions.

The City's project manager and project team will be responsible for contributing to and reviewing Weekly Status Reports, reporting Project Issues, and updating the Project Plan.

2.3 Documentation

The following table identifies the roles and responsibilities associated with Documentation and delivery of required deliverables services. The table attempts to define the lead role, but it is expected that both KMBS and Pharos and the City of San Antonio will work collaboratively to develop the documentation. An "L" Lead, "R" Review, "S" Support, or "A" Approve is placed in the column under the party that will be responsible for performing the task.

Documentation Roles and Responsibilities	Vendor	City
1. Recommend specifications and documentation format and content	R	L
2. Approve documentation format and content	S	A
3. Develop and document system functional specifications	L	A
4. Develop and document system architecture including security	L	A
5. Develop and document systems design specification	L	A
6. Develop and document system test cases	L	S
7. Develop and document system interface specifications	S	L
8. Develop and document systems interface control plan	S	L
9. Develop and document database design (logical and physical) documents	S	L
10. Develop and document data dictionary	L	A
11. Develop and document user interface specification	L	A
12. Develop and document data conversion plans	N/A	N/A
13. Develop and document System (and Release) Test Strategy	L	A
14. Develop and document system Test Plan(s) and Scripts	L	A
15. Develop and document system Quality Assurance Plan	L	A
16. Develop and document system turn over to production plans	L	A

Documentation Roles and Responsibilities	Vendor	City
17. Develop and document System Training and Knowledge Transfer Strategy and Plans (end-user and system administration).	L	A
18. Develop and document System Training and Knowledge Transfer Materials (end-user and system administration).	L	A
19. Develop and document knowledge transfer testing results/completion documentation	L	A
20. Develop and document system post implementation support plans	L	A
21. Develop and document system back-up and recovery requirements and plans	S	L
22. Develop and document Configuration Management Plan	S	L
23. Develop and document Weekly Project Status Reports	L	A
24. Develop and document Project Management Plans and Schedules	L	A
25. Develop and document Risk Management Plan	L	A
26. Develop and document Issues Logs	L	A
27. Develop and document Organizational Change Management Plan	N/A	L
28. Develop and document operational process flows and use cases	S	L
29. Develop and document system installation, support, and configuration manuals	L	A
30. Develop and document application hardware and system software requirements documentation	L	A
31. Develop and document Application Code Listings	L	A
32. Develop and document End-User documentation (if not already "standard")	L	A
33. Develop and document system and application security procedures	S	L
34. Develop and document systems standard operating procedures	S	L
35. Develop and document updates and release notes	L	A
36. Approve documentation delivered	S	A

3   Implementation Work

3.1 Software Installation

The following tasks will be completed as a part of the Implementation effort:

3.1.1   Installation of Uniprint Suite software in one server environment

The following Uniprint Suite modules will be installed:

a. Uniprint Core Components - Installation of Uniprint consists of the following tasks:

- Server Preparation (prerequisite configuration)
- Base Components Installation
- Basic Configuration Settings
- Client Component Preparation (prerequisite configuration)
- Client Components Installation
- Integrations Configuration
- Functional Testing and Signoff

b. Uniprint Suite Kiosk Installation consists of the following tasks:

- Kiosk Deployment
- Base Kiosk Configuration
- Connectivity Validation
- PC Charge Server Validation
- Functional Testing and Signoff

c. Installation of the Uniprint iMFP device modules consists of the following tasks:

- Device Prerequisite Validation
- Application Server Configuration
- Device Software Push
- Device settings Configuration
- Functional Testing and Signoff

3.2 Software Configuration

The following components or configuration will be provided after successful installation of the base software components:

1. Uniprint – Configuring basic settings, output management, packages, authentication, and security settings.
2. Signup – Configuring basic settings, branches, computer groups, computer types, environments, and access times.
3. MobilePrint – Configuring basic settings, upload parameters, email settings, and Print Center interface.

4. PC Stations – Configuring station records and basic configuration settings, display options, station functions, and workflow settings.

5. Kiosks – Configuring basic configuration settings, administration settings, connectivity and workflow settings.

6. iMFP's – Configuring application server connectivity, basic configuration settings, display options and workflow setting

3.3 Professional Services

KMBS and Pharos Professional Services personnel will provide the following services:

3.3.1 Integration

KMBS and Pharos will engage in discovery sessions with the customer to gather requirements for the necessary integrations. These sessions will result in an integration document deliverable, which will detail the design of the integrations. The City must review and approve the design prior to initiation of the work effort.

If, upon completion of the discovery sessions, the scope of the expected integration changes, the normal Change Order process will be followed (see Appendix A).

3.3.2 Processes

KMBS will rely on the City of San Antonio to provide its "As-Is" process documentation for a KMBS Business Consultant to review. Upon review, the Business Consultant will conduct discovery sessions with representatives from identified departments and the project team to develop the "To-Be" processes to be implemented in Uniprint Suite.

3.3.3 Product Enhancements

KMBS and Pharos will provide the following requested product enhancement as a part of this engagement with the City:

- EMV Chip – Authentication technology for the point of sale part of the transaction when the physical card is actually present.

- Online Credit Gateway: Integration with the Chase Paymentech Orbital Gateway to process online credit transactions; rate to be determined and addressed in a change order following Discovery.

- Custom Uniprint Reports – Should the City determine a requirement for reports apart from the standard reporting package provided with Uniprint Suite; rate to be determined and addressed in a change order following Discovery.

3.3.4 Testing

KMBS and Pharos will work with the City to develop a test plan for Unit, System, Integration, Regression and Stress testing of the application and interfaces. The development of the plan will require input from the City and will be the responsibility of both KMBS and Pharos and the City of San Antonio. KMBS and Pharos will work with the City to develop test scripts, which will describe the functionality expected when entering a service request from call receipt to submission and acknowledgement of message receipt and updates from back-end systems.

Testing will include all installed and configured Uniprint Suite software (including integration code) to be used in Phase 1.

KMBS and Pharos will document the test results and provide them to the City for review. Defects will be logged in a defect tracking system. Defects will be reviewed as to priority, assigned to responsible parties for resolution, assigned an expected resolution date and re-tested when believed to be resolved.

System, Integration, Regression and Stress testing will be performed by KMBS and Pharos. Specific tests may be reassigned as the responsibility of either KMBS and Pharos or the City, as determined after discussion and agreement of the plan and schedule.

The City will be responsible for performing User Acceptance Testing based on protocol developed during Design.

3.4 Training

KMBS and Pharos's approach to training staff for the City of San Antonio is to deliver classroom-based, formal instruction by certified trainers using the Uniprint Suite system to understand the application's features and practice configuring them; skills transfer workshops with KMBS and Pharos staff to provide hands-on experience; and a Train-the-Trainer Certification course for City trainers to deliver to its end users. KMBS and Pharos will provide registered attendees standard training materials.

The installation and configuration will require assistance from City personnel knowledgeable in the deployed infrastructure and network. Many customers use this as an additional opportunity for skills transfer where the persons responsible for maintaining the application sit with KMBS and Pharos personnel during the installation and base configuration and testing. In addition, KMBS and Pharos will provide two (2) skills transfer workshops so that personnel will have an opportunity to expand their knowledge of the Uniprint Suite application (workshops typically follow instructor-led classroom training). Curricula specifics will be determined and agreed following Design.

KMBS and Pharos will provide the following training courses for City of San Antonio:

Training Course Name	Quantity	Number of Students per Course	Number of Days per Course
Uniprint Administrator	2	6	3
Uniprint Help Desk	2	8	2
"End User" Train-the-Trainer Certification	3	8	1
Skills Transfer Workshop	2	6	2

KMBS and Pharos will provide training and skills transfer for help desk personnel, to include provision of a troubleshooting guide.

4   Project Assumptions

The following assumptions have been made in support of this Statement of Work and its associated effort estimate:

1. The City of San Antonio will be responsible for the installation and configuration of all hardware required, except as noted, for the project based on System/Architecture Design and agreed upon by the City, KMBS and Pharos.

2. The City of San Antonio must make available the necessary technical, business, testing and training personnel to support the deployment throughout the project. Failure to provide personnel in a timely manner, as defined in the approved Project Management Plan (deliverable milestone 1), may cause delays in delivery of the solution.

3. The City will provide a full time Project Manager and Business Analyst for this project and access to technical personnel.

4. City leadership will continue to support the project with the necessary resources and commitment to transition and change that this project will entail; City will provide needed departmental liaisons and access as needed.

5. An appropriate work environment must be provided to KMBS and Pharos personnel working on-site. The location should be co-located or near the locations of the work to be performed. KMBS and Pharos personnel will require access to the City's network and installed software components, Internet and telephone service (to include teleconference compatible telephones).KMBS and Pharos agrees to follow applicable City policies and/or guidelines for appropriate use of City infrastructure (e.g., Internet, network, etc.).

6. The City of San Antonio Project Manager will be responsible for ensuring that City personnel attend all scheduled discovery, discussion, workshop and training sessions.

7. The City of San Antonio Project Manager will be responsible for the scheduling of meeting rooms, training facilities, and requisite equipment.

8. The City of San Antonio will assign a point of authorization for Project Sponsorship in addition to a Project Manager. The Project Manager will be responsible for facilitating all communications between San Antonio, KMBS and Pharos. The timeliness of communication and associated review will directly affect KMBS and Pharos's ability to meet agreed upon schedule deadlines. All project deliverables must be signed-off on within ten business days of notification that the deliverable is complete. If sign-off has not been completed within ten business days, and no notification of reason for the delay is received, the deliverable will be assumed to be accepted.

9. The parties agree that the warranty obligations and the support and maintenance obligations contained within the Supply Agreement entered into by and between the City, KMBS and Pharos.

10. Any changes requested to the scope documented in this Statement of Work and the Project Schedule document or due to the City's dependencies will be handled via a Change Request process by the party requesting the change. Best efforts will be made by KMBS and/or Pharos to provide an initial impact response within two business days of delivery of the written Change Request.

11. The City will maintain non-Uniprint Suite software licenses and provide infrastructure and middleware needed for this project, based on the Uniprint Suite Software Agreement and the agreed Systems/Architecture Design.

12. Ownership of and responsibility for the Uniprint Suite environment is by the City or their designated contractor and not KMBS and Pharos. All necessary access, including remote privileges (VPN), will be provided to KMBS and Pharos personnel working on this project. KMBS and Pharos agree to follow applicable City policies and/or guidelines for appropriate use of City infrastructure (e.g., Internet, network, etc.).

13. The scope and assumptions within this document only pertain to Phase 1 and 2 specified in this SOW. Additional phases as well as optional items will require an additional scoping and SOW.

14. The City will be responsible for making any modifications to SAP and make available SAP access for integration to Uniprint Suite software.

15. The City will be responsible for ensuring that the versions of SAP running on all environments remain the same across all environments.

16. The City will schedule and perform User-acceptance Testing (UAT).

17. This SOW does NOT include any services for the following:

    a. Additional configuration, development of reports, etc, unless described in this statement of work.

    b. Configuration, development, other work or integrations other than those described in this statement of work.

5   Software, Services and Hardware

KMBS and Pharos will install the following procured by the   City of San Antonio:

Phase 1 Solution Components	Quantity	60-Month Lease
Software		**$3,003.61**
Pharos Uniprint Site License	Unlimited	$1,088.09
SignUp Software	1010	$469.26
Mobile Print Software	Unlimited	$416.03
KM Embedded Software Licenses	66	$422.43
Credit Card and Innovative Integration Gateways	1	$106.68
Pharos Uniprint Software AM&S – 1 Year	1	$500.50
Solutions Delivery Charge - Level 2	1	$0.62
Hardware		**$5,250.82**
Bizhub C224e Color Printer/Copier/Scanner	66	$2,965.48
DF-624 Reversing Auto Document Feeder	66	$654.77
PC-410 Large Capacity Cassette	66	$987.09
UK-204 Memory Upgrade	66	$204.18
I Option 9 (Web Browser)	66	$37.31
AU-204H Mag Stripe Card Reader	66	$297.79
Working Table	66	$78.85
Solutions Delivery Charge - Level 1	1	$25.35
Services		**$795.26**
Professional Services and Travel Expenses	1	$275.22
Program Management & Design	1	$128.01
Training (as outlined in 3.4)	1	$392.03
Total Phase One		**$9,049.69**

Phase 2 Solution Components	Quantity	60-Month Lease
Hardware		**$7,568.38**
Kiosk with Card Reader (EMV-compliant)	27	$7,269.69
Solutions Delivery Charge - Level A	1	$298.69
Services		**$3,032.23**
Professional Services and Travel Expenses	1	$1,792.13
Program Management & Design	1	$512.04
Training (as outlined in 3.4)	1	$728.06
Total Phase Two		**$10,600.61**
Total Phases One and Two		**$19,650.30**

Maintenance & Support	
Software, Year Two through Five, per year (recommended); per year price carries to optional one and two year period	$35,459
Kiosk Hardware, Extend Warranty Year Two through Five, per unit (optional); per year price carries to optional one and two year period	$8,496
Maintenance on bizhub C224e Output Device Black and White per print	$0.00495
Maintenance on bizhub C224e Output Device Color per print	$0.040

Bizhub C224e Maintenance includes all onsite service, parts, and all supplies except paper.

6 Payment Milestones

KMBS and Pharos will provide the products and services for the project outlined in this SOW to the City of San Antonio, subject to section 3.3.3 Product Enhancements, for $921,036.00 to be executed under the terms and conditions of TexBuy AEPA IFB #013.1, under the 60-month lease term listed in section 5 Software, Services and Hardware, based on schedule that follows the project implementation identified in section 1.1.3 and is further detailed below:

Payment Milestones	Monthly Lease Amount
Phase One, Milestone 1 Software Licenses, Professional Services	$3,072
Phase One, Milestone 2 MFP Hardware, Professional Services, Training	$6,488
Phase Two, Milestone 1* Professional Services	$1,563
Phase Two, Milestone 2* Professional Services, Training	$1,137
Phase Two, Milestone 3* Kiosk Hardware, Professional Services, Training	$7,390
Total Monthly Lease Payment	$19,650
Does not consider impact of SOW Section 3.3.3, EMV Chip Authentication is included in pricing.	

Appendix A – Change Control

Project:	City of San Antonio Public Library	Date:	<insert date>
Requestor:		Request #	
E-Mail:		Phone:	
Type:		Reason:	
Priority:		Required:	

Change Description (Detailed description of the change. Reference attachments if necessary)

Description:	•
Justification:	•
Impact if not implemented:	•
Alternatives:	

Impact Analysis (Describe how the change will impact the project & business in the following categories)

Scope:	
Risk:	
Schedule:	
Cost:	

Approval

Approved:	
Signature:	Date: Date approved.