Statement of Work

City of San Antonio

Contract Management System

(6100008101)

Version 1.0

August 1, 2017

Sistema Technologies

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1.0 PROJECT SUMMARY

Sistema Technologies (Sistema) will implement a Contract Management System for the City of San Antonio.

1.1 Project Scope

The scope of this project is Phase 1 implementation of the City of San Antonio, Department of Human Services (COSA-DHS) Contract Management System. Subsequent phases will be contracted for in separate statements of work.

This Scope section describes the factors, which govern, limit, and bind Sistema Technologies project work to satisfy the City of San Antonio's business needs.

1.1.1 Included in Project Scope – Department of Human Services

Included in the scope is project management, base configuration and implementation of the GrantVantage® solution, workflows and notifications, user training, technical assistance and support as outlined Sistema Technologies Project Plan dated ….08/21/2017

a. **Master data of all agencies and their related programs**

b. **Delegated Agencies submission of the following:**

   1. Performance Measures
   2. Invoices
   3. Budgets and Budget Revisions
   4. Contract and Budget Requirements (contract and budget package process)
   5. Scope of Work

c. **Contract Budget Process**
   As is Workflow explanation

   1. The Delegate Agency develops program budget on DHS budget form
   2. The DA sends draft program budget to the Program Monitor (PM) for review, and if the budget is acceptable, will send via email the budget along with a budget routing slip.
   3. If data is not acceptable, CMD sends email to DA explaining errors, and the process starts over again
   4. Once the budget is acceptable, PM sends email to DHS Fiscal Inbox with the budget and budget routing slip

5. Note: If the program is considered High Risk, the budget must also be approved by the Contract Administrator (CA) prior to sending to Fiscal
6. The Senior Accountant (administrator of the Fiscal Inbox) will log receipt of budget in tracking log and assigns to appropriate fiscal analyst. The fiscal analyst will print a hard copy of the budget to review and approve budget. After the Fiscal Analyst approves the budget, and logs their approval the tracking log, it is forwarded to the Fiscal Manager. The Fiscal Manager will approve the budget as the final approver, and logs their approval in the tracking log.
7. Note: if the program is High Risk, the Department Fiscal Administrator (DFA) will also approve the budget
8. The FM will send hand copy of the program budget back to the Contract Administrator (CA). The original hard copy budgets are provided to the Senior Management Analyst (SMA) for the contract attachment. The (SMA) will log receipt of the budget from Fiscal in the CMD contract tracking file. The (SMA) will provide the budget to the PM to sign and date as approved budget. The PM scans a copy the budget to the shared drive. The original hard copy budgets are provided used to prepare as an attachment to the contract.
9. The FM will send hard copy program budget back to PM. PM will save a copy to shared folder. The original hard copy budgets are provided to CA for contract attachment

d. Development of Delegated Agencies Contract Scope of Work and Performance Measure Scorecard

As is Workflow explanation

1. The Delegated Agencies submits a Scope of Work and Performance Measure Scorecard in Microsoft Office Word and sends to PM
2. The PM will review Scope of Work and Performance Measure Scorecard and if acceptable will send to SMA to approve and then the SMA will send to CA to approve. If there are edits needed, the PM sends to the DA to have corrections made and the DA resubmits.
3. The CA will use Scope of Work and Performance Measure Scorecard back to the SMA to use Scope of Work and Performance Measures Scorecard document as a contract attachment
4. The PM will scan a copy of the Scope of Work and Performance Measure Scorecard document in shared drive
5. Once performance measures are developed on the scorecard and approved (as above), the performance measures are put on the CMR form by the DA and the DA sends to the PM for review and approval. After the PM approves, the CMR is

sent via email to the SMA who approves documents. The Approved Planned CMR is saved to the shared drive. An approved Contract Monitoring Report (CMR) is emailed to the DA by the PM.

e. Performance Measures Submittal Process
As is Workflow explanation

1. Each month, agencies email report of performance measures to Program Monitor by contract due date
2. The Program Monitor reviews performance measures report for accuracy and completeness
3. Note: If performance measures report is not accurate and/or unacceptable, the Program Monitor will identify discrepancies and will email back to the agency noting discrepancies. The agency will correct and resend to the Program Monitor
4. If data is approved by Program Monitor, it is emailed to Senior Management Analyst for approval
5. Once the Senior Management Analyst approves data, it is signed and dated, password protected and emailed back to the Program Monitor who saves a on the CMD shared file
6. The Program Monitor sends via email password protected report to agency for next month's submission of the performance measures report
7. The process starts over again
8. Note: If agency is late, Program Monitor will email agency by the 20th calendar date as a reminder to submit the performance measures report

f. Invoice Submittal Process
As is Workflow explanation

1. The agency emails invoice to the Program Monitor by contract due date
2. The Program Monitor reviews for accuracy and completeness and ensures all required documents are attached before it is forwarded to Fiscal
3. Note: If Invoice is not accurate and/or unacceptable Program Monitor will identify discrepancies via email to agency for correction and process starts over again
4. If the Invoice is good, the Program Monitor will approve
5. The Program Monitor emails invoice with embedded routing slip to DHS Fiscal Inbox
6. The Senior Accountant (Administrator of the Fiscal Inbox) tracks and logs receipt of the Invoice and assigns an Accountant

7. The Accountant will review against general ledger. Accountant tracks invoice and enters in the agency's expenditure spreadsheet. A Goods Receipt (GR) (MIGO transaction) is created in SAP. A hard copy of the invoice is placed in the assigned Fiscal Analyst's inbox. An email will be sent to the FA for review and approval and agency invoice tracker will be updated by Accountant to reflect the GR date
8. Once the FA approves invoice, it is placed in a bin located in the Department Accounting Supervisor's office. The agency's invoice tracker is updated by the FA to reflex their approval date. At 10:30 a.m. daily, an accountant designated by the DAS hand delivers all invoices in the bin to AP/Finance. The designated Accountant updates the DA invoice tracker to reflect their delivery date.
9. Finance will process payment to the agency
10. Note: If Fiscal Analyst has questions, they will contact the agency via email for corrections or clarifications. At times, the agency may need to resubmit the invoice back to PM to run through the process as above

g. Budget Revision Submittal Process
As is Workflow explanation

1. The agency emails budget revisions to Program Monitor
2. The Program Monitor reviews, if all is good and acceptable, the Program Monitor will approve and email to CMD Fiscal Inbox with a budget revision routing slip
3. If data is not good, CMD sends email to the agency explaining errors and process starts over again
4. Once the budget revision is acceptable, the Program Monitor will scan the revision and routing slip and via email send to DHS fiscal Inbox
5. If budget revision is considered High Risk, the Contract Administrator must approve before it is submitted to the DHS Fiscal Inbox
6. Fiscal tracks and logs the budget revision and assigns to the appropriate Accountant
7. The Fiscal Accountant prints the budget revision and routing slip and will review and approve the budget revision, and log their approval date on the tracker
8. The Accountant will forward the budget revision to the assigned Fiscal Analyst for approval.
9. If the budget revision is low risk, after approval, the assigned Fiscal Analyst will sign the revision, and give a hard copy to the Senior Accountant (Administrator of the Fiscal inbox). The Fiscal Analyst's approval date is logged on the tracker.
10. The Senior Accountant will email a copy of the budget revision to the Fiscal Analyst, and deliver the signed copy to the Program Monitor

11. If the budget revision is High Risk, the Department Fiscal Administrator and the Department Director must approve the budget revision as well. The approved budget revision (hard copy) is sent back to the PM. The PM scans a copy of revision, sends copy to Fiscal Analyst, and saves a copy to the shared file and sends via email to the agency.

1.1.2 Included in Project Scope – Pre-K 4

h. Development of Budget and Performance Measure Spreadsheet Process
As is Workflow explanation

1. The DA submits a Budget plan and Performance Measures plan spreadsheet in Pre-K 4 SA Microsoft Office Excel template and sends to Grants Analyst (GA)

2. The GA will review the Budget plan and Performance Measures plan spreadsheet and if acceptable will send to the committee to approve. If the committee has follow-up or does not approve, the process repeats until the budget and metrics are approved.

3. The GA notifies DA of their approved budget and performance metrics plan and sends a forecast spreadsheet to the DA to complete their monthly planned expenditures and monthly planned performance metrics

4. DA submits completed monthly forecast spreadsheet to GA. GA reviews for completeness and identifies any issues and works with DA to resolve until template is satisfactory

5. GA then reviews the forecast template with the GM for approval. GM will review for final approval with next level approver (CEO, Assistant to the CEO, committee, etc.). Once approved, GA will notify DA of final approval. If any goals are unacceptable, the process repeats until final goals are approved.

6. GA will then create DA's master file using the approved forecast Budget and Performance Metrics. This master file will be saved in the shared drive and is used to develop monthly submission templates and to monitor the DA's program in terms of budget, performance metrics, action plans, etc.

i **Performance Measures Submittal Process**

As is Workflow explanation

1. Each month, Delegate Agencies email their report of performance measures to GA by the scheduled monthly due dates

   Note: Child development center awardees do not email their metrics and instead update their online Google docs in regards to the month the metrics are due.

2. GA reviews performance measures report for accuracy and completeness. If performance measures report is not accurate and/or unacceptable, GA will identify discrepancies and will email back to the agency noting discrepancies. DA will correct and resend to the GA.

3. If any submitted performance measures are well below the anticipated goal, the metric is flagged by the GA for review with the Grants Manager. If the Grants Manager (GM) confirms the metric(s) are unsatisfactory, an action plan is issued. An Action Plan tab is added to the monthly submission template and DA will report progress on a monthly basis until the issue is resolved.

4. If data is approved with no issues by GA, it is printed and signed by the GA and then given to the GM for approval.

5. Once the GM approves data, it is signed and dated and given back to the GA, who scans it to the shared drive and saves the printed documentation in a binder.
6. The GA sends an updated monthly submission template for next month's submission of the performance measures report along with an action plan tab, if applicable.

7. The process begins again to be completed by the monthly due dates.

8. Note: If agency is late, GA will email agency the day after the scheduled due date as a reminder to submit the performance measures report.

j. **Invoice Submittal Process**

As is Workflow explanation

1. Each month the DA emails invoice, supporting documentation, and excel budget template to the GA by the scheduled monthly due dates.

2. DA also emails the city's Accounts Payable (AP) a separate email containing only the PDF invoice for AP's payment processing.

3. The GA uses a monthly submission checklist as a tool to review for accuracy and completeness and ensure all required documents are attached before it is reviewed with the GM.

4. Note: If Invoice is not accurate and/or unacceptable, GA will identify discrepancies and email DA for correction and process starts over again.

5. If the Invoice and documentation are acceptable, the GA will print, sign, and review with the GM.

6. Once the GM approves the invoice, the budget template is signed and dated and given back to the GA, who scans it to the shared drive and saves the printed documentation in a binder.

7. When the invoice reaches the Accountant, they email the GA to confirm it is approved to pay. If approved, the Grants Analyst confirms via email.

8. A Goods Receipt (GR) (MIGO transaction) is created in SAP. A hard copy of the invoice is retained for records and auditing purposes in the Accountant's Invoice binders.

9. If invoice was received via City's WorkCycle inbox, Accountant will provided necessary information and route the WorkCycle item back to Finance Accounts Payable.

10. Finance Accounts Payable will process payment to the agency

11. Once the process is finalized, Grants Analyst updates budget in the monthly submission template and send to agency for the next month's submission.

k. Budget Revision Submittal Process

As is Workflow explanation

1. The agency emails GA of budget shifts that are being proposed for a budget revision.

2. GA verifies consideration of the revision plan with GM from a high-level standpoint. GM will consult with the revision committee if needed to determine if revision requests are allowable.

3. Once consideration is deemed allowable by GM, GA creates budget revision template with justification questions and available funds before sending budget revision template to agency.

4. Agency fills out all required sections of the budget revision template and emails template back to GA.

5. The GA then forwards the submission to the assembled review committee for review. Review members will update the statuses of pending/denied/approved items and sign.

6. If there are any discrepancies or follow-up questions per the review committee, additional questions will be added to the template with committee signatures. Review committee sends reviewed template to GA and GA emails to DA for follow-up and process starts over again,

7. If all line items have been finalized with a status of approved or denied, the review committee will sign and date the revision template before sending it back to GA. GA saves the final reviewed revision template to shared drive and then updates DA's master budget to reflect dollar shifts and category changes for next month's submission template.

8. If the budget revision is High Risk, the Department Fiscal Administrator and the Department CEO/designee must approve the budget revision as well. The approved budget revision (hard copy) is sent back to the GA. The GA scans a copy of the signed and reviewed final revision, and saves a copy to the shared file and sends via email to the DA for their records

I. Childcare Development Center Purchasing Process- CDC agencies only

1. DA and Pre-K 4 SA utilizes a "Needs Assessment Tool" to identify areas of need for potential purchases.

2. DA and Pre-K 4 SA uses the "Needs Assessment Tool" to develop purchase list, encompassing of foundation and enrichment items. After all foundation and enrichment items have been purchased, new orders or "shopping lists" can be requested by DA with remaining funds which undergoes a committee review.

3. DA enters items by last business day of each month in a designated "Order Form" tab of their Google document. After the last business day of each month, the committee reviews.

4. If items are denied, then follow-up email is sent by GA to DA for more details. If items are approved, purchasing process begins with quotes.

5. GA creates vendor-specific Excel files (Quote Request) from Google doc. with each tab listing all items by site.

6. GA emails file to applicable vendor POC using email template.

7. Upon delivery of items, agencies receive packing slips corresponding to shipments. Agencies review the packing slips to ensure all items are delivered and in good condition. If something is missing/broken/back-ordered/discontinued, DA will make note of it on the packing slip.

8. DA is to sign and date the packing slip before submitting to their assigned GA for records retention. Simultaneously while verifying delivery of packing slip items, agency updates the agency section of their master list in the Google document to notate the date received and the condition.

9. Once GA receives packing slip from DA, GA will review DA's master list to ensure everything matches and all items have been received in good condition. If any issues or notations that require follow up with vendors arise, GA will contact vendors to discuss and resolve.

10. GA will enter in Google Docs comments section of the items with issues as well as in the Issues Log template to track the steps taken to resolve purchasing issues. Separate packing slips should be submitted to GA for any items in the original packing slip requiring new shipment.

11. Packing slips are saved in respective DA's folder with file names such as 'Lakeshore Packing Slip_2016.08.24'. The date is the day the agency submitted the packing slip to the GA.

12. Once packing slips are received and all items are noted as being in good condition, GA will then anticipate an invoice from Finance regarding the shipment, which will require approval for payment.

13. If the DA is unable to produce a packing slip for an item that was marked received, GA will generate a generic packing slip for the DA to sign, date and return.

14. Finance receives invoice related to CDC purchases and then notifies GA of invoice with request to review for confirmation of payment. GA checks DA's Google document to ensure everything is up-to-date for payment approval.

15. GA updates the expenditure costs of the line items in the DA's master list with the final prices from the invoice. This will include matching items line by line to confirm that everything listed on the vendor's invoice has been billed.

16. Once all items have been confirmed, GA notifies by email to Finance that the invoice is ready to pay.

17. After notifying Finance of confirmation to pay, GA scans the invoice to the DA's folder for records retention. Invoices are saved in respective agency's folder with file names such as 'Lakeshore Invoice_2016.10.18'. The date is the day Finance submitted the invoice to the GA.

18. Fiscal pays the invoice according to the same process listed above in the "Invoice Submittal" section.

1.1.3 Not included in Project Scope – Department of Human Services

This project does not include processes described in the City of San Antonio (COSA) Clarification #2 (RFCSP 6100008101 and Clarification #3 RFCSP 6100008101 / 2016-108 including:

a. **Pre-award process**
   Contract pre-award processes are not included in the project scope. Pre-award processes include:
   1. The GrantVantage Funder and Applicant Portal
   2. Integration or workflows related to SAP

b. **Configurations and implementations**
   No configurations or implementation related to the document repository. The contract management system will not be used as a document repository and activities related to a document management system are excluded from this project

c. **Configuration, integration or implementation of Dynamics 365 SharePoint**

1.1.4 Not included in Project Scope – Pre-K 4

In addition to 1.1.3, the following is also out of scope for this project.

I. Pre award Process (Out of Scope)

1. The Pre-K 4 SA Grants Program receives the annual funding through a 1/8 cent city sales tax as part of the Pre-K 4 SA initiative.

2. The Pre-K 4 SA Board of Directors approves the funds allocated for grants when they approve the department budget in April on an annual basis. City Council then adopts the annual budget in May on an annual basis.

3. Every two years, Pre-K 4 SA uses a Request for Proposal (RFP) process to solicit proposals to improve the quality of prekindergarten services. Pre-K 4 SA reviews solicitations by using evaluation panels that rank and score proposals

4. Pre-K 4 SA provides funding recommendations of delegate agencies to the Pre-K 4 SA Board of Directors

5. Funding is awarded and approved by the Pre-K 4 SA Board of Directors

6. Pre-K 4 SA sets up contracts annually through SAP during the award process. The second year of funding for contractors is a renewal contract based on an internal review of renewal applications.

II. Setting up Contracts in SAP (Out of Scope)

1. Department Fiscal Administrator (DFA) initiates request for Purchase Requisition via email with executed contract attached. PR's are created by Accountant and PR # is documented on a printed copy. An email with the PR # is sent to DFA for approval. Procurement Specialist II (PSII) is copied on the email. Once approved, Accountant will file document in a "pending" folder awaiting PO to be issued.
2. The DFA approves the PR, notifies Accountant and PSII via email that the PR is approved.

3. PSII opens the PR in SAP and creates the electronic contract so funds can be encumbered. Once complete, PSII emails Procurement Manager (PM) to approve SAP contract.

4. The PM reviews and approves the electronic contract in SAP.

5. PM notifies PSII via email once contract is approved. PSII then creates the Purchase Order (PO) and notifies Accountant, DFA and Grants Division via email and a copy of the PO is attached.

6. Accountant checks SAP and (Goods Receipts) GRs invoices against POs. All current and future invoices and documents will be filed according to vendor name.

2.0 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.

The project plan included in this Statement of Work details all the steps the Sistema team will use to deliver the Contract Management System. The deployment of the GrantVantage solution will be a multi-step process following industry standard methodologies. As a cloud based COTS SaaS offering, the solution deployment will be streamlined and non-disruptive. The major phases of the deployment are:

Project Management – Kick off the project, define the roles, develop the relationships required to see the project to completion. Review, update and deliver final project plan.

Base Solution Installation – This step is the initial deployment of the base GrantVantage solution into a unique portal specific to COSA. The base solution will be tested and verified.

Gap Analysis – Examine the entire technical scope of the project to ensure a comprehensive integration effort.

Customization Design – Define, design and develop all the unique features and interfaces required to deliver the complete solution.

Build/Configuration – Installation and integration testing of the various components and external systems which make up the complete system.

Data Conversion – Once the tested system is deemed ready, data conversion mapping, scripting and testing will take place.

Acceptance Testing – COSA and Sistema team will conduct testing to ensure the customized solution and its integration into the existing infrastructure function as defined in the contract and to COSA's satisfaction.

Training – Prior to the go live target date, training will be provided to the Internal and accounting staffs.

Deployment – The final deployment step will include a final data conversion, User Provisioning, checklist review and a Go/No Go decision. While the Sistema team believes this plan is comprehensive, inclusive and complete, it will be validated by COSA and adjusted in the initial Project Management phase.

3.0 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.

3.1 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. Sistema Technologies will work with the City project management team to determine appropriate formats for reporting.

3.2 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.

3.3 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

3.4 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 Sistema Technologies and City standards

4.0 PROJECT MANAGEMENT PLAN

Sistema Technologies 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.

4.1 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.

Sistema Technologies will rely on the City's Project Manager to provide all information necessary for satisfactory performance of the required tasks. Sistema Technologies 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 coordinating and completing all required Data Sheets (Organizations, Contacts, Users) within 10 days of the kick-off meeting, contributing to and reviewing Weekly Status Reports, reporting Project Issues, and updating the Project Plan.

4.2 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 Sistema Technologies 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)	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
17. Develop and document System Training and Knowledge Transfer	L	A
18. Develop and document System Training and Knowledge Transfer	L	A
19. Develop and document knowledge transfer testing results/completion	L	A
20. Develop and document system post implementation support plans	L	A
21. Develop and document system back-up and recovery requirements	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	L	A
30. Develop and document application hardware and system software	L	A
31. Develop and document Application Code Listings	L	A

32. Develop and document End-User documentation (if not already	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

5.0 IMPLEMENTATION

Project Plan

(Attached Separately)

5.1 Software Installation

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

- **CRM Outlook Connector**

5.2 Installation of software.

The GrantVantage software will be deployed online in the Microsoft Government cloud on Dynamics 365

a. The following CRM Outlook Connector modules will be installed:

- Initiate the Microsoft Dynamics CRM Wizard
- Link GrantVantage – COSA CRM to the Users Outlook Account
- Run Wizard

b. Document Core Pack - Installation of the Document Core Pack consists of the following tasks:

a. Installation of Document Core Pack managed solution into Dynamics CRM
b. Installation of Document Core Pack MS Word developer utility
c. Configuration of GrantVantage and Document Core Pack integration

5.3 Software Configuration

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

1. User Set-up
2. User Permissions
3. User Notifications

5.4 Professional Services

Sistema will engage GrantVantage Inc. (GV) and Trinity Technology Group (TrinityTG) as functional sub-contract partners for this RFCSP requirement. Sistema will leverage its core competency in project management and software testing. The GV team contributes its industry leading cloud-based contract management solution. TrinityTG's brings its extensive experience in Microsoft Dynamics 365 development and financial integration to the solution.

The GV Solution was built from the ground up with Microsoft technology and with the assistance of Microsoft consultants. Often regarded as Microsoft's "go to" grant management solution, the GV team works closely with Microsoft on various aspects of the solution including, but not limited to, technology direction, functionality, scalability, and best practices in deployment.

The features and functionality of the GV Solution include:

- Unlimited grants and 10 GB date storage for all users;
- Live and on-line tech support;
- Interactive dashboard for oversight of grant spending, objectives, performance measures and grant activities;
- Custom budgeting components to enable contract and grant-specific budgeting, including tracking direct, cash match, and in-kind spending. Special features include budget revisions, carryovers, multi-funder source allocations, budget change and approval management, and budget vs actual reporting;
- Custom component for Objectives, Performance Measures and Grant Activities,
- Custom security that enables project-specific access to contracts and grants;
- Contract Management;
- Drawdowns, Reimbursement & Disbursements;
- Contract/Grant Close-out and Archiving;
- Pre-configured reports;
- Sub-Awardee Risk Assessments;
- Complete funder portal for posting of RFP's and funding announcements, online applications, panel reviews and awarding of contracts and grants; and
- Partner management.

Partnering with TrinityTG leverages its successful track record in successfully implementing Microsoft solutions for state, and local government entities. The GV Solution was developed using the Microsoft Dynamics 365 platform, which enables Sistema, GV and TrinityTG to add, update, and modify the solution and workflows to fit the unique needs of the COSA. Based on our team's high-level understanding of these requirements, a majority of the required functionality is available to COSA "off the shelf", taking advantage of the fact that the GV Solution is a commercial off the shelf offering.

Sistema Technologies Inc. is headquartered in San Antonio, Texas, and has a branch office in Austin, Texas. Sistema is a minority-owned, HUB certified business that provides state and local government agencies with exceptional information technology (IT) enterprise solutions and staff augmentation services. Sistema's skilled management team includes its President, Joe Vallejo, Vice President John Lujan and Chief Financial Officer Erach Songadwala. Their biographical information is above. Sistema is a trusted partner to the City of San Antonio (COSA) and successfully led and completed numerous contracted projects for COSA. Sistema has also provided system architecture support, programming, and integration services to other regional agencies. Sistema's experienced team clearly understands COSA-DHS's needs and will provide the IT infrastructure, policies and procedures required to satisfy COSA-DHS requirements. Partnering with Sistema to support this COSA-DHS requirement are

GrantVantage Inc. and Trinity Technology Group. GrantVantage provides a complete grant and contract management software solution and has experience working with federal, state and tribal governments and community health and nonprofit organizations. Trinity provides development and integration services with exceptional experience in end-to-end business solutions. Together, the Sistema team with subcontract partners will exceed COSA-DHS's expectations and provide a contract management solution to meet your needs.

GrantVantage Inc. is an American Indian woman-owned small business headquartered in Arlington, Virginia. In 2014, GrantVantage launched its cloud solution for managing contracts and grants. The GrantVantage Solution is easy to use, flexible, web-based, and built on the world-class Microsoft Dynamics 365 platform. The GrantVantage leadership brings subject matter expertise in contracts and grants management, training and technical assistance support to the Sistema team. The GrantVantage team has extensive experience supporting federal, state, local governments and nonprofit organizations. Their expertise extends to the design, implementation and lifecycle management of contract and grant business solutions -from funding announcement to close-out – and organizational training and technical assistance. The GrantVantage team focuses on compliance with the OMB Uniform Grant Guidance and preparing customers for the 2020 reporting implementation requirements of the Federal DATA Act. The GrantVantage team also offers tools and training in monitoring and evaluation programs for managing high-risk portfolios specific to direct service community-based social development programs.

Trinity Technology Group (TrinityTG) is an IT consulting firm headquartered in Sacramento, California. Since 1999, TrinityTG provides end-to-end total business software solutions, custom development and system integrations. TrinityTG's primary client base is almost exclusively government agencies. TrinityTG's partnership value is their extensive expertise in financial system integrations and Dynamic 365 workflow implementation. TrinityTG is well-known within the Microsoft business community and is a Gold Certified Microsoft Partner in Dynamics 365. TrinityTG has also been recognized by both Microsoft and industry professionals as a leader in solution implementations and financial integrations.

5.5 Integration N/A

5.6 Processes

Sistema Technologies will rely on the City of San Antonio to provide its "As-Is" process documentation for a Sistema Business Consultant to review. Upon review, the Business

Consultant will conduct discovery sessions with representatives from each department and the project team to develop the “To- Be” processes to be implemented in GrantVantage.

5.7 Report

Sistema Technologies will also provide 6 days of effort to modify a to be determined number of standard reports selected from those delivered to the City as a part of the standard reporting packages.

This includes:

- Identification of needed reports
- Analysis of report requirements against Dynamics 365 and GrantVantage reporting capabilities
- Configuration of reports using Dynamics 365 built-in reporting engine

5.8 Testing

Sistema Technologies will work with the City of San Antonio, 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 Sistema and the City of San Antonio. Sistema Technologies 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 software to be used in Phase 1.
Sistema Technologies 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.

Trinity Technology Group will perform system, Integration, Regression and Stress testing. Specific tests may be reassigned as the responsibility of either Sistema Technologies or the City, as determined after discussion and agreement of the plan and schedule.
The City will be responsible for performing User Acceptance Testing.

5.9 Training

GrantVantage approach to training staff for the City of San Antonio is to deliver classroom-based, formal instruction by certified trainers using the GrantVantage system to understand the application's features and practice configuring them; skills transfer workshops with GrantVantage staff to provide hands-on experience; and a Train-the-Trainer Certification course for City trainers to deliver to its end users. GrantVantage will provide attendees all 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 Sistema Technologies personnel during the installation and base configuration and testing. In addition, GrantVantage will provide the following skills transfer workshops so that personnel will have an opportunity to expand their knowledge of the GrantVantage system.

Skills Transfer Workshops	Number of Students per Course	Number of Days per Course
GrantVantage Train the Trainers Certification COSA-DHS Primary Users	8	4 Days
GrantVantage Train the Trainers Certification COSA-Pre K-4 Primary Users	8	4 Days

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

Help Desk Training Courses		Number of Students per Course	Number of Days per Course
The GrantVantage Help Desk	1	3	2

5.10 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 for the project based on System/Architecture Design as agreed upon at time of City and GrantVantage License Agreement.
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 Sistema Technologies personnel working on-site. The location should be co-located or near the locations of the work to be performed. Sistema Technologies personnel will require access to the City's network and installed software components, Internet and telephone service (to include teleconference compatible telephones). Sistema Technologies 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 will be responsible for ensuring that City personnel, as scheduled, attend all discovery, discussion, workshop and training sessions.
7. The City of San Antonio will be responsible for the scheduling of meeting rooms, training facilities, and requisite equipment with access to high-speed Internet
8. The City of San Antonio will assign a primary contact and point of authorization. This single point of contact will be responsible for facilitating all communications between San Antonio and Sistema Technologies. The timeliness of communication and review will directly affect Sistema Technologies 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 and Sistema Technologies

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. An initial impact response will be provided within two business days of delivery of the written Change Request.
11. The City will maintain non-GrantVantage and Microsoft licenses software and provide infrastructure and middleware needed for this project, based on the Sistema Technologies software agreement and the agreed Systems/Architecture Design.
12. City owns all Data – GrantVantage is responsible for the Microsoft - GrantVantage environment.
13. The scope and assumptions within this document only pertain to Phase 1 (current scope of work). Any additional scope may be determined to be delivered in a future phase. 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 GrantVantage 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:

    Pre-award Funder and Applicant management, SAP Integration, implementation and workflows

    Integration of a document management repository

    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.

6.0 MILESTONE PAYMENTS –

Sistema Technologies will provide this service to the City of San Antonio on a fixed fee with deliverables based payments. The total cost of this project is $398,655. The City of San Antonio will be billed on the invoice schedule below. The Milestone Value is full value for each deliverable payment. The net due at each Payment Milestone is the net of Milestone Value minus the retention 10% holdback. The cumulative total of the retention holdback amounts will be paid at the time of the final Payment Milestone:

Payment #	Deliverable Description	Schedule	Value	Contract %	Retention 10%	Payment Due at Milestone
1	**Software Licenses Year 1**	8/21/17	$60,000.00			$60,000.00
2	**Project Schedule**	8/25/17	$16,037.85	5%	$1,603.79	$14,434.07
3	**Business Req. Doc Acceptance**	9/27/17	$32,075.70	10%	$3,207.57	$28,868.13
4	**Technical Design Document**	10/19/17	$80,189.25	25%	$8,018.93	$72,170.33
5	**Cycle 3 Review and Approval**	12/18/17	$80,189.25	25%	$8018.93	$72,170.33
6	**Deployment**	1/03/18	$80,189.25	25%	$8,018.93	$72,170.33
7	**Support Complete @ Deployment**	1/15/18	$32,075.70	10%		$60,943.83
	Total		**$380,757.02**		**$28,868.13**	**$380,757.02**

Year 2	**Software Licenses Year 2**		**$46,109.00**			**$46,109.00**