

SAPL Scheduling Software Project

Statement of Work
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Business Management Systems, Inc.

SOW Document Change Control

Version	Change Description	Author	Date
1.0		Julian Harris	1/21/2021
1.1	Vendor provided feedback on SOW document	Julian Harris	2/11/2021
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1.3	Incorporated feedback from Procurement Specialist Kristen McAvoy – Changes to Section 8 and Section 11. Added Section 11.1 to outline tiered pricing structure from BMS' website.	Julian Harris/Kristen McAvoy	3/16/2021
1.4	Accepted changes from BMS and Kristen's feedback	Julian Harris	3/23/2021

SAPL Scheduling Software Project SOW Signoff

DATE: 1/21/2021

Approval of the SOW indicates an understanding of the purpose and content described in this deliverable. By signing this deliverable, each individual agrees work should be initiated on this project and necessary resources will be committed as described herein.




Approver Name	Title	Signature	Date
Kevin Goodwin	CTO		1/21/2021 4/14/2021
Dale McNeil	Assistant Director		1/21/2021 3/26/21
C.N. Phan	President, Business Management Systems, Inc.		1/21/2021

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1. Project Background

The San Antonio Public Library initiated this project to secure a new scheduling software solution that will support the scheduling of library employees across 30 locations with multiple points in each location. The Library has over 550 public services staffed members and maintains over 40 unique schedules over seven days' work week. Throughout the work week, absences occur which create staff shortages; these shortages impact the operation of the library and can affect the staff's ability to open the building to the public on time.

By implementing a scheduling solution, the scheduler aims to improve service quality by automating resource scheduling for library employees. This will lead to improvements in several areas, namely:

- Simplify schedule development and update process.
- Ensure gaps or deficiencies in the schedule are identified as soon as possible so resources can be allocated to fill needs.
- Ensure all users are notified of changes and can submit changes in a timely manner in order to efficiently manage work schedules.

An electronic resource scheduling or workforce scheduling system will address the challenges created by the manual process. Further, this automated system will create efficiencies, time savings, and reduce manual error and correction effort.

2. Project Objectives

The objectives for a new scheduling software solution include:

- Replace the current paper-based scheduling system with an automated system.
- Provide a solution that is easy to navigate with the ability to see other location resources.
- Provide ability to update schedules, cancel schedules, publish schedules at different locations.
- Provide licenses to all users of the system to have access to the system.
- Provide the ability to manage staff availability and create custom schedules.

3. Project Execution Approach and Methodology

Describe the project execution methodology here and include illustrations if available:

Project team will follow waterfall or agile project management methodology.

4. Project Scope

Business Management Systems was recently selected as the provider for the SAPL Scheduling Software Project. Business Management Systems has proposed Snap Schedule 365, a commercially available cloud-based software-as-a-service (SaaS) scheduling solution that would address SAPL's manual scheduling challenges. Snap Schedule 365 will be setup and used as-is with no new

software development, custom programming or onsite personnel proposed. Business Management Systems shall setup, configure, deploy the SaaS scheduling solution, and provide training to SAPL on the use of the SaaS.

4.1 In Scope

Snap Schedule 365 will be setup and used as-is with no new software development, custom programming or onsite personnel proposed. This SOW reflects Business Management Systems' proposal document and all the in-scope activities listed in the below sections.

The following are the part of this implementation:

- Setup and configuration of Snap Schedule 365 system as a web-based workforce scheduling solution. Snap Schedule 365 will also have to integrate with COSA's Single Sign-On (SSO) systems via Active Directory Federation Services (ADFS) SAML 2.0 protocol.

4.1.1 Professional Services

Business Management Systems will provide Project management activities for the entire project from initiation to close.

4.1.2 Discovery and Design Sessions or workshops

Business Management Systems will rely on the City of San Antonio to provide its "As-Is" scheduling process documentation for a Business Management Systems Business Consultant to review. Upon review, Business Management Systems will conduct discovery sessions with representatives from each division and the project team to develop the "To-Be" processes based on Snap Schedule 365 features, including any integrations with the third-party systems.

4.1.3 Software Configuration

The following components or configuration will be provided:

Business Management Systems will setup and configure Snap Schedule 365 system for use by COSA. Snap Schedule 365 will also have to integrate with COSA's Single Sign-On (SSO) systems. As a part of the setup, Business Management Systems will provision the COSA testing and production accounts and activate the accounts with the proper license ratings. Business Management Systems will assist COSA with the initial loading/importing of employee data and setting the shifts and locations to reflect the "To-Be" processes defined in 4.1.2. For the COSA's SSO integration, Business Management Systems will work with COSA IT team to register Snap Schedule 365 as an Enterprise Application in COSA Azure Active Directory, configure the interface with COSA specific Azure AD identifier, and activate the Snap Schedule 365 interface with COSA Azure Active Directory.

4.1.4 Integration

Snap Schedule 365 supports Microsoft Active Directory or any authentication system that supports the SAML 2.0 protocol, to give an organization's users single sign-on to Snap Schedule 365. Business Management Systems to conduct discovery integration sessions and will work with COSA to setup Snap Schedule 365 to integrate and use COSA's ADFS SSO solution.

4.1.5 Testing

Testing is further defined in section 6.

4.1.6 Training

Business Management Systems to provide up to 10 hours of online, web-based, train-the-trainer sessions to COSA. Training is further defined in section 7.

4.1.7 Reports

There is no report to be developed. Snap Schedule 365 already has a comprehensive set of over 60 reports to analyze scheduling data; prepare records for day-to-day management and planning; and track employee activities, work assignments, labor costs, coverage, and time-offs.

4.1.8 Data Transfers, Migration, Conversion and mapping

Because SAPL is switching from a manual scheduling process to an electronic scheduling solution, there is no data transfer, migration, or conversion required. Snap Schedule 365 has the capability to import employee, skill, shift, location, and task data from Excel files. Pre-configured Excel import templates are available for COSA to populate the Excel files with available data and Business Management Systems will assist COSA in the initial data loading, which would take approximately one business day.

4.1.9 Go live technical support and Warranty

Business Management Systems to provide technical support to COSA during the transitioning from User Acceptance testing phase to Go live.

4.1.10 System Security Plan

Business Management Systems shall assist COSA in the development of the system security plan.

4.1.11 Service Level Agreement

SLA is provided in section 12.

4.1.12 Proposal and SOW discrepancies

Throughout the project milestones, Business Management Systems and the City of San Antonio (COSA) will reconcile the requirements to the actual application or system. Should it be determined that a discrepancy, or discrepancies, exist between the SOW and the proposal, COSA will retain the privilege of determining which solution best meets the requirements.

4.2 Out of Scope

Anything not included in the Request for Competitive Sealed Proposal (RFCSP), Requirements Traceability Matrix (RTM), Proposal document, and SOW is considered out of scope. This may change based on meetings when additional functionality is identified. Any future changes or additional functionality not represented in the RFP, response, and this SOW will result in a Change Request (CR) with potential additional costs.

Out of Scope:

- Time management: Personnel time tracking, time entry, request leave, clock in or out has been removed from the original requirements by the business due to City KABA Clock and SAP, which provide time management functionality.
- Software installation
- Software customization

5. Project Management

5.1 Business Management Systems Responsibilities

The Business Management Systems Project Manager is the City of San Antonio's (COSA) primary point of contact for this engagement. The Business Management Systems Project Manager is accountable for ensuring resource availability, managing communications across project teams, monitoring project progress against the project timeline and ensuring that the work deliverables are appropriately developed based on the scope and requirements of the project.

The Business Management Systems Project Manager and other key personnel shall support overall project objectives and work effectively with the COSA's Project Manager, Project Team and Stakeholders (as required) and shall function as the liaison between the COSA's Project Manager and Business Management Systems on all matters relating to the project.

If Business Management Systems employees are located on-site, Business Management Systems shall provide its own hardware, computer equipment and software to fully satisfy all operational requirements of the Contract. Business Management Systems' equipment and software must be compatible with the system and software used by the COSA, including the appropriate Microsoft Office and Microsoft Project systems.

COSA, at its sole discretion, shall have the right to remove any of the Business Management Systems' employees or subcontractors from COSA assignments. Upon written notifications **from COSA with an explanation of cause**, Business Management Systems' shall remove and replace any employee or subcontractor without affecting stated timelines, deliverables, or service levels.

Business Management Systems shall have sole responsibility to coordinate Business Management Systems' work to meet project requirements and to notify COSA of all conflicts that cannot be accommodated through proper coordination of the project.

Business Management Systems shall assist COSA in user acceptance testing.

5.2 Business Management Systems' team:

Business Management Systems' team shall consist of the following:

Tim Styles: Project Manager for COSA Deployment

Amber Onstot: Client Relations Specialist

Tim Bruce: Product Application Specialist

5.3 COSA Responsibilities

COSA will designate a COSA Project Manager, responsible for all Business Management Systems coordination activities. COSA will provide a full time Project Manager and a Business Analyst for this project and access to technical personnel. Business Management Systems will work with the COSA Project Manager to provide all necessary information required for satisfactory performance of their tasks. Business Management Systems will direct all communication to and take direction from the COSA Project Manager.

Project meetings will be scheduled on a regular basis and will serve as a means of identifying emerging issues and reporting on progress. The COSA Project Manager and Project Team will be responsible for contributing to and reviewing weekly progress reports, reporting project issues and contributing to updates of the project plan and schedule.

COSA will make available the necessary technical, business, testing and training personnel to support the deployment throughout the project. COSA will be responsible for ensuring that all discovery, discussion, workshop and training sessions are attended by COSA personnel, as scheduled.

COSA if required will provide necessary access to the Business Management Systems personnel working on this project, including remote privileges (VPN), network and systems access. Business Management Systems agrees to follow any applicable COSA policies and/or guidelines for appropriate use of COSA infrastructure (Ex: internet, network, etc)

COSA will provide the following in support of Business Management Systems' system implementation:

1. Access to IT staff to support the implementation
2. Access to business staff for configuration testing
3. Assistance in scheduling staff for testing and training
4. Access to Workspace if required

COSA will schedule and perform User-Acceptance Testing (UAT).

5.4 COSA Team:

COSA team shall consist of the following:

Julian Harris – IT Business Relationship Manager

Ivory Curry – Windows Systems Administration Engineer

Bryan Henry – IT Senior Project Manager

Olga Bennett – Senior IT Manager – SAP/Business Intelligence Development and Support

Kingsley Emedo – IT Lead Business Analyst

Roberta Sparks – Special Projects Manager – SAPL Organizational Health

5.5 Project Kickoff Meeting

This project will begin with a kickoff meeting designed to introduce the teams from Business Management Systems to COSA, review project responsibilities, review the project schedule and provide a foundation for communications and collaboration. The meeting agenda will be set by Business Management Systems and approved by the COSA. Business Management Systems shall submit a draft agenda to COSA at time of notification of the meeting, at least one week prior to kick-

off meeting date. Status meeting communication methods, templates, agendas and call schedules are also discussed and agreed upon during the project kickoff meeting. Business Management Systems shall coordinate with COSA for the scheduling of the kickoff meeting after issuance of contract award.

5.6 Discovery Workshops or Design Sessions

Business Management Systems will set up discovery working or design sessions to discuss, gather, and understand the project requirements, the City's vision of the project outcomes, and understand project challenges and opportunities. These sessions help the vendor to understand COSA's As-is processes and to develop To-be processes.

5.7 Project Status Reporting Meeting

The Business Management Systems and COSA project managers will agree on a template in order to provide project status to the project sponsorship. Project status meetings will be held on a regular basis, as scheduled, and agreed upon. This will ensure that all project staff is up to date on the current project status, possible issues, risks, accomplishments, challenges and planned activities in the coming weeks. The Project 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 an hour. Business Management Systems' Project Manager and COSA's Project Manager are responsible to set this meeting. Meeting minutes for review and approval after each status meeting will be distributed.

Project status meetings shall be used to:

1. Discuss and review status of Action Items from previous meetings.
2. Review items of significance that could affect project progress.
3. Include topics for discussion as appropriate to the status of the project.
4. Review the project schedule for progress since the last meeting.
5. Determine where each activity is in relation to the project schedule, whether on time, ahead or behind schedule.
6. Determine how activities behind schedule will be expedited and secure commitments from parties involved.
7. Discuss whether scheduled revisions are required to ensure that current and subsequent activities will be completed within the project schedule.

5.8 Project Status Reports

Business Management Systems will prepare and deliver a Project Status Report that will include, but is not limited to, updates to risks, issues, status of current activities and any project-related items. The Project Status Report will also include a current status of the project schedule including the percentage of work completed, a description of the progress achieved during the period, plans for the forthcoming period, problem areas and proposed solutions, delaying factors and their impacts, an explanation of corrective actions taken or proposed, and other analyses necessary to compare actual performance with planned performance.

6. Testing

A well-defined risk-based testing approach is a mandatory part of any COSA project. At a minimum, the following testing levels will be performed as a part of this project.

6.1 Integration Testing

Snap Schedule 365 has built-in support for Microsoft Active Directory or any authentication system that supports the SAML 2.0 protocol, to give an organization's users single sign-on to Snap Schedule 365. This interface has been tested and used by our clients. Business Management Systems will configure the interface with COSA specific Azure AD identifier. The vendor will work with COSA IT team to register Snap Schedule 365 as an Enterprise Application in COSA Azure Active Directory. Once that is complete, Business Management Systems will activate the interface. The interface is easily verified by user successfully logging in to Snap Schedule using COSA SSO credentials.

6.2 User Acceptance Testing:

City of San Antonio (COSA) creates and conducts User Acceptance Testing (UAT) in coordination with Business Management Systems technical support and end users. The Business Management Systems shall provide any test scripts used for UAT so that COSA can review and customize these to conduct our user acceptance testing. A formal UAT shall be conducted by the City of San Antonio's business end user to determine acceptance of the system for operational use. Business Management Systems shall support the UAT and fix any defects found during the testing. UAT completion and certification is mandatory to move the implementation into production.

Level	Owner	Objectives	Typical Key areas of Testing	Environment
Acceptance	Business End Users (Vendor, COSA ITSD, and COSA Business Users)	Demonstrate readiness for end user business deployment. UAT verifies that delivered system meets business user's requirements and system is ready for operational use in real time.	End user operational business processes, workflows and functionality and functional requirements	Test

UAT Roles and Responsibilities	Vendor	City
Develop UAT Test Plan	S	L, R, A
Test scripts	S	L, R, A
Test schedule	S	L, R, A
Documentation of test results	S	L, R, A
User Acceptance Test Completion Certificate	S	L, R, A

6.3 Test Plan, Test Cases and Test Scripts:

With regards to UAT, the ITSD Lead Business Analyst will provide the UAT test plan, test cases and test scripts.

6.4 Test coverage, Defect and Resolution Logs:

COSA shall maintain and provide the test coverage, Defect and Resolution logs.

6.5 Test Completion certification

Business Management Systems shall assist COSA in UAT. UAT completion certification is mandatory in order to move the implementation into production.

7. Training

Because Snap Schedule 365 is intuitive and very easy to use, it is expected that most users will require minimal training. Business Management Systems will use the Train the Trainer model to help SAPL build a pool of schedulers and managers who can then use Snap Schedule 365 and teach other people at each library branch/location. Instructor-led training will be delivered remotely via a web conferencing software. Up to 10 hours of training is included in the proposal. The timing and duration of training sessions will be reviewed and approved by COSA. Should additional training be needed, the cost will be \$125 per hour rate for training services.

8. Payment Milestones

Upon contract execution, the City of San Antonio will pay the one-time implementation setup cost of \$5,000.00.

Requirement Reference	#	Milestone/Deliverable Description	Scheduled Date	Value
	1	Contract Signed, Project Kickoff, and One-time Implementation Setup	Upon contract execution	\$5,000.00
Total				\$5,000.00

9. Project Deliverables and Milestones

9.1 Deliverable Ownership

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 Business Management Systems and the COSA will work collaboratively to develop the documentation. An "L" Lead (develop core document), "R" Review, "S" Support, or "A" Approve is placed in the column under the party that will be responsible for performing the task.

Deliverables	Vendor	City
1. Project Kick-Off – Technical Memorandum	L	A
2. User Acceptance Testing Plans and Schedule	S	L
3. User Acceptance Test Completion Certificate	S	L
4. User Acceptance Testing Scripts	S	L
5. Project Acceptance and Closure	L	A
6. Service Level Agreement	L	A
7. Monthly Progress Reports – Progress Schedule	L	A
8. Train the Trainer Session	L	S

10. Assumptions and Constraints

To identify and estimate the required tasks and timing for the project, certain assumptions and constraints were made and are listed below. If an assumption is invalidated at a later date, the activities and estimates will be adjusted accordingly:

10.1 Assumptions

ITSD will have the funding necessary to purchase and implement a new scheduling software system.

10.2 Constraints

N/A

11. Recurring Costs

The Snap Schedule 365 SaaS annual subscription cost is calculated based on the number of schedulers (i.e., the person who generates or administers employee schedules like managers and supervisors) and the number of employees who will use the online employee access portal for self-service features. The annual subscription costs shown below are based on 105 schedulers and 360 employees.

The Snap Schedule 365 Pricing Structure will be used to compute the exact annual subscription cost shall be based on the number of schedulers and employees.

Year 1 annual subscription fee will be billed upon completion of user acceptance testing. For subsequent years, COSA will be billed for the annual subscription fee on the subscription anniversary date. At any time, COSA may add additional users (schedulers and employees) beyond those covered through purchases by COSA. The additional users shall be priced based on the added quantity and prorated based on the days remaining in the annual subscription.

No	Description	Amount
1	Year 1 annual subscription fee (This will be paid upon completion of user acceptance testing.) (Calculated using 105 Schedulers \$33,075 annually) and 360 employees (\$9,720 annually))	\$42,795
2	Year 2 annual subscription fee (Calculated based on Year 1 usage estimations)	\$42,795
3	Year 3 annual subscription fee (Calculated based on Year 1 usage estimations)	\$42,795
4	Year 4 annual subscription fee (Calculated based on Year 1 usage estimations)	\$42,795
5	Year 5 annual subscription fee (Calculated based on Year 1 usage estimations)	\$42,795
	TOTAL RECURRING COSTS	\$213,975
	TOTAL CONTRACT COSTS	\$218,975

11.1 Snap Schedule 365 Pricing Structure

Should additional schedulers or employees be added, the following tables will provide tiered pricing structure for both.

Base Subscription

\$450 per scheduler/year – price is for one scheduler to schedule an unlimited number of employees. It does not include the employee access add-on.

When subscribing for more than five schedulers, volume discount pricing is available as shown in the table below:

Schedulers	Price Per Scheduler
1 to 5	\$450 / year
6 to 10	\$430 / year
11 to 20	\$405 / year
21 to 40	\$380 / year
41 to 60	\$360 / year
61 to 80	\$340 / year
81 or more	\$315 / year

Employee Access Add-On

\$36 per employee/year – price is for one employee to access and use the employee access features. The add-on is only sold in packs of 5 employees.

When subscribing to the add-on for at least fifty (50) employees, volume discount pricing is available as shown below:

Employees	Price Per Employee
1 to 49	\$36.00 / year
50 to 74	\$34.20 / year
75 to 124	\$32.40 / year
125 to 224	\$30.60 / year
225 to 324	\$28.80 / year
325 to 424	\$27.00 / year
425 to 524	\$25.20 / year
525 to 624	\$24.48 / year
625 to 724	\$23.76 / year

725 to 824	\$23.04 / year
825 to 924	\$22.32 / year
925 or more	\$21.60 / year

12. Post Go-live Technical support and Warranty

While in effect, the subscription covers the use of the software as well as software enhancements, updates, and standard technical support. Snap Schedule 365 is a SaaS, so there is no difference between project support to post-implementation on-going support.

13. Service Level Agreement

The Business Management Systems shall provide a well-defined SLA and will contain the following components at a minimum:

1. Type of service to be provided:

It specifies the type of service and any additional details of type of service to be provided.

2. The service's desired performance level, especially its reliability and responsiveness:

A reliable service will be the one which suffers minimum disruptions in a specific amount of time and is available at almost all times.

3. Service Availability rate, times and downtime:

At a minimum 100% availability, 24/7 etc.

4. Monitoring process and service level reporting:

This component describes how the performance levels are supervised and monitored. This process involves gathering of different type of statistics, how frequently these statistics will be collected and how these statistics will be accessed by the customers.

5. The steps for reporting issues with the service:

This component will specify the contact details to report the problem to and the order in which details about the issue must be reported. The contract will also include a time range in which the problem will be researched and resolved.

6. Response and issue resolution timeframe:

Response timeframe is the time period by which the service provider will start the investigation of the issue. Issue resolution timeframe is the time period by which the

current service issue will be resolved and fixed.

7. Repercussions for service provider not meeting its commitment:

If the provider is not able to meet the requirements as stated in the SLA, then service provider will have to face consequences. These consequences may include customer's right to terminate the contract or ask for a refund for losses incurred by the customer due to failure of service.

- 8. Disaster Recovery Mechanism (for cloud Solutions)
- 9. Business continuity (for cloud solutions)
- 10. Service Scheduled maintenance and unscheduled maintenance process (for cloud Solutions)
- 11. Backup mechanism (for cloud Solutions)
- 12. Process for adding, testing and deploying modifications or enhancements to the solution