

## APPENDIX B – DRAFT STATEMENT OF WORK

### Statement of Work

To

Contract PSC [XXXXXX]

For

### Information Networking Hub (INH) Expedited Data Exchange (EDE) Data Integration Solution

*The successful Vendor will demonstrate an understanding of the objectives of data integration solution for the Information Networking Hub (INH) Expedited Data Exchange (EDE) project. The Vendor will demonstrate experience in similar projects and an understanding of industry best practices.*

*The Vendor must provide AOC with decisions support, solutions, services, deliverables, go-live implementation and warranty. The scope of work includes:*

- 1. Project Management for all activities defined in this Statement of Work (SOW)*
  - 2. A project management plan for all activities and deliverables defined in this SOW.*
  - 3. Data purge from Judicial Information System (JIS) with a given criteria.*
  - 4. Data load from JIS to the Enterprise Data Repository (EDR).*
  - 5. Data updates to the EDR from the JIS Database.*
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## A Introduction

The Administrative Office of the Courts (AOC) Information Services Division (ISD) operates two Case Management Systems (CMS) used by most of the courts in the state of Washington. The Superior Court Management System (SCOMIS) and the District Court Information System (DISCIS) are 38 and 27 years old respectively.

The AOC is currently implementing a new CMS to replace SCOMIS. The new CMS system has been implemented in four counties as of November 2015 with another county scheduled for May 2016. Statewide deployment is anticipated to continue through 2018.

King County District Court (KCDC) and the King County Department of Judicial Administration (DJA) have opted out of AOC's new Case Management System.

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KCDC and DJA will implement their own case management systems on a shorter timeline.

KCDC, DJA, and a variety of legacy CMS currently share statewide data via the Judicial Information System (JIS). When KCDC and DJA CMS is implemented, their data will not be loaded into the statewide JIS. The existing JIS database will not be used by future applications to share statewide data. To support centralized data sharing, the AOC's Information Networking Hub (INH) Expedited Date Exchange (EDE) project is developing an Enterprise Data Repository (EDR). The EDR database is planned to be available in June 2016. Refer to EXHIBIT H - INH EDE Overview for background, concept and principles of INH EDE project.

The EDR is designed as a hub and spoke architecture to accommodate any number of future independent CMS implementations (e.g. KCDC and DJA) so that statewide data is centralized. Refer to EXHIBIT I – EDR Technical Environment for EDR, JIS logical and physical data model, JIS to EDR mapping, JIS to EDR migration and update roadmap, EDR security and connecting to EDR using OData service.

As a first step to centralize statewide data, the statewide data from JIS has to be integrated with EDR. The KCDC will be the first court customer to integrate their case management system to EDR followed by DJA. Refer to EXHIBIT J – KCDC Data Replication High Level Design and EXHIBIT – K EDR Data Integration High Level Design. These high level design documents may be used as such or used as guidelines.

Currently, KCDC is scheduled to begin the User Acceptance Testing of the integration of their case management system to EDR in April 2017. The integration of JIS statewide data to EDR should be operational before KCDC starts the User Acceptance Test. Vendor deliverables must be received on or before March 1, 2017.

## B Project Objectives and Tasks

### B.1 Objectives

The major objectives of this project include:

1. Successfully integrate JIS statewide data to EDR.
2. Purge data from JIS after successful migration to new local CMS
3. Complete data migration and data purge deliverables in time to support KC implementation schedule.

### B.2 Tasks

1. Provide **Project Management** services for all activities defined in this SOW.
2. Produce a **Project Management Plan** for all activities defined in this SOW.
3. Build a software solution to **purge data from JIS** with a given criteria based on the vendor's solution analysis & high level design, detailed design and build specifications.

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4. Build a software solution to enable the **EDR Data Load from the JIS database**. This is based on the vendor's solution analysis & high level design, detailed design and build specifications.
5. Build a software solution to **update EDR Data from the JIS database** based on the vendor's solution analysis & high level design, detailed design and build specifications.

### C Scope of Work and Deliverables

The Vendor must develop and provide AOC with decision support, solutions, services, software, deliverables, go-live implementation and warranty for Data Integration (DI) for the EDR. The Vendor must provide all that is necessary for, or incidental to, the performance of work as set forth under this SOW. Much of the Vendor activity and deliverables will be expected to be worked concurrently to meet schedule objectives.

AOC will provide the vendor with access to business and technical subject matter experts (SMEs). AOC will strive to provide the vendor with useful and reliable information, work samples, and candidate use-cases. The vendor is expected to carefully consider AOC work samples, contributions, information, and products and evaluate the same for reliability, accuracy, and impacts. The vendor shall understand context of AOC work, weigh the value of AOC work products, make useful modifications, and obtain AOC review before incorporating the AOC work products in the DI vendor deliverables.

The Vendor must provide due diligence and decision support for collaboration with AOC EDE Project Manager and the AOC Program Architect. The vendor shall establish and manage the process, which seeks the advice and consent of AOC prior to the adoption and/or implementation of use cases, strategies, and tools.

For the purposes of this SOW, "solutions" may include custom development, a third party product, or software as a service, or any combination thereof.

Vendor may utilize subcontractors to establish a team with expertise in DI solutions.

After contract award, and prior to the final adoption of solution designs, the Vendor must become familiar with current INH EDE project work in progress, existing AOC tools, AOC capabilities, and long-term enterprise architecture objectives.

#### C.1 Expected Overall Approach and Vendor Responsibilities for Task 3 thru 5

##### C.1.1 Analysis and Design

- Vendor will conduct a detailed requirements analysis before developing the design.
- The vendor will work with AOC to obtain AOC work in progress and discuss the work with AOC SMEs to determine and finalize requirements.

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- All the project documentation will be stored in the EDE project SharePoint site.
- Vendor will update the documents as required for changes that may occur during the development cycle.
- The design document, at a minimum, that includes:
  - software design overview
  - system architecture
  - design rationale
  - data design
  - error handling and
  - Traceability to requirements.
- The Vendor shall demonstrate the working of the design thru Proof of Concept and get the design approved before embarking on development work.

### C.1.2 Walk Through of Design and Coding

- The Vendor will present the design and coding solution walk through to the AOC EDE Architect, and Solution architects and developers.
- The Vendor shall collect the feedback, make suggested changes and get the approval of the design/coding solution before proceeding to the next step of the development cycle.

### C.1.3 Solution Development and Deployment

- The Vendor will develop the coding solution confirming to the design.
- The source and executable code shall not be stored externally (for example in the cloud) and instead be stored in AOC controlled environment and/or Vendor controlled environment.
- The vendor will consult with AOC in the selection and/or use of software deployment tools.
- The Vendor shall develop a deployment plan that at a minimum contains:
  - Deployment checklist
  - Deployment scripts
  - Roles and responsibilities
  - Rollback procedure
  - Planned communication

### C.1.4 Testing and Quality Assurance

- Consistent with the vendor DI management plan, the vendor will work with AOC to determine various development/test environments required and coordinate with AOC to provide or build the environments.
- The vendor shall perform unit test and integration testing on the deliverables prior to the delivery to AOC.

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- The Vendor shall provide a unit test plan for each of the software components.
- The unit test plan shall include but not limited to test scenarios/cases, traceability to the requirements, test assumptions, expected results.
- The Vendor shall update on a weekly basis, the progress of unit testing.
- The Vendor shall provide a unit test report after completing the unit testing.
- The unit test report shall include but not limited to test scenarios/cases, traceability to the requirements, test assumptions, expected results and actual results.
- The Vendor shall provide a performance test plan.
- The performance test plan shall include but limited to the approach to performance testing, dependencies and assumptions, tools, performance test scenarios covering normal and anticipated load conditions.
- The Vendor shall provide a performance test report containing the actual results of the test.

### C.1.5 System Testing, User Acceptance Testing

- AOC shall conduct System and User Acceptance testing. The Vendor shall assist AOC to perform System and User Acceptance testing and resolve defects identified.
- During system, performance and user acceptance testing all identified defects will be entered into AOC's Rational ClearQuest. Vendor will be utilize Rational ClearQuest to track and manage the identified defects. The defects will be assigned severity level 1 thru 4, which will be determined by AOC. The severity levels are:
  - Severity level 1 – Critical = System will not run or fails to meet base functions
  - Severity level 2 – Major = System will operate but some components provide incorrect results or fail
  - Severity level 3 – Minor = Performance Issues, load time, functional flow, inactive features (buttons)
  - Severity level 4 – Cosmetic = System will operate but some components provide incorrect results or fail
  - Spelling, hints, appearance or format

Defects will be prioritized by AOC as “Resolve Immediately”, “Give High Attention” or “Low Priority”. The priority indicates the need to fix the defect and not the effort to fix the defect. The defect priority levels that will assigned to each recorded defect are:

- 1 – Resolve Immediately = A high priority defect is a defect that must be fixed.
- 2 – Give High Attention = A medium priority defect may need to be fixed but is for one reason or another, considered optional
- 3 – Low Priority = A low priority defect does not need to be fixed.

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Identified Resolve Immediately and Give High Attention defects must be fixed prior to deployment.

- Final acceptance of the solutions will be met when:
  - 100% of identified Critical defects are fixed, tested and passed
  - 100% of identified Major defects are fixed, tested and passed
  - 80% of identified Minor defects are fixed, tested and passed
  - 60% of identified Cosmetic defects are fixed, tested and passed
- AOC shall retain the right to determine the assignment of severity level of logged defects.

### C.1.6 Production Support

- The production support by the Vendor shall start with the deployment of the software solutions to AOC Production environment.
- The Vendor will provide on-site technical support for activities associated with Production implementation.
- The production support services include all of the activities necessary to maintain, efficiently update, and generally support the system in the event of technical or other issues.
- Resolve defects following the defect resolution procedure in section C.1.4

### C.1.7 Documentation

- The Vendor is required to produce training and technical documentation for all of the tasks 3 thru 5 software components. Documentation will include but is not limited to:
  - Step-by-step process instructions
  - Standard operating procedures
  - General system administration
  - Technical configuration
  - System maintenance
  - Troubleshooting procedures

### C.1.8 Training

- Vendor will provide in person classroom training to AOC technical personnel for 16 hours over a period of 2 days. The training shall begin after the User

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Acceptance of the developed solution and be geared to a ‘Train the Trainer’ approach conducted in AOC facilities.

- The vendor is required to produce training and technical documentation for all the software components using Microsoft Word and/or Excel version 2010 or above. The documentation shall include but not limited to:
  - General overview
  - System maintenance
  - Troubleshooting procedures
- Training documentation developed specifically for AOC shall be transferred to AOC.

### C.1.9 Warranty Support

- Vendor shall provide warranty support for all delivered products for a period of 120 days after production deployment.

**Vendor shall produce the deliverables as listed in the tasks described below:**

#### Task 1: Vendor Project Management

During the delivery of the AOC’s DI solution, the Vendor Project Manager shall provide the following project management services that are reasonably designed for the deliverables detailed in this SOW.

- Manage project schedule for deliverables from the SOW.
- Manage project issues, risks, and quality for deliverables from the SOW.
- Manage project changes using AOC Project Management Office (PMO) templates or an alternate format agreed upon by AOC and the Vendor, and change request process.
- Manage communications between AOC and Vendor project staff.
- Track and document project decisions per AOC PMO processes.
- In coordination with AOC EDE Project Manager, assist project teams in the management of vendor project documentation and retrieval utilizing a central project documentation library from EDE Project SharePoint sites.

**The scope of Task 1 shall include the following Vendor Project Manager activities:**

- Serve as the point of contact to the AOC EDE Project Manager and Program Architect on all EDE DI project activities for updates, issues, concerns and change requests as they apply to the SOW.

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- Jointly conduct an initial planning meeting with AOC EDE Project Manager and Program Architect prior to the start of the project.
- Manage AOC expectations and satisfaction throughout the project.
- Schedule and coordinate the necessary Vendor resources to support the project.
- Identify, escalate and document project issues and risks as necessary using the AOC PMO templates or an alternate format agreed upon by AOC and the Vendor.
- Establish and manage a process for AOC review and/or approvals of proposed rules and other work elements incorporated into Vendor deliverables.
- Provide Vendor team guidance and planning.
- Create and maintain a project plan in conjunction with the AOC EDE Project Manager and Program Architect, and measure weekly progress against mutually agreed-upon deliverable dates.
- Participate in regularly scheduled project team meetings.
- Provide weekly, or as agreed upon, reports of percentage complete of each deliverable and defects status.
- Provide a *final* project closeout report.

### Deliverables – Task 1: Vendor Project Management

Using AOC PMO templates or an alternate format agreed upon by AOC and the Vendor, the following Deliverables will be required to be completed for Task 1:

#### 1.1 Project kick-off meeting

- Vendor Project Manager shall work in coordination with AOC EDE Project Manager in defining the meeting agenda, presentation, slide deck, project summary, meeting scheduling, etc. prior to the actual kick off meeting.
- To be completed no later than twenty (15) days following contract execution.

#### 1.2 Weekly Project team meetings

- Key Vendor Project Staff will participate in weekly project meetings and daily stand-up meetings as required.

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- Any adjustment to meeting frequency shall be at the AOC EDE Project Manager or EDE Program Architect's discretion and coordinated between the Vendor Project Manager and AOC EDE Project Manager.

### 1.3 EDE Work Group meetings.

- As requested, key Vendor Project Staff will participate in EDE Program meetings.
- Vendor Project Manager may be asked to provide information on the status of the project to the appropriate user/Work Group. Major issues, risks, and challenges will be discussed during the meeting and one or more of the Key Vendor Project Staff may be directed to make in-person presentations to the EDE Work Group.

### 1.4 Support formal presentations to the project governance bodies regarding the EDE Data Integration project track.

- Frequency as required in coordination with AOC EDE Project Manager and Program Architect.

### 1.5 **Final** Project Closeout Report

- The report will contain an accounting of all contractual items, a discussion of lessons learned, and open issues with recommended resolutions.
- This report is due thirty (30) days after the deployment of the last deliverable in Production.

Deliverables related to Task 1 shall be completed on an on-going basis throughout the term of this SOW. Costs associated with Task 1 shall be rolled into the cost of other deliverables or milestones over the course of the project.

### Task 2: Project Management Plan

The scope of Task 2 shall require Vendor to work in conjunction with the AOC EDE Project Manager to deliver the Project Management Plan (PMP) using AOC PMO templates, or an alternate format agreed upon by AOC and the Vendor. The PMP delivered to AOC shall include the following components:

- Project organization
- Work breakdown structure
- Fully loaded (networked tasks, durations, leveled resources, etc.) project schedule
- Issue management plan
- Risk management plan
- Change management plan
- Quality management plan
- Decision management plan
- Communication plan – The communication plan will identify documents, process and details regarding delivery of periodic project related reports and communications to AOC:
  - Monthly detailed status reports that contain:
    - An updated project work plan, schedule, staff plan, and budget.
    - Report of project status and performance against all plans.
    - Progress against the project schedule.
    - Variance between actual and planned activities.
    - Planned activities for the next reporting period.
    - Report of issues, issue resolution efforts, and dated resolution progress.
    - All issues must have a mitigation, or listed resolution response, within five (5) days of identification, or sooner, as dictated by AOC EDE Project Manager or Program Architect to address the urgency or severity of the issue
    - Report of risks, risk mitigation efforts, and dated mitigation progress.

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- All risks must have a mitigation or listed resolution response, within five (5) days of identification, or sooner, as dictated by AOC EDE Project Manager or Program Architect to address the urgency or severity of the risk.
- Status Updates to Support Monthly Project Executive Steering Committee presentation
- Project stakeholder communication as required by the AOC EDE Project Manager.

### Deliverables - Task 2: Project Management Plan

2.1 Project Management Plan.

2.2 Monthly status report.

2.3 Status updates to support monthly Project Executive Steering Committee presentation.

### Acceptance Criteria - Task 2: Project Management Plan

- Project Management Plan
  - The Project Management Plan is developed using AOC PMO templates, or an alternate format agreed upon by AOC and the Vendor.
  - **Drafts** to be presented to AOC EDE Project Manager and Program Architect within twenty (20) days after contract begins.
  - All changes to the **drafts** to be completed and a **final** copy of the plan given to the AOC EDE Project Manager within five (5) days after the AOC response to **drafts**.
  - The entire plan is reviewed and accepted by AOC EDE Project Manager within fifteen (15) business days of receipt of all **final** documents.
- Monthly status report
  - The monthly status report is due on the fifth of the month.
  - Reviewed and accepted by the AOC EDE Project Manager.
- Status Updates to Support Monthly Project Executive Steering Committee presentation.
  - Status update is due typically the second Monday of each month.

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- Reviewed and accepted by the AOC EDE Project Manager.

### **Task 3: JIS Data Purge**

#### **Design and build a solution to purge data from JIS**

The DI project plans to migrate data records in the JIS database to a SQL server database at KCDC site. The data migration will be accomplished through SQL Server replication. KCDC will convert this replicated data to populate the new case management system. KCDC conversion process will create a file with Court Initial, Case Type Code, Case Number, and Law Enforcement Agency Id associated with the successfully converted records. The scope of this task pulls the file from the FTP server and uses it as a source to purge the already successfully converted data records from JIS database. This task is done using an existing job as a model, or any other appropriate method to accomplish the same outcome.

**See Exhibit T - “DQ9420PX – Program Specification” for the specifications of the existing COBOL program.**

**See Exhibit J - “KCDC Data Replication High Level Design” for information on SQL data replication to KCDC.**

#### **The scope for task 3 shall include:**

- Provide a high level solution design to purge data from JIS.
- Walkthrough of high level design with EDE Program Architect(s).
- Successful execution of Proof of Concept.
- Provide a detailed solution design and build specifications to purge data from JIS.
- Walkthrough of detailed solution design and build specifications with EDE Program Architect(s).
- For each software deliverable provide unit test plan documenting how all requirements are tested.
- Develop software solution to purge data from JIS.
- Conduct unit testing and provide unit test results.
- Provide deployment scripts to deploy code to other AOC environments as prescribed by AOC standards. The vendor shall work closely with AOC staff to enable the AOC to deploy these scripts.
- Conduct code reviews/walk through meeting with AOC staff as needed.
- Performance testing of solution using AOC supplied performance metrics.
- Support AOC System Testing.
- Support AOC User Acceptance Testing.
- Provide Production support.
- Complete documentation of all solutions, software, and operational knowledge.
- Provide training.
- Provide warranty support (refer to section D).

### Deliverables - Task 3

- 3.1 Analysis and Design
  - 3.1.1 High level design
  - 3.1.2 Walkthrough of high level design
  - 3.1.3 Proof of Concept
  - 3.1.4 Detailed design
  - 3.1.5 Walkthrough of detailed design
- 3.2 Solution Development and Deployment
  - 3.2.1 Coding solution
  - 3.2.2 Deployment plan
- 3.3 Testing and Quality Assurance
  - 3.3.1 Unit test plan
  - 3.3.2 Unit test report
  - 3.3.3 Performance test plan
  - 3.3.4 Performance test report
- 3.4 System Testing support
- 3.5 User Acceptance Testing support
- 3.6 Production support
- 3.7 Documentation
- 3.8 Training
- 3.9 Warranty Support

### Acceptance Criteria - Task 3

- All deliverables will be submitted, in accordance with the agreed upon schedule, to AOC for review and acceptance. AOC will provide feedback and/or acceptance within ten business (10) days, except as noted in the following statements:
  - Within five business (5) days after final unit testing has completed, submit **draft** Unit Test Report to AOC EDE Project Manager and EDE Program Architect for review and consideration.
  - Provide a walkthrough of coded solutions to AOC staff within five business (5) days of acceptance of the **draft** Unit Test Report.
  - After AOC's approval of the **draft** Unit Test Report, submit **final** Unit Test Report within five business (5) days to AOC EDE Project Manager and Program Architect for review and final acceptance.
  - Acceptance of the coded solution will take place within ten business (10) days of correction of all Category 1 and Category 2 defects in User Acceptance Testing.

### **Task 4: JIS to EDR Initial Load**

#### **Design and build a solution for the initial load of statewide data from JIS to EDR.**

Task 4 designs and builds a solution for the initial load of statewide data from JIS database to EDR. The statewide shared data includes approximately 275 data elements. The EDR database design is completed and the database is expected to be available in June 2016. A copy of the database schema is available upon request. AOC has established the EDR in a development environment. The EDR's function is to serve as a repository for statewide data from KCDC and other future independent CMS systems. The high level design for this task is developed by AOC and it is available in Exhibit K. This high level design can be used as such or used as guidelines for the vendor to come up with their own high level design.

**See Exhibit K - "EDR Data Integration High Level Design" for requirements and additional information.**

**See Exhibit L – "JIS Data Standards for Alternative Electronic Court Record Systems for the list of statewide data elements.**

#### **The scope for task 4 shall include:**

- Provide a high level solution design for the initial load of statewide data from JIS database to EDR.
- Walkthrough of high level design with EDE Program Architect(s).
- Successful execution of Proof of Concept.
- Provide a detailed solution design and build specifications for the initial load of statewide data from JIS to EDR.
- Walkthrough of detailed solution design and build specifications with EDE Program Architect(s).
- For each software deliverable provide unit test plan documenting how all requirements are tested.
- Develop software solution for the initial load of statewide data from JIS to EDR.
- Conduct unit testing and provide unit test results.
- Provide deployment scripts to deploy code to other AOC environments as prescribed by AOC standards. The vendor shall work closely with AOC staff to enable the AOC to deploy these scripts.
- Conduct code reviews/walk through meeting with AOC staff as needed.
- Performance testing of solution using AOC supplied performance metrics.
- Support AOC System Testing.
- Support AOC User Acceptance Testing.
- Provide Production support.

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- Complete documentation of all solutions, software, and operational knowledge.
- Provide training.
- Provide warranty support (refer to section D).

### Deliverables - Task 4

- 4.1. Analysis and Design
  - 4.1.1 High level design
  - 4.1.2 Walkthrough of high level design
  - 4.1.3 Proof of Concept
  - 4.1.4 Detailed design
  - 4.1.5 Walkthrough of detailed design
- 4.2 Solution Development and Deployment
  - 4.2.1 Coding solution
  - 4.2.2 Deployment plan
- 4.3 Testing and Quality Assurance
  - 4.3.1 Unit test plan
  - 4.3.2 Unit test report
  - 4.3.3 Performance test plan
  - 4.3.4 Performance test report
- 4.4 System Testing support
- 4.5 User Acceptance Testing support
- 4.6 Production support
- 4.7 Documentation
- 4.8 Training
- 4.9 Warranty Support

### Acceptance Criteria - Task 4:

- All deliverables will be submitted, in accordance with the agreed upon schedule, to AOC for review and acceptance. AOC will provide feedback

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and/or acceptance within ten business (10) days, except as noted in the following statements:

- Within five business (5) days after final unit testing has completed, submit **draft** Unit Test Report to AOC EDE Project Manager and EDE Program Architect for review and consideration.
- Provide a walkthrough of coded solutions to AOC staff within five business (5) days of acceptance of the **draft** Unit Test Report.
- After AOC's approval of the **draft** Unit Test Report, submit **final** Unit Test Report within five business (5) days to AOC EDE Project Manager and Program Architect for review and final acceptance.
- Acceptance of the coded solution will take place within ten (10) days of correction of all Category 1 and Category 2 defects in User Acceptance Testing.

### **Task 5: JIS to EDR Ongoing Update**

#### **Design and build a solution for ongoing updates of statewide data from JIS to EDR.**

Once EDR has been loaded with initial data as per task 4, the ongoing updates of the statewide data elements from the JIS must be made to the EDR. This task is to design and build the solution for JIS statewide data ongoing updates to the EDR. The high level design for this task is developed by AOC and it is available in Exhibit K. This high level design can be used as such or used as guidelines for the vendor to come up with their own high level design.

**See Exhibit K - "EDR Data Integration High Level Design" for requirements and additional information.**

**See Exhibit L – "JIS Data Standards for Alternative Electronic Court Record Systems for the list of statewide data elements.**

#### **The scope for task 5 shall include:**

- Provide a high level solution design for ongoing updates of statewide data from JIS to EDR.
- Walkthrough of high level design with EDE Program Architect(s).
- Successful execution of Proof of Concept.
- Provide a detailed solution design and build specifications for ongoing updates of statewide data from JIS to EDR.
- Walkthrough of detailed solution design and build specifications with EDE Program Architect(s).
- For each software deliverable provide unit test plan documenting how all requirements are tested.
- Develop software solution for ongoing updates of statewide data from JIS to EDR.
- Conduct unit testing and provide unit test results.

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- Provide deployment scripts to deploy code to other AOC environments as prescribed by AOC standards. The vendor shall work closely with AOC staff to enable the AOC to deploy these scripts.
- Conduct code reviews/walk through meeting with AOC staff as needed.
- Performance testing of solution using AOC supplied performance metrics.
- Support AOC System Testing.
- Support AOC User Acceptance Testing.
- Provide Production support.
- Complete documentation of all solutions, software, and operational knowledge.
- Provide Training.
- Provide warranty support (refer to section D).

### Deliverables - Task 5

- 5.1. Analysis and Design
  - 5.1.1 High level design
  - 5.1.2 Walkthrough of high level design
  - 5.1.3 Proof of Concept
  - 5.1.4 Detailed design
  - 5.1.5 Walkthrough of detailed design
- 5.2 Solution Development and Deployment
  - 5.2.1 Coding solution
  - 5.2.2 Deployment plan
- 5.3 Testing and Quality Assurance
  - 5.3.1 Unit test plan
  - 5.3.2 Unit test report
  - 5.3.3 Performance test plan
  - 5.3.4 Performance test report
- 5.4 System Testing support
- 5.5 User Acceptance Testing support
- 5.6 Production support
- 5.7 Documentation
- 5.8 Training
- 5.9 Warranty Support

### Acceptance Criteria - Task 5:

- All deliverables will be submitted, in accordance with the agreed upon schedule, to AOC for review and acceptance. AOC will provide feedback and/or acceptance within ten business (10) days, except as noted in the following statements:
  - Within five business (5) days after final unit testing has completed, submit **draft** Unit Test Report to AOC EDE Project Manager and EDE Program Architect for review and consideration.

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- Provide a walkthrough of coded solutions to AOC staff within five business (5) days of acceptance of the **draft** Unit Test Report.
- After AOC’s approval of the **draft** Unit Test Report, submit **final** Unit Test Report within five business (5) days to AOC EDE Project Manager and Program Architect for review and final acceptance.
- Acceptance of the coded solution will take place within ten (10) days of correction of all Category 1 and Category 2 defects in User Acceptance Testing.

### D Timeline and Period of Performance

The period of performance for this project will start immediately upon contract execution and the work tasks are estimated to continue through **XX/XX/XXXX** including the warranty period of 120 days. The warrant period will start immediately after the completion of the deployment of the developed solutions to Production. AOC has the right to extend or terminate this SOW at its sole discretion. Changes to this SOW shall be mutually agreed upon in writing by both parties.

### E Task Deliverables Schedule

Acceptance criteria is set forth in Section 14 of Contract PSC **XXXXXX**. At a minimum, Vendor shall provide each **draft** deliverable to AOC EDE Project Manager for review and consideration no later than the due date set forth in the Task Deliverables Schedule below. If requires additional modifications to a **draft** deliverable, AOC EDE Project Manager will notify Vendor Project Manager of all required edits before AOC EDE Project Manager will provided acceptance of any such deliverable as **final**. Documents provided to AOC EDE Project Manager as FINAL deliverables shall be marked as such and shall be due no later than the due date set forth in the Task Deliverables Schedule below.

*The table below will be completed based on the dates provided by Vendor in the Project Plan and schedule submitted as part of any proposal. If selected as ASV, Vendor should expect potential contract negotiations with AOC regarding adjustment to the proposed deliverable due dates.*

Task No.	Task Deliverables	Deliverable Due Date
1.1	Project Kick off meeting	<i>MM/DD/YYYY</i>
1.2	Weekly Project team status meetings	Weekly, as required
1.3	Project Executive Steering Committee meetings	Monthly, as required
1.4	Formal Presentations regarding the Data Integration project	as required
1.5	<b>Final</b> Project Closeout Report	<i>MM/DD/YYYY</i>
2.1	Project Management Plan	<i>MM/DD/YYYY</i>
<b>3</b>	<b>Task 3 - Design and build a solution to purge data from JIS</b>	
<b>3.1</b>	<b>Analysis and Design</b>	

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3.1.1	High Level Design	<i>MM/DD/YYYY</i>
3.1.2	Walkthrough of high level design	
3.1.3	Completion of Proof of Concept	<i>MM/DD/YYYY</i>
3.1.4	Detailed Design	<i>MM/DD/YYYY</i>
3.1.5	Walkthrough of detailed design	<i>MM/DD/YYYY</i>
<b>3.2</b>	<b>Solution Development and Deployment</b>	
3.2.1	Coding solution	<i>MM/DD/YYYY</i>
3.2.2	Deployment plan	<i>MM/DD/YYYY</i>
<b>3.3</b>	<b>Testing and Quality Assurance</b>	
3.3.1	Unit test plan	<i>MM/DD/YYYY</i>
3.3.2	Unit test report	<i>MM/DD/YYYY</i>
3.3.3	Performance test plan	<i>MM/DD/YYYY</i>
3.3.4	performance testing report	<i>MM/DD/YYYY</i>
3.4	System testing support	<i>MM/DD/YYYY</i>
3.5	User Acceptance Testing support	<i>MM/DD/YYYY</i>
3.6	Production support	<i>MM/DD/YYYY</i>
3.7	Documentation	<i>MM/DD/YYYY</i>
3.8	Training	<i>MM/DD/YYYY</i>
3.9	Warranty support	<i>Per contract</i>
4	<b>Task 4 – Design and build a solution for the initial load of statewide data from JIS to EDR</b>	<i>MM/DD/YYYY</i>
<b>4.1</b>	<b>Analysis and Design</b>	
4.1.1	High Level Design	<i>MM/DD/YYYY</i>
4.1.2	Walkthrough of high level design	<i>MM/DD/YYYY</i>
4.1.3	Completion of Proof of Concept	<i>MM/DD/YYYY</i>
4.1.4	Detailed Design	<i>MM/DD/YYYY</i>
4.1.5	Walkthrough of detailed design	<i>MM/DD/YYYY</i>
<b>4.2</b>	<b>Solution Development and Deployment</b>	
4.2.1	Coding solution	<i>MM/DD/YYYY</i>
4.2.2	Deployment plan	<i>MM/DD/YYYY</i>
<b>4.3</b>	<b>Testing and Quality Assurance</b>	
4.3.1	Unit test plan	<i>MM/DD/YYYY</i>
4.3.2	Unit test report	<i>MM/DD/YYYY</i>
4.3.3	Performance test plan	<i>MM/DD/YYYY</i>
4.3.4	performance testing report	<i>MM/DD/YYYY</i>
4.4	System testing support	<i>MM/DD/YYYY</i>
4.5	User Acceptance Testing support	<i>MM/DD/YYYY</i>
4.6	Production support	<i>MM/DD/YYYY</i>
4.7	Documentation	<i>MM/DD/YYYY</i>

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4.8	Training	<i>MM/DD/YYYY</i>
4.9	Warranty support	<i>Per contract</i>
<b>5</b>	<b>Design and build a solution for ongoing updates of statewide data from JIS to EDR.</b>	
<b>5.1</b>	<b>Analysis and Design</b>	
5.1.1	High Level Design	<i>MM/DD/YYYY</i>
5.1.2	Walkthrough of high level design	<i>MM/DD/YYYY</i>
5.1.3	Completion of Proof of Concept	<i>MM/DD/YYYY</i>
5.1.4	Detailed Design	<i>MM/DD/YYYY</i>
5.1.5	Walkthrough of detailed design	<i>MM/DD/YYYY</i>
<b>5.2</b>	<b>Solution Development and Deployment</b>	
5.2.1	Coding solution	<i>MM/DD/YYYY</i>
5.2.2	Deployment plan	<i>MM/DD/YYYY</i>
<b>5.3</b>	<b>Testing and Quality Assurance</b>	
5.3.1	Unit test plan	<i>MM/DD/YYYY</i>
5.3.2	Unit test report	<i>MM/DD/YYYY</i>
5.3.3	Performance test plan	<i>MM/DD/YYYY</i>
5.3.4	performance testing report	<i>MM/DD/YYYY</i>
5.4	System testing support	<i>MM/DD/YYYY</i>
5.5	User Acceptance Testing support	<i>MM/DD/YYYY</i>
5.6	Production support	<i>MM/DD/YYYY</i>
5.7	Documentation	<i>MM/DD/YYYY</i>
5.8	Training	<i>MM/DD/YYYY</i>
5.9	Warranty support	<i>Per contract</i>

Changes to this SOW shall be mutually agreed upon in writing and incorporated into the contract through execution of an amendment signed by both parties.

### F Compensation and Payment

AOC shall pay Vendor an amount not to exceed [\_\_\_\_\_] dollars (\$\_\_\_\_) [*specify maximum dollar amount*] for the performance of all activities necessary for or incidental to the performance of work as set forth in this SOW. Vendor's compensation for services rendered shall be based on Vendor's Prices as set forth in *Table 2 – Payment Schedule* below.

<b>Task No.</b>	<b>Key Deliverables*</b>	<b>Payment</b>
3.1 thru 3.3.4	Approved design and built solution to purge data from JIS	<i>\$ xx,xxx</i>
4.1	Approved high level design, Successful completion of proof of concept, Approved detailed design	<i>xx,xxx</i>
4.2. 4.3 and 4.4	Develop coding solution, complete unit test, performance test and pass AOC system testing	<i>xx,xxx</i>
5.1	Approved high level design, Successful completion of proof of concept and detailed design	<i>xx,xxx</i>

## APPENDIX B – DRAFT STATEMENT OF WORK

5.2, 5.3 and 5.4	Develop coding solution, complete unit test, performance test and successful completion of AOC System Testing	xx,xxx
	Successful completion of AOC User Acceptance Testing	xx,xxx
	Successful deployment of developed solution to production	xx,xxx
	Production Support - Correction of category 1 and category 2 defects after production deployment	xx,xxx
	End of Warranty Period	xx,xxx
	<b>Contract Total</b>	<b>\$ xx,xxx</b>

\*Costs associated with services related to Vendor Project Management shall be considered inclusive of these deliverables.

*Table 2 – Payment Schedule*

AOC shall not reimburse Vendor for any travel and other expenses incurred in performing work under this SOW.

### **G Vendor Staff, Roles and Responsibilities**

*[Identify Vendor staff who will be involved, naming individuals key to the project, and describe in detail their roles and responsibilities.]*

#### **G.1 Project Management Responsibilities**

The Vendor will assign a Project Manager to provide project management over the Vendor responsibilities defined in this SOW. The purpose of this activity is to provide technical direction and control of Vendor project personnel and to provide a mutual framework for project planning, monitoring and control, communications, and contractual activity.

The Vendor project manager is the primary Vendor contact for all aspects of the project and has the following responsibilities.

- 1) Development of the overall project management plan.
- 2) Executing the elements and activities of the project management plan in accordance with the activities and deliverables expressed in the SOW.
- 3) Managing Vendor resources and tasks to effectively comply with the activities, deliverables, and due dates expressed in the SOW.
- 4) Providing effective monitoring and control of the project schedule, issues, risks, and changes.
- 5) Reviewing the SOW and the contractual responsibilities of both parties with the AOC EDE Project Manager.
- 6) Maintaining effective project communications through the AOC EDE Project Manager.
- 7) Coordinating the establishment of the project environment with the AOC EDE Project manager.

## APPENDIX B – DRAFT STATEMENT OF WORK

- 8) Provide presentations, slide decks and documentation on project status to AOC management, Project Executive Steering Committee.
- 9) In accordance with the issues management plan:
  - a) Issues are tracked and managed in a timely manner and are addressed in each weekly project status meeting.
  - b) Vendor responses to all new Issues are to occur within 5 days of identification and include mitigation, resolution, or other suggested outcome.
- 10) In accordance with the risk management plan:
  - a) Risks are documented, assessed for impact and probability.
  - b) Mitigation strategies and trigger points are identified.
  - c) Risks are managed in a timely manner and addressed in each weekly project status meeting.
  - d) Vendor responses to all new Issues are to occur within 5 days of identification and include mitigation, resolution, or other suggested outcome.
- 11) In accordance with the change management plan:
  - a) Change requests are systematically processed, recorded, assessed, and resolved in accordance with the contract.
  - b) Status of change requests are addressed in each weekly project status meeting.
- 12) In accordance with quality management plan:
  - a) Systematic review and oversight of deliverables and activities are exercised.
  - b) The deliverables for the tasks 3 thru 5 are tested in development as stated in the contract and SOW.
- 13) In accordance with the communication plan:
  - a) Identified stakeholders receive timely information in the planned format and method.
- 14) In accordance with the decision management plan:
  - a) Decisions are recorded, tracked, and are addressed in each weekly project status meeting.
- 15) Monthly status report is delivered to AOC EDE Project Manager on the 5<sup>th</sup> of the month.
- 16) Attend each weekly project status meeting and discuss project progress, issues, risks, and activities for the next period.
- 17) Attend EDE Work Group meeting, and Project Executive Steering Committee meeting as required and discuss project progress, issues, risks, and activities.

## G.2 Vendor Project Manager

Vendor Project Manager Contact information is provided below.

Vendor Project Manager: <Last Name, First Name>  
Address: Street Address, City, State, Zip Code+4  
Phone: (XXX) XXX-XXXX Fax: (XXX) XXX-XXXX Email: <email address>

See task 1 above for more information regarding roles, responsibilities and activities for Vendor project management.

## G.3 Vendor Account Manager

Vendor Account Manager will be the principal point of contact for AOC concerning Vendor's performance under this Contract. Vendor shall notify the EDE Project Manager, in writing, when there is a new Vendor Account Manager assigned to this Contract. The Vendor Account Manager Contact information is:

Vendor Account Manager: <Last Name, First Name>  
Address: Street Address, City, State, Zip Code+4  
Phone: (XXX) XXX-XXXX Fax: (XXX) XXX-XXXX E-mail: <email address>

### General Responsibilities

Vendor will assign reasonably sufficient resources designed to ensure that project is completed in a timely manner, in accordance with the mutually agreeable project schedule.

Each Vendor staff member assigned to the project shall be required to sign a confidentiality agreement. Vendor staff shall remain compliance to all AOC security policies and rules while delivering services under this SOW.

The DI solution will be implemented at AOC's facility in Olympia, Washington.

Vendor shall be responsible to ensure that all its employees are properly trained, certified, or licensed as appropriate and are properly qualified by education and experience to perform the work. Vendor shall avoid shuffling personnel assigned to this project work.

Vendor may not change or replace any of the staff assigned to this Contract without prior approval of AOC Project Manager, of which approval will not be unreasonably withheld.

For work to be performed for AOC, AOC reserves the right to reject any of the Vendor employees. Any and all costs or expenses associated with replacement of any person or entity shall be borne by the Vendor.

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During all work effort required to be performed under this SOW, Vendor is responsible to monitor all required certifications for assigned employees, maintain to proof of certification renewals during the term of the SOW.

Vendor will provide the applicable and necessary labor, consultation, materials, project management and/or tools to perform the services and provide the deliverables described herein.

### G.4 AOC Staff, Roles and Responsibilities

AOC EDE Project Manager, Gary Myers, for this project shall be responsible for coordinating resources and staff in support of project activities, and will provide technical assistance and guidance for the business and technology areas of the project. AOC EDE Project Manager will make **final** project decisions and have acceptance signoff authority for all project deliverables.

AOC EDE Project Manager is the primary AOC contact for all aspects of the project and has the following responsibilities:

- 1) Assistance in the development and implementation of the overall project management plan and executing the elements and activities of the plan in accordance with the activities and deliverables expressed in the SOW.
- 2) Managing AOC resources and tasks to effectively comply with the activities, deliverables, and due dates expressed in the SOW and the project schedule and support vendor compliance with the same.
- 3) Assistance in providing effective monitoring and control of the project schedule, issues, risks, and changes.
- 4) Coordinating the establishment of the project environment with the Vendor Project Manager and generally completing tasks to meet AOC PMO requirements.
- 5) Serve as the interface between Vendor and AOC stakeholders
- 6) Coordinate the timely approval of the project deliverables.
- 7) Verify all scheduled AOC resources are available to Vendor project team
- 8) Provide sign-off on project deliverables.
- 9) Participate in project status meetings, EDE Work Group meetings, Project Executive Steering Committee meetings, and other project related meetings.
- 10) Project schedule is updated weekly and used in weekly project status meetings.
- 11) Where multiple AOC parties, departments or divisions are to provide feedback or input to Vendor, the AOC EDE Project Manager shall be responsible for consolidating that feedback and reconciling any inconsistency and then delivering to Vendor.
- 12) Provide meaningful, specific and timely feedback on work, including notice of any noncompliance or deficiencies.

### G.5 General responsibilities

## APPENDIX B – DRAFT STATEMENT OF WORK

AOC will ensure that its staff is available to provide assistance as is reasonably required.

AOC will actively participate in implementation activities and to apply necessary resources to complete assigned tasks.

AOC is responsible for developing System and User Acceptance plan and conducting the related/corresponding testing activities. AOC will provide the information necessary for Vendor to replicate defects.

### **G.6 Additional Terms and Conditions Specific to this SOW**

The vendor shall provide on-site technical support for all the contracted services associated with implementation of the DI for the duration of the contract. The vendor Project Manager and a key developer shall be on-site to provide all the contract services during the AOC business hours of the contract period.

Vendor will work collaboratively with all necessary project leadership, project staff and project partners assigned to this project. Work products produced by the Vendor for AOC will become the property of AOC.

#### ***Additional Requirements (Optional)***

*<This optional section can be completed following contract negotiations with ASV. >*