AS REVISED UNDER AMENDMENT 2
TO ACQ-2014-0401-RFQQ

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Statement of Work
to
Contract PCH*XXXXX*
for
Business Objects v. 3.1 SP6
Implementation and Training

The successful proposer will demonstrate an understanding of the objectives for the AOC Business Objects v. 3.1 SP6 upgrade project and will provide AOC with an approach that demonstrates understanding of industry best practices and experience in similar projects. Vendor must propose to provide AOC with services and deliverables in the following categories:

- *Project Management*
- *Evaluation of IT security policies and practices.*
- *Assess Business Object architecture and environments.*
- *Set up auditing capabilities.*
- *Configure and stabilize Business Object environment.*
- *Assess WEBI Reporting enhancements using new functionalities.*
- *Assess security implementation.*
- *Configured and implemented Active Directory synchronization of credentials.*

These services and related tasks are described in more detail in the following sections. ATTACHMENT A must be used as a reference to properly prepare a response to the procurement. Following select of the Apparent Successful Vendor (ASV), the Statement of Work (SOW) will be mutually negotiated by ASV and AOC. A final version of the SOW will be incorporated into the contract as a result of ASV's proposal prior to contract execution by both parties.

This Statement of Work (SOW) is made and entered by and between the Administrative Office of the Courts ("AOC"), and *[Vendor]* ("Vendor"), for Information Technology (IT) Security Review and Compliance Audit.

This SOW incorporates by reference the terms and conditions of Contract Number PCH*[XXXXX]* in effect between the AOC and Vendor. In case of any conflict between this SOW and the Contract, the Contract shall prevail. AOC and Vendor agree as follows:

1. Introduction

The deliverables under this SOW are related to the AOC Business Objects v. 3.1 SP6 upgrade project The services provided under this SOW are required as AOC continuously must meet the demands of court customer changes and modifications, which may introduce vulnerabilities that were previously non-existent. Consequently, periodic audit of information systems must be carried out by an independent, competent party. Keeping AOC's existing systems running as securely as possible is a top priority for AOC and the courts.

2. Project or Task Objectives

Vendor must provide services and deliverables, and otherwise do all thing necessary for or incidental to the performance of work as set forth under this SOW for all services as provided below:

- Project Management
- Evaluation of IT security policies and practices.
- Assess Business Object architecture and environments.
- Set up audit capabilities.
- Configure and stabilize Business Object environment.
- Assess WEBI Reporting enhancement using new functionalities.
- Assess security implementation.
- Configured and implemented Active Directory synchronization of credentials.

3. Scope of Work and Deliverables

Vendor shall provide Services and staff, and otherwise do all things necessary for or incidental to the performance of work, as set forth below.

Vendor shall produce the Deliverables as provided in the Tasks as described below.

Task 1: Vendor Project Management

During the delivery of the AOC's Business Objects v. 3.1 Service Pack 6 (SP6), Vendor Project Manager shall provide the following project management services related to the required services for this project with AOC:

1) Manage project schedule.
2) Manage project issues, risks, and quality.
3) Manage project change through the use of AOC ISD PMO templates, and change request process.
4) Manage communications between AOC and Contractor project staff.
5) Track and document project decisions.
6) In coordination with AOC Project Manager, assist project team in the management of project documentation and retrieval utilizing a central project documentation library.

The scope of Task 1 shall include the following required activities:

1) Be the primary point of contact to AOC on all project-related guidance, issues, and concerns.
2) Conduct an initial planning meeting with AOC prior to the start of the project.

3) Complete change-request documentation as required.
4) Manage AOC expectations and satisfaction throughout the project.
5) Schedule and coordinate the necessary resources to support the project.
6) Identify, escalate and document project issues as necessary.
7) Provide Vendor team guidance and planning.
8) Create and maintain a project plan in conjunction with AOC and measure weekly progress against mutually agreed-upon milestones.
9) Participate, along with Vendor team staff, in regularly scheduled project team update/status meetings (as determined needed by the AOC team).
10) Prepare written status reports for AOC at mutually agreed-upon intervals.
11) Attend weekly team status meeting onsite at AOC; delegation to other Vendor staff only with prior approval by AOC Project Manager.

Deliverables -Task 1

Using AOC Information Services Division (ISD) Project Management Office (PMO) templates, the following Deliverables will be required to be completed for Task 1:

1) Initial planning meeting
   a) Vendor Project Manager shall work in coordination with AOC Project Manager in defining the staff resources for project tasks, etc. as part of the initial planning meeting.
   b) To be completed no later than fifteen (15) days following contract execution.
2) Project kick off meeting
   a) Vendor Project Manager shall work in coordination with AOC Project Manager in defining the meeting agenda, presentation, slide deck, project summary, meeting scheduling, etc. prior to the actual kick off meeting.
   b) To be completed no later than thirty (30) days following contract execution.
3) Weekly Project team status meetings
   a) Vendor Key Project Staff shall participate in weekly project status meetings.
   b) Any adjustment to meeting frequency shall be coordinated between Vendor Project Manager and AOC Project Manager.
4) Formal Presentations regarding the Business Objects v. 3 SP6 upgrade project.
   a) Presentation of FINAL Business Objects v. 4.x Readiness Plan to ISD Management and other stakeholders, as required.
      i. Vendor Project Manager shall provide handouts, presentations, slide decks, etc. as required.
   b) Other presentations, as required in coordination with AOC Project Manager.
5) Final Project Closeout Report

a) The report shall contain an accounting of all contractual items, a discussion of lessons learned, and open issues with recommended resolutions.

Deliverables related to Task 1 shall be completed on an on-going basis throughout the term of this SOW. There is no individual item in the Payment Schedule for Contract PCH*xxxxx* directly related to Task 1 – Vendor Project Management. Costs associated with Task 1 shall be rolled into the cost of other Deliverables for the Business Objects v. 3.1 SP6 implementation and training work effort provided by the Vendor.

Task 2: Project Management Plan

The scope of Task 2 shall require Vendor to work in conjunction with the AOC PM to deliver the Project Management Plan (PMP) using AOC Information Services Division's Project Management Office templates. The PMP delivered to AOC shall include the following components:

1. Project organization
2. Work breakdown structure.
3. Fully-loaded (networked tasks, durations, leveled resources, etc.) project schedule.
4. Issue management plan.
5. Risk management plan.
6. Change management plan.
7. Quality management plan.
8. Decision management plan.
9. Communication plan – The communication plan shall identify documents, process and details regarding delivery of periodic project related reports and communications to project stakeholders.
   a) Monthly detailed status reports that contain:
      i) An updated project work plan, schedule, staff plan, and budget.
      ii) Report of project status and performance against all plans.
      iii) Progress against the project schedule.
      iv) Variance between actual and planned activities.
      v) Planned activities for the next reporting period.
      vi) Report of issues, issue resolution efforts, and resolution progress.
      vii) Report of risks, risk mitigation efforts, and mitigation progress.
   b) Project stakeholder communications.

Deliverables -Task 2

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Deliverables related to Task 2 shall be completed no later than *[Month Date]*, 2014.

1) Submit *draft* Project Management Plan that includes all the required components identified above to AOC Project Manager for review and consideration.
2) Submit *final* Project Management Plan to AOC Project Manager for review and final acceptance.

Acceptance Criteria

1) Project Management Plan for the Business Objects v. 3 SP6 shall be developed using AOC templates. Any deviation in the use of these templates shall be at the sole discretion of the AOC Project Manager.
2) FINAL Project Management Plan will be reviewed and accepted by AOC (Project Manager, Project Management Office Manager, ISD Director) within ten (10) business days**.**

AOC Acceptance Date

10 Days after Deliverable Due Date

Task 3: Solution Requirements Specifications

The scope of Task 3 shall require Vendor to conduct solution requirements specification sessions with AOC project team and other internal staff, which ensures that the requirements of the RFQQ are met. Vendor shall include, at a minimum, the areas to be evaluated include the following:

1) Compatibility to Java 1.7.
2) Identify and resolve current performance issues with AOC's Business Objects v. 3.1.
3) Enable auditing capabilities.
4) Ensure licensing compliance.
5) Enhance database security.
6) Enable WEBI rich-client as an enhancement.
7) Resolve time out issues for client in WEBI.
8) Readiness for upgrade path to Business Objects v. 4.x.
9) Enable Active Directory synchronization of credentials.

Task 3 shall also require Vendor to analysis and verify each AOC technical environments [i.e., Test (TEST), Development (DEV) and Production (PROD)] as part of the development of the solutions requirements specifications work effort. Results of this work effort will require the development of the AOC Environments Analysis and Assessment Report.

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Deliverables - Task 3

Deliverables related to Task 3 shall be completed no later than *[Month Date]*, 2014.

1) Submit *draft* AOC Environments Analysis and Assessment Report to AOC Project Manager for review and consideration.
2) Submit *draft* Solutions Requirements Specifications Report to AOC Project Manager for review and consideration.
3) Submit *final* AOC Environments Analysis and Assessment Report to AOC Project Manager for review and final acceptance.
4) Submit *final* Solutions Requirements Specifications Report to AOC Project Manager for review and final acceptance.

Task 4: Solution Analysis and Design

Vendor project team is expected to work closely with the AOC project team, AOC Project Manager and court users to complete the Analysis and Design phase of the Business Objects v. 3.1 SP6 project. Task 4 – Solution Analysis and Design will require completion, at a minimum, of the following:

1) Develop documentation for the solution design functional and technical specifications based on defined business requirements.
2) Conduct a series of solution design review sessions with AOC project team, which will result in modifications for improvement of the solution design functional and technical specifications.
3) Create verification test plans, verification procedures and verification reports which will include initial testing by Vendor and, subsequently, internal AOC testing by AOC resources, which will include the following:
   a) Security.
   b) Converted reports.
   c) Universe upgrades.
   d) Export of data.
   e) Scheduled reports.
   f) Rich Client.
   g) Auditing.
   h) Java.
   i) Tool.
   j) Failover.
   k) Development Server.

Vendor shall be required to develop design functional and technical specifications documents for working with the AOC team. Vendor shall be required to develop a Design Functional and Technical Specifications Report. Vendor shall be required to present the Design Functional and Technical Specifications Report to the project team and other AOC stakeholders.

Deliverables - Task 4

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Deliverables related to Task 3 shall be completed no later than *[Month Date]*, 2014.

1) Submit *draft* Design Functional and Technical Specifications Report based on defined business requirements to AOC Project Manager for review and consideration.
2) Submit *final* Design Functional and Technical Specifications Report to AOC Project Manager for review and final acceptance.

Task 5: Solutions Configuration

The work effort required to complete the solutions configuration phase of this project shall require full collaboration between Vendor and AOC PM as well as other organizational personnel to ensure comprehensive testing of all aspects of the configuration has been analyzed and assessed.

1) Perform risk assessment, which will document reasonable and foreseeable threats to the AOC and well as controls in place to migrate those threats.
2) Controls shall be tested through sampling to determine effectiveness.
3) Assessment and risk analysis of the current AOC configuration shall include, but not limited to, the following test types:
    a) Validate physical security controls around sensitive systems.
    b) Verify antivirus software deployment and maintenance.
    c) Review firewall filtering rule configurations.
    d) Assess encryption methodologies used.
    e) Validate controls over software licensing.
    f) Evaluate server security, both physical and virtual.
    g) Backup and restore reports and repositories.

Following verification of each of AOC's technical environments, Vendor shall be required to develop a plan for installation of Business Objects v. 3.1 SP6 within each of AOC's technical environments. Per AOC-accepted Installation Test Plan, Vendor shall be required to install Business Objects v. 3.1 SP6 into each environment.

Vendor shall be required to successfully complete the following:

1) Perform functional configuration of AOC Business Objects v. 3.1 SP6 in TEST and DEV environments.
2) Perform Technical configuration and development of the installation (i.e., portlets, Business Objects reports, JAVA scripts, etc.).
3) Perform verification testing (unit testing) of all functional and technical components.
4) Perform a system installation backup and recovery verification.

Deliverables - Task 5

Deliverables related to Task 5 shall be completed no later than *[Month Date]*, 2014.

1) Submit *draft* Installation Test Plan to AOC Project Manager for review and consideration.
2) Submit *draft* Solutions Configuration Report to AOC Project Manager for review and consideration.
3) Submit *final* Installation Test Plan to AOC Project Manager for review and final acceptance.
4) Submit *final* Solutions Configuration Report to AOC Project Manager to AOC Project Manager for review and final acceptance.

Task 6: Deployment

Under this task, Vendor will prepare the Business Objects v. 3.1 SP6 PROD environment for Go Live. Vendor shall assist AOC in the deployment of Business Objects v. 3.1 SP6.

During Task 6, Vendor shall be required to complete the following:

1) Migrate, validate and test Business Objects v. 3.1 PS6 in each environment.
2) Develop technical documentation containing set-up of the PROD server with settings and steps to reproduce.
3) Develop technical documentation containing set-up of the client settings and steps to reproduce.

Vendor shall be required to develop a plan for deployment of Business Objects v. 3.1 SP6 with AOC's environments.

Following AOC Acceptance of Go Live for Business Objects v. 3.1 SP6 upgrade, Vendor will provide a 90-day Warranty Period in which Vendor will provide support services to AOC to address issues, errors, etc. Warranty Period shall start the first business day following Go Live of AOC's Business Objects v. 3.1 SP6.

Deliverables – Task 6

1) Submit *draft* Deployment Test Plan to AOC Project Manager for review and consideration.
2) Submit *final* Deployment Test Plan to AOC Project Manager for review and final acceptance.

Task 7: User Acceptance Testing (UAT)

During this phase, Vendor shall be required to work collaboratively with AOC during User Acceptance Testing (UAT). AOC UAT team shall perform testing tasks based on the AOC-accepted UAT plan provided by Vendor which shall be based on documented use cases (or other documented methods) in support of the Solution Requirements Specifications report.

Vendor shall be required to successfully complete the following:

1) Develop a test plan for each area of delivery including, but not limited to, the following:

a. Auditing

b. User sign-in to database

c. Security validation

d. Migration from server to server

e. Verification of report and universe conversion/upgrade.

2) Develop a compliance matrix validating the test plan includes use cases which thoroughly meet the specifications outlined in the AOC-approved Solutions Requirements Specification report. The compliance matrix shall be included as a supporting document in the User Acceptance Test Plan.

3) Migrate the AOC-approved solution configuration from DEV to TEST environment.

4) Analyze defects which are documented by AOC as a result of UAT.

5) Resolve defect issues and migrate from the DEV environment to the TEST environment for re-testing by Vendor before forwarding to AOC for UAT again.

6) Provided support and guidance to AOC during UAT.

Deliverables - Task 7

Deliverables related to Task 7 shall be completed no later than *[Month Date]*, 2014.

1) Submit *draft* User Acceptance Test Plan including compliance matrix to AOC Project Manager for review and consideration.

2) Submit *final* User Acceptance Test Plan to AOC Project Manager for review and final acceptance.

Task 8: Business Objects v. 4.x Readiness Report

Vendor shall conduct a thorough analysis and audit of AOC's readiness for upgrading to Business Objects v. 4.x. Vendor must identify findings and recommendations for remedy within the Business Objects v. 4.x Readiness Report.

Deliverables - Task 8

Deliverables related to Task 8 shall be completed no later than *[Month Date]*, 2014.

1) Submit *draft* Business Objects v. 4.x Readiness Report which includes findings and recommendations for remedy to AOC Project Manager for review and consideration.

2) Submit *final* Business Objects v. 4.x Readiness Report to AOC Project Manager for review and final acceptance.

Task 9: Training

Vendor shall be required deliver training including class materials to internal AOC staff regarding Business Objects v. 3.1 SP6.

Vendor shall be required to provide administrator training to AOC staff regarding the upgraded AOC Business Objects environments including server support.

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Vendor shall be required to deliver appropriate training to AOC project team to enable them to develop and maintain configurations on their own via training, knowledge transfer, and mentoring.

Besides delivery of training to AOC staff, Vendor shall be required to develop a training plan based on AOC's project needs. The training plan shall include, at a minimum, details regarding class/course type, class attendance based on AOC role, training documentation to be delivered, a "just in time" training schedule, etc. Training sessions, workshops, mentoring, etc. shall be delivered by Vendor based on the AOC-accepted training plan.

Deliverables - Task 9

Deliverables related to Task 9 shall be completed no later than *[Month Date]*, 2014.

1) Submit *draft* Training Plan which includes details as no to AOC Project Manager for review and consideration.
2) Submit *final* Training Plan to AOC Project Manager for review and final acceptance.
3) Completion of *last* training class/course as in the schedule as identified in the AOC-accepted Training Plan.

4. Timeline and Period of Performance

The period of performance for this project will start on within five (5) business days of contract execution with AOC with the SOW tasks to be completed no later than *[Month Date]*, 2014. AOC has the right to extend or terminate this SOW at its sole discretion.

5. Task Deliverables Schedule

Acceptance criteria is set forth in Section 14 of Contract PCH*XXXXX* . At a minimum, Vendor shall provide each draft deliverable to AOC 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 Project Manager will notify Vendor Project Manager of all required edits before AOC Project Manager will provided acceptance of any such deliverable as final. Documents provided to AOC 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 proposed deliverable due dates.

Task No.	Task Deliverables	Deliverable Due Date
1	Project Management Weekly Status Report	Bi-weekly, 5 PM PST Monday
1	Attend Project Team Meetings	Weekly, or as required
2	Draft Project Management Plan	*MM/DD/YYYY*
2	Final Project Management Plan	*MM/DD/YYYY*
3	Draft AOC Environments Analysis and Assessment Report	*MM/DD/YYYY*
3	Final AOC Environments Analysis and	*MM/DD/YYYY*

	Assessment Report	
3	Draft Solution Requirements Specifications Report	*MM/DD/YYYY*
3	Final Solution Requirements Specifications Report	*MM/DD/YYYY*
4	Draft Design Functional and Technical Specifications Report	*MM/DD/YYYY*
4	Final Design Functional and Technical Specifications Report	*MM/DD/YYYY*
5	Draft Installation Test Plan	*MM/DD/YYYY*
5	Final Installation Test Plan	*MM/DD/YYYY*
5	Draft Solution Configuration Report	*MM/DD/YYYY*
5	Final Solution Configuration Report	*MM/DD/YYYY*
6	Draft Deployment Plan	*MM/DD/YYYY*
6	Final Deployment Plan	*MM/DD/YYYY*
7	Draft User Acceptance Test Plan	*MM/DD/YYYY*
7	Final User Acceptance Test Plan	*MM/DD/YYYY*
8	Draft Business Objects v. 4.x Readiness Report	*MM/DD/YYYY*
8	Final Business Objects v. 4.x Readiness Report	*MM/DD/YYYY*
9	Draft Draining Plan	*MM/DD/YYYY*
9	Final Training Plan	*MM/DD/YYYY*
9	Completion of all Training (per AOC-accepted Training Plan)	*MM/DD/YYYY*

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.

6. 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.

Task No.	Key Deliverables*	Payment
2	FINAL Project Management Plan	*$ x,xxx*
3	FINAL AOC Environments Analysis and Assessment Report	*x,xxx*
3	FINAL Solutions Requirements Specifications Report	*x,xxx*
4	FINAL Design Functional and Technical Specifications Report	*x,xxx*
5	FINAL Installation Test Plan	*x,xxx*
5	FINAL Solution Configuration Report	*x,xxx*

6	FINAL Deployment Plan	*x,xxx*
7	FINAL User Acceptance Test Plan	*x,xxx*
8	FINAL Business Objects v. 4.x Readiness Report	*x,xxx*
9	FINAL Training Plan	*x,xxx*
9	Completion of all Training (per AOC-accepted Training Plan)	*x,xxx*
	Contract Total	***$ xx,xxx***

*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.

7. 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.]

Vendor's Personnel

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.

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.

For work to be performed onsite at AOC, Vendor will be required to provide all computer equipment and software necessary for all Vendor staff assigned workstations located in AOC Headquarters in Olympia, WA.

Vendor may not change or replace any of the staff assigned to this Contract without prior approval of AOC, which approval will not be unreasonably withheld. Vendor is not responsible for delays or repeated tasks caused by factors outside its control. These factors include, but are not limited to, availability of AOC personnel, equipment, and telecommunication provider services.

Vendor will use commercially reasonable efforts to take into account AOC's schedule, but in all events the performance of Services is subject to the availability of Vendor personnel and resources, as determined by Vendor.

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 overstaffing the work or shuffling personnel assigned to said work.

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.

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Vendor will conduct work in the most appropriate location based on access requirements and costs associated with travel.

Vendor Project Manager

Vendor Project Manager shall be responsible for defining the project scope and estimate, building the detailed project plan, monitoring and directing project activities as they relate to the project scope and project plan. He shall be required to document scope changes through the change management process, and coordinating the daily tasks of the project team. 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>*

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 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>*

Additional Requirements *(Optional)*

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

8. AOC Staff, Roles and Responsibilities

AOC Project Manager, *<Name>,* 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 Project Manager will make final project decisions and have acceptance signoff authority for all project deliverables.

9. Additional Terms and Conditions Specific to this SOW

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. Vendor must be able to work collaboratively with AOC and project partners to gain understanding of their business needs.

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