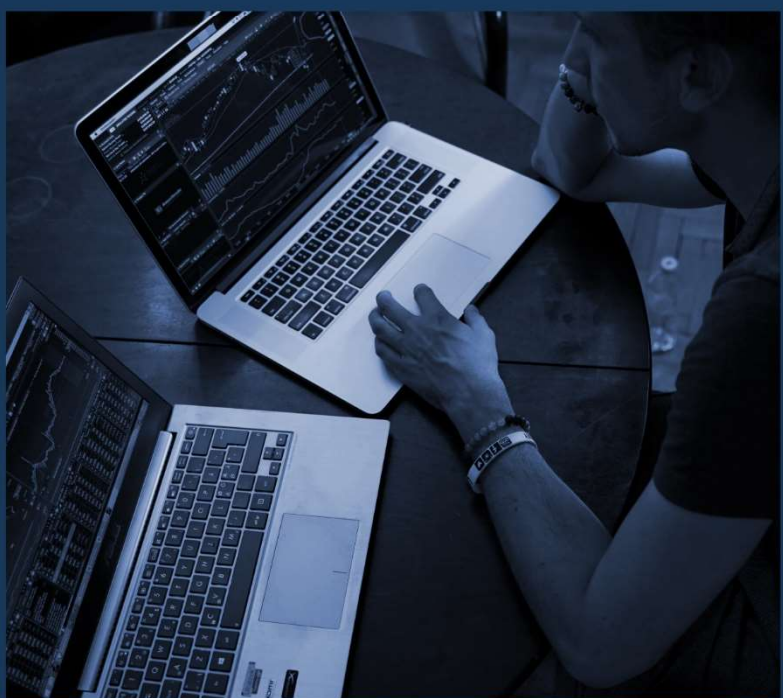


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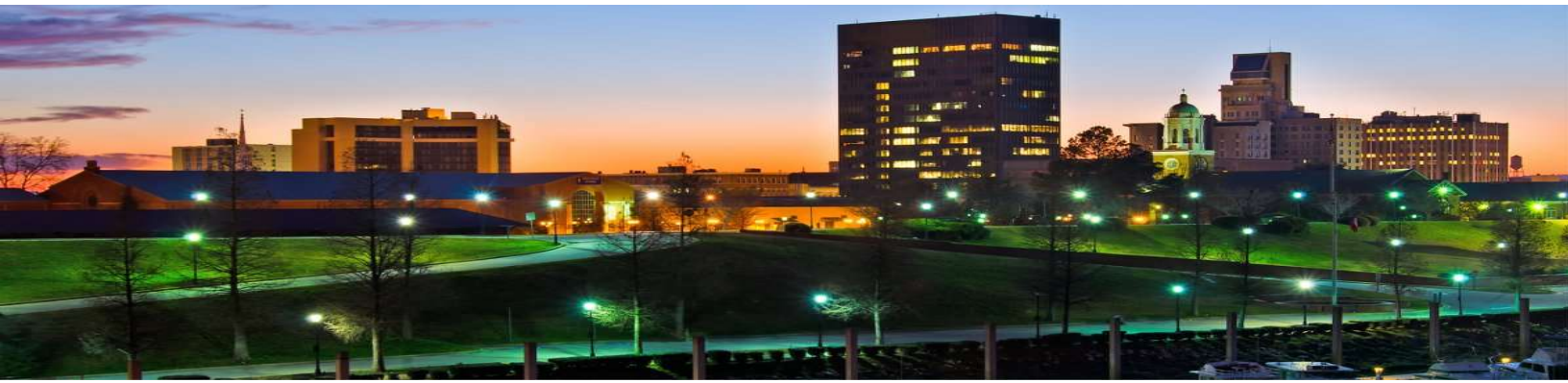
WOOLPERT

City of Augusta, GA

# Cityworks Upgrade to 23

Scope of Work

September 19, 2024



## Document Version Control

Version	Date	Description	Author(s)
1.0	09/16/2024	Initial Draft	Ryan Butler
1.1	09/17/2024	QAQC	Jen Kouns

## Document Acceptance

**Augusta  
Signature**

\_\_\_\_\_

Name

\_\_\_\_\_

Title

\_\_\_\_\_

Date

\_\_\_\_\_

**Woolpert  
Signature**

*Jen Kouns*

Name

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9/19/2024

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## PROJECT OVERVIEW

Augusta, GA has requested that Woolpert help support the upgrade of the Development (DEV) and Production (PROD) Cityworks environments and provide train-the-trainer training for end users (AMS) for a smooth transition to using the Respond application. The Cityworks DEV and PROD environments will be upgraded from version 15.8.6 to 23x, to provide the organization with the most up-to-date version Cityworks offers. The upgrade will be based on Augusta’s system requirements and availability of desired Cityworks system functionality. **Woolpert will be leading and supporting the upgrade and training effort but will require support from Augusta staff as this is a time and material project with a not to exceed amount of \$75,000.** The following Statement of Work details the Professional Services sought by Augusta, GA and Woolpert’s method of delivery of said services.



## Executive Overview of Tasks

Cityworks Upgrade and AMS Respond Training							
Kickoff & Demo	Upgrade DEV and PROD	Request for Information & Recommendation	AMS Configuration, Dashboard, Reports Migration	System Integration Validation	User Acceptance Testing	End User Training with Respond for AMS Users	Cutover and 30 Days of Go-Live Support

## PROJECT CLARIFICATIONS

The following assumptions apply to this Scope of Work:

- All work will be performed on a time and materials fee basis.
- Woolpert has hours associated with each of the tasks below, but work is to not exceed \$75,000.00.
- An upgrade of the ESRI platform is not included in this scope of work.
- Augusta, GA is currently running Cityworks 15.8.6, including utilization of the AMS platform.
- Augusta will provide Woolpert with remote access to the below systems.
  - VPN access to the network.
  - RDP (or other remote terminal platform) access to the Cityworks application server(s).
    - Via an account with administrator permissions on the local machine.
  - SQL Server Management Studio access to the SQL Server instance(s) containing the Cityworks database(s).
    - May require RDP (or other remote terminal platform) access to the database server(s).



- Augusta will assemble a Core Team that will participate in all key project tasks. The Core Team members are considered power users and will serve as key project subject matter experts throughout the project and post-upgrade. These users will assist in the testing and training of the software.
- Augusta will identify and empower a project manager to serve as the primary point of contact, be authorized to provide feedback and approvals, and be responsible for scheduling and ensuring the active participation of Augusta resources.
- Augusta will ensure that project team members are available for identified meetings and individuals have been identified as responsible for making key project decisions in the previous meetings.
- Augusta will ensure the appropriate staff review Woolpert Deliverables within the timeframes identified in the project schedule. Augusta Project Manager will ensure all draft deliverable feedback is provided to Woolpert in a single document hosted on the project collaboration site using track changes and comments.
- Woolpert will support the Cityworks API and help guide the Augusta enQuesta integration.
- Cityworks Mobile Application setup and configuration is not included.
- All modifications to the Augusta's GIS are the responsibility of Augusta, unless requested and negotiated as a change request.
- The deliverable will be deemed to have been accepted by Augusta in the event the Augusta does not notify the Woolpert Team of any rejection of all or a portion of the submitted final draft deliverables within the ten (10) business day review period.
- Remote meetings will be held using Microsoft Teams.
- Microsoft Teams will be used as the project collaboration platform.
- The Woolpert Project Manager will be involved in all phases of this project, including scoping, management, and delivery of services, up until the project close-out.
- A written Notice to Proceed (signed Task Order) is required to be issued to Woolpert by Augusta to confirm and schedule Woolpert resources.

## PHASE 1 | DESIGN

The design phase of the Cityworks AMS implementation project begins with a request for information, provided to the Augusta to gather data and insights into the Augusta's current operations. Woolpert then schedules and facilitates the project kick-off meeting and Respond demonstration to discuss the project schedule, scope of work, and expectations for collaboration and communication throughout the project.

Following the kick-off meeting, Woolpert will upgrade the development environment to Cityworks 23. Lastly, Woolpert will develop an Upgrade Cutover Plan document to identify the critical tasks, roles and responsibilities, and timeline of events that will need to occur during the Cityworks Production Upgrade



cutover. Augusta will review and provide feedback. Acceptance of the Upgrade Cutover plan will pave the way to move forward to Phase 2 Develop.

## 1.1 Request for Information

Once a Notice to Proceed is received by the Augusta, Woolpert initiates the project by sending the Augusta a request for information (RFI) document. This document will outline a list of potential items the Augusta can provide to facilitate understanding before the project begins. This information may include, but is not limited to, the following items:

- Reports
- Backup of Cityworks database
- Geodatabase

Category	Details
<b>Woolpert Deliverables</b>	<ul style="list-style-type: none"> <li>• Request for Information (RFI) Document</li> </ul>
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>• This task will begin when a Notice to Proceed is received from the Augusta.</li> </ul>
<b>Augusta Responsibilities</b>	<ul style="list-style-type: none"> <li>• Gather information listed in the RFI and upload to the collaboration site.</li> </ul>

### Related Tasks and Sub-Tasks

WBS	Task Name
<b>1.1</b>	<b>Request for Information (RFI)</b>
1.1.1	RFI Document Delivery
1.1.2	Augusta to Review and Gather RFI Data
1.1.3	Augusta to Post Data to Project Collaboration Site
1.1.4	RFI Information Review

- Black** Woolpert-owned task
- Green** Client-owned task
- Purple** Remote review meeting
- Blue** On-site workshop
- Olive** QA/QC
- Red** Deliverable acceptance
- Orange** Phase acceptance, close

## 1.2 Project Kick-off Meeting

After the RFI is submitted, Woolpert and Augusta will schedule the Project Kick-off meeting and demonstration. The kick-off meeting will include the project team and stakeholders to review in detail the project's objectives, scope, timeline, roles, responsibilities, and other critical aspects. The kick-off meeting sets the tone for the project, ensures everyone has a common understanding, and aligns all parties on the project's goals and expectations. The Cityworks 23x Respond AMS demonstration will allow the Augusta staff a preview of the solution and build excitement of what's to come with the new interface and functionality of the upgraded system.



Category	Details
<b>Woolpert Deliverables</b>	<ul style="list-style-type: none"> <li>Facilitate Remote Project kick-off meeting for up to two (2) hours in duration.</li> <li>Provide a two (2) hour Cityworks 23x Respond AMS Demonstration.</li> </ul>
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>It will be expected that the Augusta will invite the participants needed to attend the kick-off meeting and demonstration.</li> <li>The duration of the kick-off meeting can be adjusted to suit different participant groups. For example, one hour for a high-level project kick-off meeting for general participants, and one hour for a more focused group of project team members.</li> </ul>
<b>Augusta Responsibilities</b>	<ul style="list-style-type: none"> <li>Review and provide feedback on the agenda.</li> <li>Schedule participants to attend the Project kick-off meeting and demonstration.</li> </ul>

*Related Tasks and Sub-Tasks*

WBS	Task Name
<b>1.2</b>	<b>Project Kick-off Meeting</b>
1.2.1	Kick Off Meeting (Remote)
1.2.2	Respond AMS Demo (Remote)

- Black Woolpert-owned task
- Green Client-owned task
- Purple Remote review meeting
- Blue On-site workshop
- Olive QA/QC
- Red Deliverable acceptance
- Orange Phase acceptance, close

## 1.3 Software Upgrade of Development Environment

Following the project kick-off meeting, Woolpert will conduct an upgrade to Augusta’s Development environment with the support of Augusta’s IT technical team. This process will be primarily led by Woolpert technical staff and require support from a Augusta technical staff member to update the authentication requirements for the integrations specified in this scope that are integrated with Cityworks.

Category	Details
<b>Woolpert Deliverables</b>	<ul style="list-style-type: none"> <li>Upgrade Development Environment to 23x.</li> <li>Test the Cityworks 23 solution.</li> </ul>
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>Augusta has confirmed system requirements are met prior to start of upgrade tasks.</li> <li>Integration validation will be handled in Task 2.2 for full testing.</li> </ul>
<b>Augusta Responsibilities</b>	<ul style="list-style-type: none"> <li>Confirm Development upgrade is complete.</li> </ul>



**Related Tasks and Sub-Tasks**

WBS	Task Name
<b>1.3</b>	<b>Upgrade Development Environment to 23x</b>
1.3.1	Woolpert To Apply Upgrade to Cityworks Development Server
1.3.2	Woolpert To Apply Cityworks Database Update
1.3.3	Woolpert to Install Style Plug-in
1.3.4	Woolpert To Install Storeroom Plug-In for Respond
1.3.5	Woolpert and Augusta to Validate/Conduct Testing in DEV Environment using QAQC Checklist

- Black Woolpert-owned task
- Green Client-owned task
- Purple Remote review meeting
- Blue On-site workshop
- Olive QA/QC
- Red Deliverable acceptance
- Orange Phase acceptance, close

## 1.4 Upgrade Cutover Plan Document

The last component of the design phase is to develop a Production Cutover plan. The purpose of this plan is to document and communicate the specific tasks, roles associated with those tasks, dates and times that each task will be executed during the production upgrade cutover. This is a vital step in the planning process to align on responsibilities, ensure sufficient communication and scheduling efforts are put into place well in advance of cutover. The cutover plan will be developed by Woolpert technical staff and reviewed/accepted by Augusta. The cutover plan will include a tracking list of tasks and updates made to ensure they are included as part of the go-live cutover process.

Category	Details
<b>Woolpert Deliverables</b>	<ul style="list-style-type: none"> <li>• Develop and Submit Cutover Plan Document</li> <li>• Remote review meeting to discuss Cutover plan.</li> </ul>
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>• None</li> </ul>
<b>Augusta Responsibilities</b>	<ul style="list-style-type: none"> <li>• Attend remote review meeting.</li> <li>• Review and Acceptance of Final Cutover Plan document</li> </ul>

**Related Tasks and Sub-Tasks**

WBS	Task Name
<b>1.4</b>	<b>Upgrade (Cutover) Plan Document</b>
1.4.1	Draft Upgrade (Cutover) Plan
1.4.2	Remote Review of Cutover Plan
1.4.3	Final Update and Delivery of Cutover Plan
1.4.4	Client Acceptance of Cutover Plan

- Black Woolpert-owned task
- Green Client-owned task
- Purple Remote review meeting
- Blue On-site workshop
- Olive QA/QC
- Red Deliverable acceptance
- Orange Phase acceptance, close





## PHASE 2 | DEVELOP

Woolpert will pursue the migration and configuration efforts necessary for Cityworks AMS Configuration, Dashboards and Reports. Woolpert will work alongside Augusta stakeholders to complete the work for configuration, dashboards and reports.



### 2.1 AMS Configuration, Dashboards and Reports Migration

Woolpert will configure the solution where required for the upgrade to Cityworks 23x, and migrate reports, and dashboards for Cityworks AMS. Woolpert will also help support any configuration changes required to support the upgrade to 23x and oversee the systems integrations in tandem with Augusta. After implementing these changes, Woolpert will conduct a remote review meeting with Augusta's Cityworks AMS core team. During the session, Woolpert will demonstrate the solution and discuss the updates completed.

Category	Details
<b>Woolpert Deliverables</b>	<ul style="list-style-type: none"> <li>• Perform updates and conversions of reports, dashboards, and configuration to ensure a smooth transition from Office to Respond. This will be completed with the existing configuration and new configuration is not included as part of this scope of work.</li> <li>• Facilitate remote review meetings for up to four (4) hours in duration to demonstrate changes and receive feedback.</li> </ul>
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>• This effort will focus on moving from Crystal Reports to Active Reports.</li> <li>• Woolpert has provided a block of hours and fee to support the reporting migration. Woolpert will migrate as many reports as possible within the allotted fee but provide training to Augusta staff to complete the effort.</li> <li>• Woolpert will demo the new functionality to Augusta and assist as much as possible with the provided fee.</li> </ul>
<b>Augusta Responsibilities</b>	<ul style="list-style-type: none"> <li>• Participate in the remote review meetings.</li> <li>• Provide feedback to Woolpert on updates and changes made during the remote meetings.</li> </ul>



**Related Tasks and Sub-Tasks**

WBS	Task Name
2.1	<b>AMS System Integrations, Configuration, Dashboards and Reports Migration</b>
2.1.1	Dashboard Training & Migration
2.1.2	Active Reports Cityworks AMS Migration & Training
2.1.3	Configuration Modifications
2.1.4	Support for Augusta Staff
2.1.5	Remote Report Review Calls
2.1.6	Augusta to Review and Approve Updates for Moving to Formal UAT

- Black Woolpert-owned task
- Green Client-owned task
- Purple Remote review meeting
- Blue On-site workshop
- Olive QA/QC
- Red Deliverable acceptance
- Orange Phase acceptance, close

## 2.2 System Integration Validation

Augusta has an enQuesta integration established with the Cityworks system to allow automated exchanges of information. Woolpert previously completed the upgrade to Cityworks 23x during phase 1, in Augusta’s Development environment with the support of Augusta’s IT technical team. In collaboration, Woolpert and Augusta technical staff will use this task to ensure the integration is intact and functioning with the upgraded system prior to proceeding with the Deployment phase.

Category	Details
<b>Woolpert Deliverables</b>	<ul style="list-style-type: none"> <li>• Provide support to Augusta with Integrations API authentication updates.</li> <li>• Test the solution and provide feedback and direction to the Augusta IT Support team.</li> </ul>
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>• Any changes to the integration will be performed by Augusta with Woolpert support.</li> </ul>
<b>Augusta Responsibilities</b>	<ul style="list-style-type: none"> <li>• Conduct Integration API authentication updates, as required by Cityworks 23x.</li> <li>• Confirm the enQuesta integration is functioning as expected</li> </ul>

**Related Tasks and Sub-Tasks**

WBS	Task Name
2.2	<b>System Integration Validation</b>
2.2.1	Woolpert to Support Integrations

- Black Woolpert-owned task
- Green Client-owned task
- Purple Remote review meeting
- Blue On-site workshop
- Olive QA/QC
- Red Deliverable acceptance
- Orange Phase acceptance, close



## PHASE 3 | DEPLOY

The deployment process for the update to Cityworks 23x will be relatively straightforward, given the Augusta's extensive experience with the Cityworks AMS program. The primary focus of this phase will be to train the Cityworks AMS users with the Respond Application, in a train the trainer approach, so they can discontinue usage of the Office platform.



Woolpert will initiate this phase with a formal user acceptance training (training) for users. After completing the training, Woolpert will provide remote support as users test the solution identified as user acceptance testing (UAT). Woolpert and Augusta will then embark on formal end-user training preparations and a series of onsite end-user train-the-trainer training sessions. Cityworks Users will provide training on the navigation of Respond, dashboards, queries, and how to access reports. System Administrators will also receive training to identify the new components that will be required to manage the Cityworks 23x environment. Upon completion of the end-user training, the upgrade cutover for the production environment will be executed. The Cutover Plan will be used to critically execute all upgrade tasks inclusive of the tracking worksheet, to ensure updates to the configuration, dashboards and reports.

To complete the Cityworks portion of the Cityworks 23x Upgrade project, Woolpert will provide up to one month of go-live support with the fee left in the project.

### 3.1 User Acceptance and Training

The primary objective of system testing is to thoroughly assess the upgraded solution, ensuring that all delivered functionalities—such as configuration updates, reports, dashboards and the integration—are operating correctly. Woolpert will provide training for the upgraded solution for a core team of testers. These individuals will be responsible for testing and will collect the feedback from their internal teams and provide this information to Woolpert for improvement or update. Woolpert will provide ongoing support during the testing period and after the testing concludes, will make any final modifications based on testing feedback.

Category	Details
<b>Woolpert deliverables</b>	<ul style="list-style-type: none"> <li>• Provide remote training for up to two (2) hours.</li> <li>• Provide UAT testing support for up to sixteen (16) hours.</li> <li>• System Updates based on UAT Feedback.</li> </ul>
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>• Configuration updates should not consist of newly developed system requirements. There may be minor tweaks to the system to ensure integrations, dashboard and report functionality is as desired.</li> </ul>



Category	Details
	<ul style="list-style-type: none"> <li>The training will demonstrate any changes or updates to the solution that have been performed, and how to navigate the solution where changes have occurred.</li> <li>Woolpert will not proceed with end-user training until Augusta has provided written approval to move forward and is accepting that testing is complete.</li> <li>The Core team will be responsible for supporting their internal divisions/departments and collecting any feedback to provide to Woolpert during the testing process.</li> <li>There will be no testing scenarios provided as this is an upgrade so workflows and how users work is conducted should not change. They can utilize their existing processes to test the solution.</li> </ul>
<b>Augusta responsibilities</b>	<ul style="list-style-type: none"> <li>Provide a core team of testers for UAT training</li> <li>Participate in the UAT training sessions</li> </ul>

### Related Tasks and Sub-Tasks

WBS	Task name
<b>3.1</b>	<b>User Acceptance Testing</b>
3.1.1	User Acceptance Prep
3.1.2	Augusta to Prepare for UAT
<b>3.1.3</b>	<b>Remote User Acceptance Testing</b>
3.1.3.1	User Acceptance Training
3.1.3.2	User Acceptance Testing Support
3.1.4	Configuration Tweaks Based on UAT Feedback

- Black Woolpert-owned task
- Green Client-owned task
- Purple Remote review meeting
- Blue On-site workshop
- Olive QA/QC
- Red Deliverable acceptance
- Orange Phase acceptance, close

## 3.2 Respond End-User Training

After completing user acceptance training and testing, Woolpert will prepare for Respond End-User Training, in a train-the-trainer approach, for Cityworks users. Woolpert will work with the Augusta Project Managers to align the training agenda and schedule. Woolpert will prepare training documentation, which will serve as a reinforcement guide after onsite end-user training courses are conducted. Up to four (4) days of onsite Respond end-user training will be facilitated by one Woolpert resource. Up to ten (15) trainees per one (1) Woolpert trainer are recommended to yield the best outcome, that allows trainers to provide ample support during classes. Core Respond navigation, dashboard access and configuration, and report access will be covered in the End User training courses. Administrators will also be designated a training course to cover new configuration management items necessary for managing Cityworks 23x.



Category	Details
<b>Woolpert deliverables</b>	<ul style="list-style-type: none"> <li>• Provide Training Agenda</li> <li>• Provide up to four (4) days of onsite Respond AMS training</li> <li>• Provide one resource to lead onsite trainings</li> <li>• Prepare Cityworks Respond 101 AMS training materials</li> </ul>
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>• Woolpert will not provide any printed training material. Digital content provided only.</li> </ul>
<b>Augusta responsibilities</b>	<ul style="list-style-type: none"> <li>• Coordinate and reserve adequate training facility during onsite training days.</li> <li>• Schedule and coordinate project participants.</li> <li>• Approve Training Agenda.</li> </ul>

### Related Tasks and Sub-Tasks

WBS	Task name
<b>3.2</b>	<b>AMS Respond Training</b>
3.2.1	Training Preparation
3.2.1.1	Prepare and Provide Training Agenda
3.2.1.2	Prepare AMS Training Materials
3.2.1.3	Prepare for AMS Training
3.2.1.4	Augusta Prepare for Onsite Training
<b>3.2.2</b>	<b>Onsite AMS Respond Training</b>
3.2.2.1	Respond AMS Training
3.2.2.3	Administrator Training

- Black Woolpert-owned task
- Green Client-owned task
- Purple Remote review meeting
- Blue On-site workshop
- Olive QA/QC
- Red Deliverable acceptance
- Orange Phase acceptance, close

## 3.3 Production Go-Live of Cityworks 23.x

Once end-user training is accepted and Augusta has received onsite Respond training, Woolpert with Augusta’s support will execute the Upgrade Cutover Plan Tasks. Following the execution of the Upgrade Plan, Woolpert will provide up to thirty (30) days of go-live support up to forty (40) hours. This will allow some time for staff to escalate any follow-up questions as they transition into using the Respond application.

Category	Details
<b>Woolpert Deliverables</b>	<ul style="list-style-type: none"> <li>• Upgrade the Production environment with changes based on the Cutover Plan to Cityworks 23.</li> <li>• Up to Thirty (30) days of Go-Live support for up to forty (40) hours.</li> </ul>



Category	Details
<b>Assumptions</b>	<ul style="list-style-type: none"> <li>Notify end-users of the event and ensure Woolpert has sufficient time to perform these changes.</li> </ul>
<b>Augusta Responsibilities</b>	<ul style="list-style-type: none"> <li>Provide IT and administrator support during the upgrade process.</li> <li>Notify end-users when the system will be down, and when it will be ready for use.</li> <li>Conduct Integrations API authentication updates, as required by Cityworks 23.</li> <li>Confirm Production upgrade is complete.</li> </ul>

**Related Tasks and Sub-Tasks**

WBS	Task Name
<b>3.3</b>	<b>Execute Upgrade Cutover Plan Tasks</b>
3.3.1	Upgrade Production Environment from 15.8.6 to 2023.X
3.3.1.1	Augusta To Take Snapshot of PROD Environment
3.3.1.2	Woolpert to Apply and Install Upgrade Files
3.3.1.3	Woolpert To Apply Upgrade to Cityworks Production Server
3.3.1.4	Woolpert To Apply Cityworks Database Update
3.3.1.5	Woolpert to Install Style Plug-in
3.3.1.6	Woolpert To Install Storeroom Plug-In for Respond
3.3.1.7	Report File Migration to Production Environment
3.3.1.8	Woolpert to Provide Support to Augusta with Integration
3.3.2	<b>Go-Live Support</b>
3.3.2.1	Augusta AMS Users Officially Exclusively Use Respond Application
3.3.2.2	Woolpert to Provide 30 Days Remote Post-Upgrade Support

- Black Woolpert-owned task
- Green Client-owned task
- Purple Remote review meeting
- Blue On-site workshop
- Olive QA/QC
- Red Deliverable acceptance
- Orange Phase acceptance, close

## PROJECT MANAGEMENT TASKS

Woolpert utilizes the PMI project management methodology, frequently combining elements of both waterfall and agile approaches. Project Management demands organization, coordination, prioritization skills, attention to detail, and adept problem-solving abilities. Woolpert and Augusta will channel their efforts towards keeping projects on track, within budget, and aligned with scope, pivotal for achieving



successful outcomes. To achieve this, the following tasks are outlined for successful project management:

- Notice to Proceed
- Resource and Schedule Coordination
- Status Meetings
- Internal Status Meetings
- Ad-Hoc Meetings
- Progress Reporting
- Project Administration
- Project Closeout

Woolpert's Project Management approach draws heavily from the best practices of the Project Management Institute (PMI) for project delivery.

## Notice to Proceed

Upon contract award, Woolpert will request a Notice to Proceed (NTP) from Augusta. Upon receipt of the signed contract and NTP, Woolpert will commence project setup in our financial system and allocate resources accordingly. The Woolpert project manager plays a pivotal role in facilitating pre-project communication, ensuring that any queries regarding scope, schedule, or budgets are addressed during the contracting phase.

## Schedule Management and Resource Planning

Project schedule coordination and resource planning will be performed using Microsoft Project and Microsoft Dynamics software, respectively. Project schedules and tasks will be monitored and adjusted depending on Augusta's priorities and ability to make its staff and facilities available at the appropriate times throughout the project. An updated project schedule delineating resources, scheduled tasks, and completed tasks will be maintained and available to all Woolpert and Augusta project participants. The Woolpert project manager will post monthly project schedule updates in both MS Project and PDF formats.

When the project schedule is changed, Woolpert updates the resource planning within MS Dynamics. Therefore, every change made creates additional updates that are required for keep resource management up to date. Changes to onsite time must be conducted at a minimum of three weeks from traveling. This keeps the costs down for both Woolpert and Augusta.

## Augusta Status Meetings

Woolpert will facilitate regularly occurring status meetings to review overall project progress. Topics covered by our project manager include but are not limited to:

- Activities, action items, and deliverables completed to date.
- Activities, action items, and deliverables in progress or scheduled.
- Technical or contractual items that require corrective action.
- Review the issue log and risk register.

Woolpert team meeting participants include the project manager and other technical team members, as required. The Augusta meeting participants include the project manager and other team members as



deemed necessary by the Augusta project manager or as requested by the Woolpert project manager. When feasible, the status meetings will be held onsite in conjunction with other scheduled onsite tasks. Otherwise, the meetings will be facilitated remotely using Microsoft Teams. The Woolpert project manager will prepare meeting notes that will be posted on the shared Microsoft Teams site shortly after each meeting for the team to review.

## Internal Status Meetings

Internal project meetings will be held among the Woolpert team members with active or upcoming project tasks to ensure consistent communication about progress, schedules, and issues impacting the successful delivery of any task or sub-task. Woolpert's project manager will utilize these meetings to control the resource load throughout the project.

## Ad-Hoc Meetings

On an as-needed basis, there will be times when Augusta and/or Woolpert require an unscheduled meeting to address project management concerns such as scheduling, risks, budget, and business decisions. There will be a set number of hours allowable for ad-hoc meetings within the project budget.

## Progress Reporting

The Woolpert project manager will prepare a progress report that will be presented at the Augusta project status meeting. The report documents accomplishments, planned activities, budget status, issues, risks, and action items. Excel exports of the project plan reflecting completed tasks, task percent completes, task actual versus planned completion dates, and proposed completion dates for future tasks. Additionally, monthly Woolpert will provide Augusta stakeholder progress report for upper management. This will provide a high-level overview of the project status, risks, budget, and schedule.

## Project Administration

With all projects, there are administrative tasks that must be performed, such as project collaboration site establishment and maintenance, billing, invoice coordination, and more. Woolpert will provide the following general project management services:

- Coordinate project events with Augusta project manager and Woolpert team members.
- Author, edit, review, and distribute project documentation and technical reports as required.
- Maintain a secure Microsoft Teams project collaboration website to post project schedule details, in-process tasks, responsible parties, technical documentation, and other project collaboration tools.
- Perform miscellaneous project administration (e.g., arrange travel and internal project updates).
- Anticipate problem areas and propose and facilitate solutions.

## PROJECT SCHEDULE AND BUDGETARY ESTIMATE

The estimated project duration is approximately **three (3) months**. Woolpert can make this timeline less or more aggressive depending on the needs of Augusta. For the upgrade process, Woolpert will perform





this effort on a Time and Material fee basis with fees not to exceed \$75,000. Invoices will be submitted monthly, as charges are incurred.

## Upgrade to Cityworks 23x and AMS Respond Training

WBS	Task Name	Estimated Cost
	<b>Cityworks Upgrade to 23.X and AMS Respond Training</b>	
<b>PM</b>	<b>Project Administration</b>	<b>\$9,750.00</b>
<b>1</b>	<b>Design</b>	<b>\$4,821.76</b>
1.1	Request for Information	\$523.20
1.2	Kickoff Meeting & Demo	\$1,159.36
1.3	Upgrade Development Environment to 23.X	\$1,744.00
1.4	Upgrade (Cutover) Plan Document	\$1,395.20
<b>2</b>	<b>Develop</b>	<b>\$28,922.04</b>
2.1	Configuration Support	\$22,382.04
2.2	System Integration Validation	\$6,540.00
<b>3</b>	<b>Deploy</b>	<b>\$31,506.20</b>
3.1	User Acceptance Testing	\$6,976.00
3.2	AMS Respond Training	\$13,751.80
3.3	Execute Upgrade (Cutover) Plan Tasks	\$10,778.40
<b>Total Estimate:</b>		<b>\$75,000.00</b>



