



## Statement of Work

### *HR Infrastructure*

For: City of Spring Lake Park

February 20, 2023

**Laserfiche<sup>®</sup>**  
**Run Smarter<sup>®</sup>**

## Statement of Work Approval

By signing this document, City of Spring Lake Park agrees that the proposed approach detailed in the following document satisfactorily addresses all items in scope for the project.

City of Spring Lake Park:

<b>Signature</b>	
<b>Name</b>	
<b>Title</b>	
<b>Date</b>	

OPG-3:

<b>Signature</b>	
<b>Name</b>	
<b>Title</b>	
<b>Date</b>	

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## Statement of Work – HR Infrastructure

This Statement of Work (“SOW”) defines the professional services (“Services”) that OPG-3 will provide for the City of Spring Lake Park (City of Spring Lake Park) in conjunction with the HR Infrastructure (“Project”). This SOW will be a part of a Professional Services Agreement between OPG-3 and City of Spring Lake Park.

### Project Scope and Objective

City of Spring Lake Park (City of Spring Lake Park) is digitizing their personnel files within the Human Resources department. This project will include:

- The design of a well-organized file plan within the Laserfiche repository. The components of the file plan will include:
  - Standardized folder structure
  - Standardized document naming convention
  - Metadata schema
  - Records retention rules
- The creation of a capture workflow process that utilizes dynamic fields to simplify and standardize the indexing process, automatically file documents appropriately and set retention dates
- The creation of workflows to automate the process for employee name changes and employee termination
- A Laserfiche Form that will allow select users to update and manage components of the file plan

### Change Management Process

It may become necessary to amend this SOW for reasons including, but not limited to, the following:

- Changes to the project schedule, scope or budget
- Changes in priorities (external or internal to the project) that impact the project
- Environmental or architectural impediments not previously identified
- Lack of access to personnel, facilities, or systems necessary to complete project as scoped

In the event that it is necessary to change this SOW, the following process will be followed:

A Project Scope Change Request (PSCR) will be used to communicate change. The PSCR must describe the change, the reasons for the change, and the effect the change will have on the project, which may include scheduling changes, pricing, etc. A PSCR will be initiated by OPG-3 but must be executed by both parties to make it effective and binding on the parties.

### Parking Projects

Once a project is started, if work is halted for two consecutive weeks (“Dead Weeks”) due to circumstances beyond our control (like users are unavailable for testing), the project may be parked so resources can be allocated to other projects. Once the impediment is removed, the project will be re-activated as soon as resources are available. If a project is parked for an extended period, there may be additional cost associated with the time required to get resources back up to speed.

## Identified Phases

The following Phases (major project areas) are included in the services. Phases will run in parallel where possible. **Estimated project timeline is 7 weeks based on the following:**

Phase	Number of Weekly Sprints
0. Project Setup, Kickoff and Prerequisites	1
1. Requirements, Design and Prototype	1
2. System Development	1
3. User Acceptance Testing	2
4. Push to Production	1
5. Knowledge Transfer and Transition to Support	1
<b>Total</b>	<b>7</b>

When a SOW is executed, the corresponding project is marked “Active” and assigned to a Project Owner (within one Sprint) to begin the process of clearing known prerequisites identified as required to complete Phase 0 – Project Setup, Kickoff and Prerequisites. Once all prerequisites have been cleared, the project will be moved to the “On Deck” queue and marked as ready to start.

Projects in the “On Deck” queue are assigned to an Engineer to begin work every week on a “first in, first out” basis according to team capacity. In practice, this is typically 1-2 Sprints. Once an engineer has been assigned, the Project Owner will schedule a Project Kickoff Meeting to review:

- Project scope and objectives
- Project team members and relationships
- Project phases, timeline and deliverables
- Next steps and any potential impediments

Throughout the time frame between SOW execution and Project Kickoff, you should expect weekly communication from the Project Owner so you have a clear understanding of the status of your project and a primary point of contact for any questions you may have.

## Phase 0 – Project Setup, Kickoff and Prerequisites

Projects are completed most efficiently when core dependencies are identified early and cleared as Project Prerequisites. During the Project Setup process a list of prerequisites that could impede the project will be developed and vetted by a Project Owner. The Project Owner will work to clear those prerequisites before the Project Kickoff meeting is scheduled and an engineer(s) is assigned to begin work.

### **Core Activities Include:**

- Project onboarded to Salesforce and Team sites as dictated by scope and complexity
- List of prerequisites developed, vetted and cleared by the Project Owner
- Project Kickoff presentation created, and meeting scheduled

### **Known Prerequisites:**

- Confirm remote access (VPN preferred)
- Confirm all Laserfiche (and supporting) software components are licensed and configured
- All users identified for use in the process have been licensed in Laserfiche
- Completed “Document Type” spreadsheet
- Read-only ODBC connection to Payroll or HR data source

### **Deliverables:**

- Project prerequisites completed
- Project Kickoff meeting
- Initial project schedule

## Phase 1 – Requirements Gathering, Design and Prototype

Because most Laserfiche solutions involve changes to the way an organization works, it's not possible to make final decisions regarding requirements and design without context and understanding of the user experience. OPG-3 will rapidly prototype the user interface and solicit feedback through weekly Sprint Demos and use that feedback to finalized design and requirements.

### **Core Activities Include:**

- Develop and present solution prototypes to get user feedback on foundational design considerations.
- Create requirements backlog and plan implementation. The backlog (functional requirements) will define initial acceptance criteria for project deliverables.

### **Deliverables:**

- Prototype solution
- Finalized project requirements (accepted by City of Spring Lake Park)
- Initial project schedule (accepted by City of Spring Lake Park).

### **Assumptions Driving Effort:**

- Initial project requirements are limited to phases currently in scope.
- The requirements and deliverable acceptance criteria may need to be adjusted based on continued requirements gathering throughout the project. Both City of Spring Lake Park and OPG-3 must approve in writing, which may be an email communication between the parties, any changes to acceptance criteria that would represent a material change to either the solution or its required effort.

## Phase 2 – System Development

Once project requirements and design have been finalized, OPG-3 will complete the back-end development to make the solution ready for User Acceptance Testing.

### **Core Activities Include:**

- Develop solution in test (or production) environment
- Weekly solution demonstrations and walkthroughs with City of Spring Lake Park project team (PM, SMEs and users as appropriate) to show progress and solicit feedback
- Develop test scripts to be utilized in Phase 3 – User Acceptance Testing

### **Requirements:**

- Laserfiche software deployed in Production, Test, and Development environments.
- User account for assigned OPG-3 engineer that includes:
  - Access to the Dev server
  - Access to Laserfiche
- Contact information for an City of Spring Lake Park resource to set up database connections with other accounts as needed

### **Deliverables:**

- System deployed in test (or production) environment, ready for User Acceptance Testing.
- Test scripts to be utilized in Phase 3 – User Acceptance Testing

### **Assumptions Driving Effort:**

- OPG-3 project team members receive access to all necessary City of Spring Lake Park resources by the scheduled implementation start time in the project plan.
- City of Spring Lake Park personnel will be available to provide any assistance OPG-3 may need in the City of Spring Lake Park environment.
- City of Spring Lake Park personnel attending solution demonstrations and walkthroughs are empowered to provide feedback that will affect overall design.



## Phase 3 – User Acceptance Testing

### **Core Activities Include:**

- Work with City of Spring Lake Park to identify end users that will participate in UAT
- Testing by OPG-3 and City of Spring Lake Park end-users (onsite if possible) using the test scripts developed in Phase 3
- Weekly check-in calls to review testing and discuss issues/deficiencies that have been identified
- Remediate any issues discovered during UAT until acceptance criteria are satisfied

### **Deliverables:**

- Facilitated UAT session(s) run by OPG-3 to teach users how to perform UAT
- Weekly check-in calls to review testing and discuss issues/deficiencies that have been identified
- Acceptance of solution by City of Spring Lake Park team as ready for promotion to production

### **Assumptions Driving Effort:**

- City of Spring Lake Park personnel will be available for UAT per a mutually agreed-upon schedule.

## Phase 4 – Promotion to Production

The OPG-3 project team will assist City of Spring Lake Park in promoting the solution from Test to Production. If City of Spring Lake Park prefers, and provides access, the OPG-3 project team can take the lead with City of Spring Lake Park personnel assisting.

### **Core Activities Include:**

- Work with City of Spring Lake Park to develop promotion plan.
- Delete testing data from environment system was developed in
- Migrate processes as needed
- Configure/enable email notifications
- Change test users to production users and configure security in production environment
- Functional testing of individual components, testing of solution using Test Scripts.

### **Deliverables:**

- Laserfiche solution deployed in production and ready for end users.
- Two weeks of Stabilization support after Promotion to Production.

### **Assumptions Driving Effort:**

- The OPG-3 project team will continue to support the solution for two weeks after Promotion to Production while transferring support responsibilities to the OPG-3 Support Team.

## Phase 5 – Training, Knowledge Transfer and Transition to Support

Once the solution has been promoted to production and is ready for use, OPG-3 will provide training for users and administrators.

### **Core activities include:**

- Conduct user and administrator training
- Knowledge Transfer sessions with OPG-3 Support on solution for post-project support.
- Finalize user and admin guides (documentation)

### **Deliverables:**

- User and Administrative training
- User and admin guides

### **Assumptions Driving Effort:**

- City of Spring Lake Park will work with OPG-3 to help develop appropriate training materials for end-users
- City of Spring Lake Park will coordinate attendance of City of Spring Lake Park personnel for training sessions
- Training will occur throughout this project as the OPG-3 and City of Spring Lake Park teams work alongside each other
- OPG-3 may deliver a final update to the System documentation prior to project closeout if such an update is necessary. This potential final System documentation update is not a deliverable of this Phase

## City of Spring Lake Park Responsibilities

The following are City of Spring Lake Park's responsibilities for the Services.

- 1.** City of Spring Lake Park will make available, and provide access to (e.g., within two to three business days), necessary personnel to ensure project success, including:
  - a.** A designated project manager to help schedule meetings, facilitate project governance, coordinate document requests, and other tasks.
  - b.** IT personnel such as system administrators, database administrators, or help desk.
  - c.** Subject matter experts to provide information on City of Spring Lake Park's business processes.
  - d.** Personnel to execute the test scripts and document results for User Acceptance Testing ("UAT"). Personnel will be made available per the project schedule and plan.
- 2.** City of Spring Lake Park will work with OPG-3 to provide any necessary technical resources and support. This includes:
  - a.** Providing requested documentation and acceptance of key deliverables within two to three business days. If City of Spring Lake Park does not respond in writing to OPG-3's request for acceptance within three business days of OPG-3's request, or City of Spring Lake Park's refusal of such approval within the three-day period is not reasonable, City of Spring Lake Park will be deemed to have accepted.
  - b.** Providing any access to the City of Spring Lake Park environment that the OPG-3 team will need to develop the solution.
- 3.** City of Spring Lake Park will be responsible for providing all hardware and licensing all software components necessary for completing Services. This includes:
  - a.** Windows Server 2012R2 (or higher) and SQL Server Standard/Enterprise 2012 (or higher) licenses.
  - b.** SSL certificates for all servers that require them.
  - c.** Licenses for all software and systems on the City of Spring Lake Park network with which the Laserfiche system will integrate.

## OPG-3 Responsibilities

The following are OPG's responsibilities for the Services.

1. OPG-3 will make available, and provide access to (e.g., within two to three business days), necessary personnel to ensure project success, including:
  - a. A designated project owner to help schedule meetings, facilitate project governance, coordinate document requests, provide status updates and other tasks.
  - b. Experienced OPG-3 engineering personnel.
  - c. Personnel to perform preliminary testing during development and prior to UAT. Personnel will be made available per the project schedule and plan.
2. OPG-3 will work with City of Spring Lake Park to provide any necessary technical resources and support. This includes escalating any issues to Laserfiche Support and Laserfiche Development as necessary.

## Project Assumptions

1. The scope of the engagement will include the Services described in this SOW. Any additional scope requests will be provided in a separate SOW or PSCR.
  - a. The Services will focus exclusively on Laserfiche and Laserfiche-related products to support the system and solution, except where explicitly noted in this SOW.
2. If after OPG-3's request for acceptance on project closeout, City of Spring Lake Park does not respond in writing within three business days, or City of Spring Lake Park's refusal of such approval in the three-day period is not reasonable, City of Spring Lake Park will be deemed to have accepted.

## Professional Services Pricing

The proposed solution is offered at a fixed cost based on the components chosen. This SOW is valid for 90 days and will expire on 5/17/2023.

Solution Component	Cost
HR Infrastructure	\$7,400
Backfile Import	\$4,100
Total	\$12,300

### Payment Plan

All Services will be performed in accordance with this mutually accepted SOW. To provide initial funding for the project an initial payment of 100% of the cost of the SOW will be billed upon execution of the document.

Invoices are due upon receipt. If the customer disputes any portion of an invoice, the customer will pay the undisputed portion when due.

In the event the project is impeded for a period of more than two weeks due to customer delays, OPG-3 will move the project to a parked status. Work will continue once the customer has notified OPG-3 that they are ready to resume work and the project has been onboarded during OPG-3's weekly (Thursday's) backlog grooming meeting.

Changes to project scope or effort required to complete specific work items due to unforeseen complications or issues outside of OPG-3's control will go through the Change Management Process and will be approved by both parties.

## City of Spring Lake Part | Discovery Summary

### HR Infrastructure

The City of Spring Lake Park recently upgraded their Laserfiche system to a Municipal Site License and are looking to build out their repository infrastructure before building out process automation solutions. They will be starting with Personnel Files by implementing the OPG-3 HR Infrastructure menu solution. The solution includes:

- Streamlined document capture that utilizes dynamic fields to lookup employees and document type
- Filing workflows that build and manage the file plan (folder structure, standardized document naming, metadata schema and retention) automatically
- Business processes to update documents based on changes to employee name and employment status

The city is currently implementing BS&A as their new Finance system with a plan to go-live in October 2023. In the meantime, they're continuing to use Assist (by USTI) that has a MS Access backend. For the initial implementation of this project, the city will generate reports from Assist that will be imported into an auxiliary table managed by the process. Once the BS&A implementation is completed, a subsequent project to create a read-only ODBC connection will be completed.

The city has physical records that will be scanned for all active employees. These records will be scanned by staff inhouse and won't be separated into individual document levels. They will be scanned as a single document at the parent folder (major category) level, marked as historic and be full text searchable so users can find specific information.

OPG-3 will provide sample document type spreadsheets for HR (as a prerequisite for this project) and Municipal Infrastructure (as a guide for ongoing projects).